

Grahak Sahayta Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel – experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Pratapgarh, Dausa, Udaipur, Ajmer, Dholpur, Kota, Jhalawar, Banswara and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Sahayta Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon in other cities of Rajasthan as well.

GSK details can be accessed at:

<https://cuts-cart.org/consumer-care-centre-grahak-sahayta-kendra/>

For being a part of GSK family visit:

<https://www.facebook.com/Grahak-Sahayta-Kendra-1459230614407574/>

Online Submission of Complaints:

You Can Post Your Complaint via gsk@cuts.org by filling the complaint forms in either language as under:

Hindi

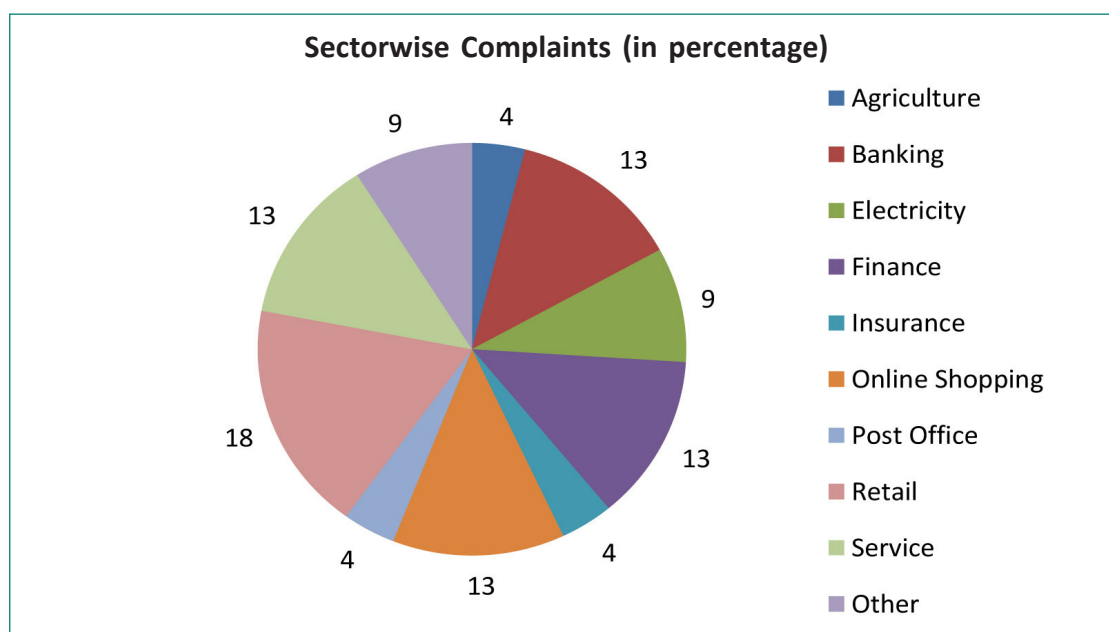
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf

