

*Grahak Sahayta Kendra* (Consumer Care Centre) works as a ONE-STOP CENTRE catering to a spectrum of services for consumer welfare. GSK also functions on a common National and State Consumer Helplines IT platform. It provides services in Hindi and English 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 will 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](mailto:gsk@cuts.org) by filling the complaint forms in either language as under:

*Hindi*

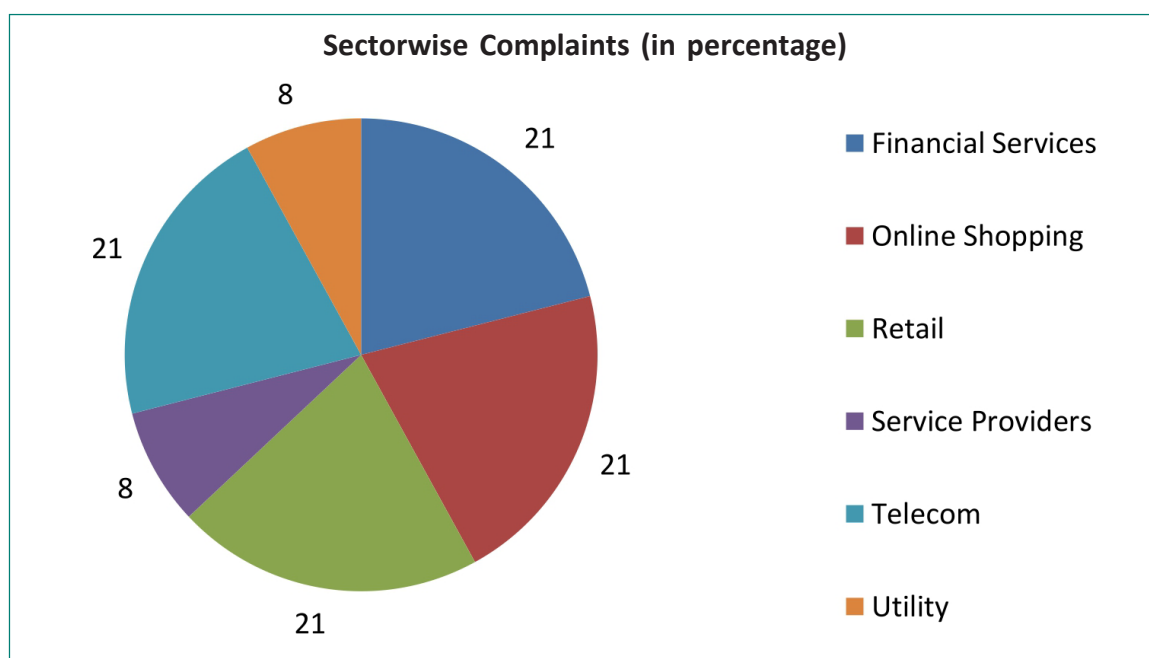
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-Hindi.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf)

*English*

[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-English.pdf](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. The complaints and advisories are presented through graphs for July-September, 2022.



## National Convention: Consumer Coordination Council

The convention cum AGM was held at Shahid Smarak Bhawan, Raipur, in Chattisgarh on September 09, 2022. Among the participants were CCC members. Besides, a few non-CCC members, VCOs, volunteers and college and school students were also present.



George Cheriyan and Deepak Saxena from CUTS participated. Amarjeet Bhagat, Minister for Food and Consumer Affairs, Chattisgarh, was the Chief Guest. Naveen Srivastava, President, Upbhokta Shiksha evam Suraksha Foundation, welcomed all the participants and P Ramarao, Chairperson, CCC, delivered the inaugural speech. Then it was followed by Ramji Bhai Mawani, Amrat Lal Sah, Abhishek Srivastava, George Cheriyan, Liyakat Ali, P K Panda, Packialaxmi and Sharmila Ranade. They were also called to share the seat with Amarjeet Bhagat. Besides the participants, Deepak Saxena, G S Panda, Rama Ben Mawani, Pramod Jhanwar, Sanjay Arya and a few other members also share their thoughts.

Cheriyan highlighted issues of FoPL, ineffective grievance redressal mechanism and key-related other problems. Tafil Ahmed, Dean of Law Department of Kalinga University, Raipur, Chattisgarh, was invited as a subject expert key speaker.

