

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, Jodhpur, Bundi, 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/GrahakSuvridha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

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

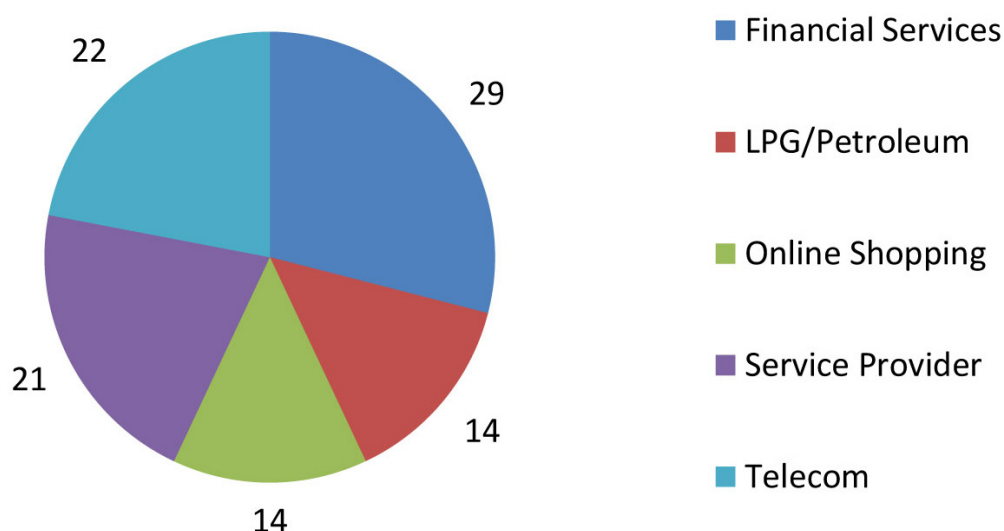
English

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 2020.

Sectorwise Complaints (in percentage)



Comparison of Consumer Protection Act, 2019 and Consumer Protection Act, 1986

CONSUMER PROTECTION ACT 1986	PROVISIONS	CONSUMER PROTECTION ACT 2019
No separate regulator	Regulator	Central Consumer Protection Authority (CCPA) to be formed
Complaint could be filed in a consumer court where the seller's (defendant) office is located	Consumer court	Complaint can be filed in a consumer court where the complainant resides or works
No provision. Consumer could approach a civil court but not consumer court	Product liability	Consumer can seek compensation for harm caused by a product or service
District: up to ₹20 lakh State: ₹20 lakh to ₹1 cr National: above ₹1 cr	Pecuniary jurisdiction	District: up to ₹1 cr State: ₹1 cr to ₹10 cr National: Above ₹10 cr
No provision	E-commerce	All rules of direct selling extended to e-commerce
No legal provision	Mediation cells	Court can refer settlement through mediation

Success Stories



One Single Notice Was Enough

Rajesh Yadav of Jaipur applied for a loan in Centurion Housing Finance Ltd., Indore (MP), which was sanctioned. But after receiving the first tranche, he was denied for the second tranche of the balance amount against the approved loan. Yadav contacted the finance company authorities several times in this regard to pay him the entire amount but in vain. He made several attempts through other modes as well, such as emails and telephone calls but no resolution was provided. The finance company fellows were simply trying to take him to ride. Lastly, Yadav approached GSK, who pursued the matter and sent a notice to the finance company. After receiving the notice from GSK, the company immediately made the payment to the aggrieved consumer.



Success Stories



LPG Agency into Dock

Vikas Singh Shekhawat from Bihar complaint against the LPG gas supplying agency, who was taking too much time in delivering the gas cylinder. Not only the agency but the delivery fellow also use to take the amount in round figure, instead of an actual amount of the cylinder. Shekhawat contacted the agency several times and tried to settle issues but nothing was heard from their side.

The complainant came to GSK which sent a notice through mail to the concerned Petroleum Company to take necessary disciplinary action against the said LPG agency. After receiving the notice, the agency refunded the balance amount of the cylinder to the complainant and promised to supply the cylinder within the stipulated time in the future. The agency even instructed the delivery man to take the actual payable amount against the cylinder.



E-Tailor Taught a Lesson

Pawan Sharma of Jaipur registered a complaint through email against support@electronicsbazaar.com regarding the delivery of a defective laptop. The supplied laptop did not function properly as a result of which the complainant Sharma had to run around without getting any proper redressal. Finally, he filed a complaint with the Consumer Service Centre of the company at his level and through other sources, but there was no result. The complainant ultimately came to GSK and notice through the mail was served to the concerned company to take necessary action for either replacing the laptop with the new one or refund the entire amount to the aggrieved consumer. After receiving the notice, the concerned company refunded the entire amount of the laptop to the complainant.



Online Shopper Again Cheated

Prabha Devi lodged her complaint by mail that she online purchased an item from 'Home Centre' <help@homecentre.in>. But the other party did not deliver the item on time. The aggrieved consumer, Prabha Devi later pursued the supplier but nothing happened and she was compelled to approach GSK. GSK followed up with Home Centre and sent a notice to the concerned person by mail. After a few days of the notice, the opposite party delivered the item to the complainant immediately. Prabha again had a dispute with the same online supply agency that she was delivered a damaged ceramic pot. The aggrieved consumer was again compelled to come to GSK which sent a notice to the concerned by mail. After receiving the notice, the opposite party delivered a new product to the complainant immediately.



Telecom Consumers Harassed Unnecessary

Vinod Kapoor, resident of Mansarovar, Jaipur submitted his complaint against Jio Reliance that six unknown numbers were being shown in his 'Aadhar' card, whereas those numbers were not used by him. He tried to contact Jio on 198 but did not get a response. After bringing the matter to GSK's notice, it was pursued by GSK counsellors. The service provider advised him that he can get the request registered for disconnection by sending an email on "care@jio.com" from his registered email id. Finally, the issue was resolved.



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Also at Delhi, Kolkata and Chittorgarh (India); Lusaka (Zambia); Nairobi (Kenya); Accra (Ghana); Hanoi (Vietnam); Geneva (Switzerland); and Washington DC (USA).