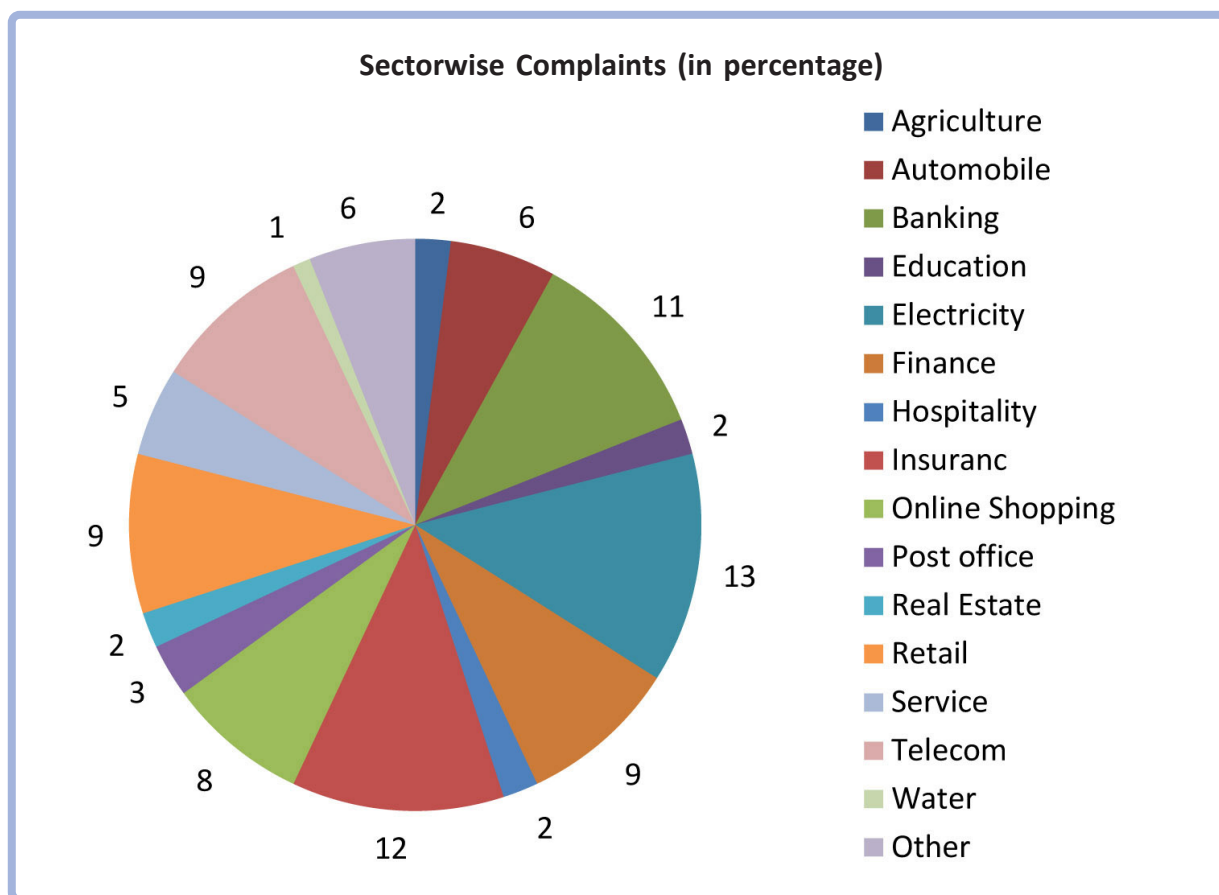


GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through mail, post or telephone. GSK has been able to solve the majority of these complaints through its standard way of dealing, such as talking to parties, writing responses or serving notices, when required. Details of the complaints and advisories are presented through graphs for July-September 2019.



GSK Performance Since January, 2019 to September, 2019

The previous editions of GSK Alert captured complaints received at GSK about the **financial, telecom, e-commerce, insurance, electricity, real estate, retail, transport, medical & health, education and banking sectors** respectively. The focus of the current issue is on complaints received concerning all sectors over the last nine months, i.e. January 2019-September 2019. The details are shown below through graphical representation:



<http://www.sachet.rbi.org.in/>

(Your Wise Decision Will Help You Keeping Your Hard Earned Money Safe)

Register your complaint against fraudulent schemes and also know more about Acts and Rules related to investors and regulators



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AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

**INVESTOR
AWARENESS** 3



Consumer Awareness Programme with TRAI

Consumer Awareness Programme with Telecom Regulatory Authority of India at Mewar University, Gangrar, Chittorgarh with 150 students on September 24, 2019.



A Programme for Bank Customers

The first Depositor's Education Awareness Programme organised under Depositor Education and Awareness Fund, Reserve bank of India at Bassi, Jaipur with the presence of around 67 participants and four bankers of branches of various banks in Bassi.



Success Stories



E-Commerce Company forced to Repay Money

Sheetal Maheshwari, a resident of Jaipur purchased clothes from Fastroly at care.fastroly@gmail.com, wherein Fastroly delivered a different product to the complainant. She contacted Fastroly regarding delivering the different product and asked to refund the money, but she was left unheard. The aggrieved consumer was compelled to approach GSK, which issued a notice through both email and letter to the opposite party. Immediately after receiving the notice of GSK, Fastroly was agreed to refund the full amount to the complainant and took back the product, which was delivered earlier.



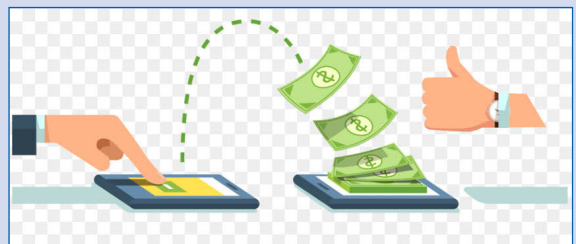
BYJU's Compelled to Refund the Registration Fees

Dharmendra Chaturvedi of Jaipur paid online registration cost of ₹6500 through BYJU's learning app. But, thereafter, neither learning material was provided by BYJU nor calls were attended after calling several times. The aggrieved consumer was compelled to approach GSK which sent a notice through email and letter to the opposite party. After receiving the notice from GSK, BYJU's agreed to refund the full amount to the complainant.



Bank Bound to Transfer the Withdrawn Amount

Raju Singh, a resident of Ajmer lodged a complaint through letter that a total amount of Rs. 25,000 was withdrawn several times from his savings account with *Kshetriya Gramin Bank*, Branch, Ramgarh, Tehsil Beawar, Ajmer District. He approached the bank which issued the statement wherein it reflected the transaction made for withdrawal. He filed the complaint with bank but was left unheard. The aggrieved consumer approached GSK for the redressal which issued a notice to the Bank. On receiving the notice, Bank transferred the whole amount to the savings account as informed by the complainant to GSK.



Titan Eye Plus Forced to Return Advance

Sangeeta Singh of Jaipur lodged the complaint that her son Ashvath Singh visited M/s Titan Eye Plus, MGF Metropolitan Mall, Bais Godam, Jaipur to purchase two pairs of frames of the goggle. Before getting the eyes tested by the opposite party, the complainant asked for an assurance that both the pairs of the frame would be ready for delivery by August 24, 2019 due to travel to Delhi on August 26, 2019 and to Australia on August 27, 2019. The assurance was given by the concerned salesman. But neither the frames were timely delivered nor the amount of ₹4830 was refunded which was paid in advance by the complainant. The aggrieved consumer approached GSK which issued a notice through mail and letter to the opposite party. As soon as the opposite party received the notice they refunded the entire amount.

