

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 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, Bundi, Jodhpur, Kota, Jhalawar, Bundi, Banswara and Sawai Madhopur, respectively. These centres work 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

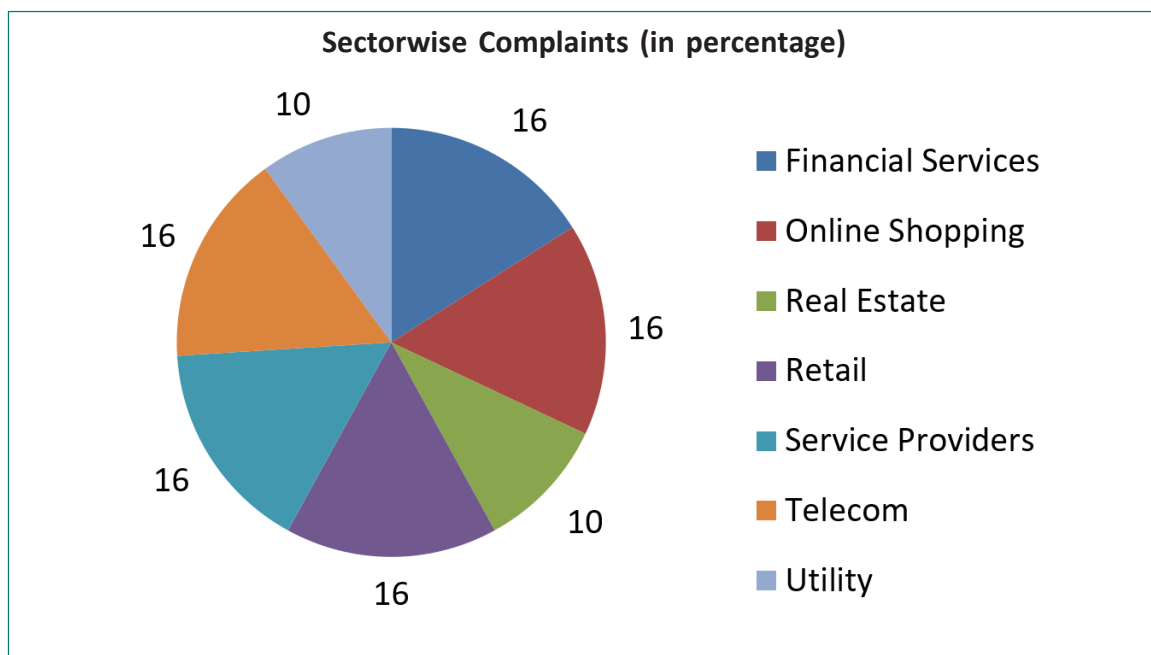
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

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



GSK, Jaipur has been dealing with complaints by various modes like in person, through the mail, post, or telephone. GSK has solved most 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, 2021.



E-Commerce Consumer Protection Rules Should Stick to Consumer-Facing Concerns

A CUTS Roundtable on Proposed Amendments to the Consumer Protection (E-Commerce) Rules, 2020, was organised on July 02, 2021. Moderating the session, Pradeep S Mehta, Secretary General, CUTS, set the tone by flagging how adding Platform-to-Business regulatory elements could disturb the simplicity of the consumer protection regime. Saroja S, Director of Chennai-based Citizen consumer and civic Action Group (CAG), instead wanted to emphasise “factors like sustainable consumption, packaging and carbon footprints, whilst building awareness about such green initiatives through consumer labelling.”



Surendra Kanstiya, former Chairman of Mumbai-based Consumer Guidance Society of India, highlighted that “the proposed amendments are poorly drafted hence affecting user-readability and implementation.”

Ujjwal Kumar, Policy Analyst at CUTS International, was not satisfied with the rationale provided by the government for the proposed amendment within a year of the notification of the Consumer Protection (E-Commerce) Rules, 2020. According to him, mere ‘receiving representations from aggrieved consumers, traders and associations complaining against widespread cheating and unfair trade practices observed in the e-commerce ecosystem’ is not enough to establish the need for the proposed amendments. It must be established that the present rules failed to deal with the alleged ‘cheating’ and ‘unfair trade practices.’

Gowree Gokhale, Partner, Nishith Desai Associates, explained how bringing elements to ‘encourage free and fair competition in the market’ into the proposed amendments goes beyond the mandate of its empowering provision in the parent Act (i.e. Section 94 of Consumer Protection Act, 2019).

While echoing Gokhale’s sentiments, Vivan Sharan, Partner, Koan Advisory Group, went a step further in identifying these proposed amendments as a “disguised industrial policy”. He stated, “if we need to create a space where local retailers can flourish, then the policy decision should leverage what the large enterprises have to offer, rather than to chew them away.”

George Cheriyan, Director, CUTS International, highlighting that the regulatory overlaps must be mitigated, and the focus should remain on ‘consumers’ in consumer protection legislation.