### George Cheriyan elected as Vice Chairperson of the Consumer Coordination Council of India

George Cheriyan, Director, CUTS International, has been elected to the position of Vice Chairperson of Consumer Coordination Council (CCC) of India, during the election held in Raipur, Chhattisgarh, on September 09, 2022. CCC. As per the CCC constitution, the election is held once in two years, and after becoming the Vice Chairperson, after two years automatically will become the Chairperson of CCC.



Delegates from 22 different states in India attended the National Consumer Convention and the Annual General Body meeting of CCC and participated in the elections. CCC is the Apex consumer body of all consumer organisations in India and the voice of consumers in India, established in 1993, to take up issues affecting consumers' interests in urban and rural areas of India. Consumer organisations from across the country are members of CCC.

Cheriyan is actively involved with Food Safety and Standards Authority of India (FSSAI) and presently a member of the Central Advisory Committee (CAC) of the FSSAI 2022-24, and many other similar policy making bodies and committees. He represented CUTS in the Central Consumer Protection Council (CCPC) of Government of India, since 2007 and was in the Council of Consumers International during 2015-19.

## Swachh Toycathon: A Swachh Bharat Mission Urban Initiative

The Ministry of Housing And Urban Affairs (MoHUA) of the Government of India launched the Swachh Toycathon competition under the Swachh Amrit Mahotsav-a fortnight of activities to galvanise action around Swachhata or cleanliness from September 17, 2022, Seva Diwas, till October 02, 2022, Swachhata Diwas. The competition will be hosted on the Innovate India portal of MyGov.

Swachh Toycathon is a convergence between the National Action Plan for Toys (NAPT) 2020 and Swachh Bharat Mission (SBM) 2.0. It seeks to explore solutions for the use of waste in the manufacturing of toys. The competition is open to individuals and groups to bring forth innovation in toy designs using dry waste. It will focus on efficient designs that can be replicated on a larger scale. The Centre for Creative Learning (IIT Gandhinagar) is the knowledge partner for the initiative.



Besides being the second largest populated country, India also has a growing young population, with half of the population under 25. Demand for toys is also increasing due to strong economic growth, rising disposable incomes, and several innovations for the junior people. With ever-changing consumption patterns and the rapid rise of e-commerce, the per capita waste generation in the country has steadily increased over the last decade, making waste management in cities a challenge for Urban Local Bodies.

*More details at:*

<https://www.financialexpress.com/lifestyle/swachh-toycathon-union-govt-launches-unique-competition-to-make-toys-from-waste/2691264/>

## Success Stories



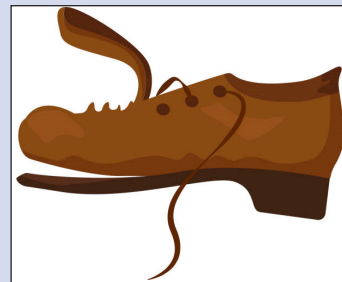
### E-tailor forced to take back the inferior product

Chetna Rathore lodged her complaint against an e-tailor by the name cincinfashion.com, to whom she had ordered apparel (*kurti*) online. Firstly, the said company had delivered the product too late; secondly, it was of inferior quality. She contacted the concerned to take back the product. But despite repeatedly calling, there was no redressal for her. Rathore then put forth her problem before GSK, which sent a strict mail to the concerned online company to redress the consumer's problem. Besides, the GSK team also spoke to them over the phone. After continuous discussions and emails, the online company cincinfashion.com finally returned the product and provided a refund.



### Defective shoes successfully replaced

Manish Chelani, a resident of Gateway Apartments, Kalidas Marg, Bani Park, Jaipur, purchased a pair of sports shoes from M/s Metro Shoes, Panch Batti, M.I. Road, Jaipur, for Rs 5,000. But after wearing these for the first time, Chelani noticed a crack on both sides of the shoes. He later contacted the showroom owner over the phone and in person, but the shopkeeper refused to return or replace it with another pair of shoes. Seeing no respite, Chelani contacted the GSK team and put forward the matter. The GSK team immediately sent a notice to the showroom owner. The GSK counsellor also spoke with the concerned person over the phone. After repeated reminders and follow-ups, the shop owner finally agreed to replace it with another pair.



### Flipkart swapped the substandard item

Rajendra Rajput, a village Bhchhuchoda, Jawaja, Ajmer, purchased an item online through Flipkart. But after receiving it, he discovered that the delivered item was different, not the one he had ordered. He contacted the company through their customer care, but he was given only assurance each time. After many hassles, the aggrieved consumer Rajput contacted GSK counsellors over the phone and narrated the entire story. After continuous efforts, Flipkart took back the disputed item and replaced them with the one Rajput had ordered.