Success Stories



Initiated servicing of water purifier

Complainant R S Raghav, a resident of Shastri Nagar, Jaipur, lodged his complaint through mail related to the Aquaguard water purifier. Though there have been no issues regarding its functioning and the purifier has been working perfectly for years, Raghav has even taken an annual maintenance contract. A mechanic visits his house every quarter for servicing. But in February 2021, the AMC fee was enhanced by Rs 500 and the servicing company fellows renewed the contract with the new annual fee, which Raghav paid to them immediately at the same time. AMC fellows assured the complainant that the copy of the signed contract would be sent through mail or Whatsapp. But even after four months, Raghav did not receive any contract papers and when he tried to contact them, there was no response.

Then the aggrieved consumer contacted GSK. Reacting to Raghav's complaint, the GSK team sent a notice to the opposite party by mail. After receiving the mail from GSK, the company immediately acted and sent its mechanic to the service purifier, as informed by the consumer.



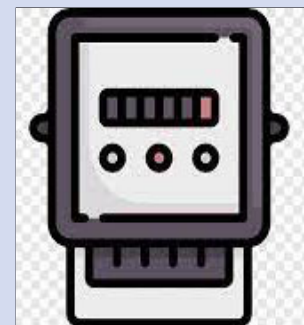
Bata shoes order got delayed

Dhiraj Kumar of Khatipura, Jhotwara, Jaipur, registered his complaint in person with GSK regarding an order for purchasing one pair of 'Bata' shoes through Flipkart. But, even after more than 15 days, Flipkart did not deliver the product. After a long wait and many follow-ups, the aggrieved consumer was fed up and was forced to come to GSK. GSK counselor took up his matter and preferred to talk over the phone with the representatives on the helpline number of Flipkart. Flipkart informed that they would deliver the product within the next two working days. Later, the complainant Dhiraj informed GSK that he had received the product.



New electricity metre installed

Lal Chand Kumawat of Chhipo ka Mohalla, Sanganer, Jaipur, registered a complaint with GSK related to the electricity metre, which was not working for the last one month. Kumawat earlier had given a written complaint to the JEN office of Jaipur Discom, but no action was taken. Harassed by the non-cooperative attitude of the Discom people, the aggrieved consumer Kumawat came to GSK and briefed his complaint. GSK counselor spoke to the area office of JEN over the phone. Within two days, the JEN office of Discom installed the new metre at the residence of Kumawat.



Success Stories



Troubleshooting of TV's screen problems

Raghav Singhal of Raja Park, Jaipur, lodged his complaint through mail related to purchasing TV of MI Company through Flipkart in 2019. MI company provided a warranty on this TV for one year. But Singhal paid extra money of Rs. 900 for availing an extended warranty of two years which was given by Jeeves company. In August 2021, the TV stopped working and the screen showed straight vertical lines without any audio or video. Singal contacted MI authorised workshop in Raja Park, Jaipur but could not get any help. After that, the aggrieved consumer went to the MI showroom at Pink Square mall, Govind Marg, and raised his concern about TV, but all efforts went in vain. After a lot of harassment, the aggrieved consumer approached GSK, which took up the matter with the MI company about the consumer problem. To no surprise, the company acted immediately and sent its mechanic and repaired the TV. Now the consumer is satisfied as informed by him.



Forced to fix issues in air cooler

Dinesh Kumar Joshi of Panchayati Samiti Colony, Masuda, Ajmer submitted a complaint through a letter, which stated that he had purchased an air cooler from Jeevan Electronics and Mobiles, Masuda, with the warranty of one year. After two months of purchase, the cooling system of the cooler stopped working. Joshi contacted the shopkeeper, but he asked him to pay an additional service charge for the cooler, whereas the cooler was in warranty period. The complainant submitted his complaint to Ajmer *Jila Grameen Upbhokta Sansthan*, who forwarded the complaint to GSK, Jaipur. A notice, in turn, was sent to the opposite party by GSK. Though the dealer Jeevan Electronics and Mobiles did not respond to GSK notice, the aggrieved consumer Joshi informed GSK that the dealer repaired the cooler.



Got the mobile repaired

Madhu Sudan Upadhyay of Jaliya-II, PS- Masuda, Ajmer registered a complaint through a letter. He had purchased a mobile of Samsung company from Giriraj Communications, Beawar Road, Vijay Nagar, Ajmer. After two months, the mobile started malfunctioning and stopped working. Upadhyay contacted the dealer, but he refused to get the mobile repaired. The aggrieved consumer was compelled to come to GSK. Later, a notice from GSK to Giriraj Communications resulted in a quick reaction and the mobile got repaired. As reported by the complainant, the mobile was in good condition.



Grahak Sahayta Kendra (GSK)

D-218A, Bhaskar Marg, Bani Park, Jaipur 302 016, India, Ph: 91.141.4015395 Fx: 91.141.2282485

Email: gsk@cuts.org, Web: www.cuts-international.org/cart/Grahak_Suvidha_Kendra.htm

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