

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-support-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

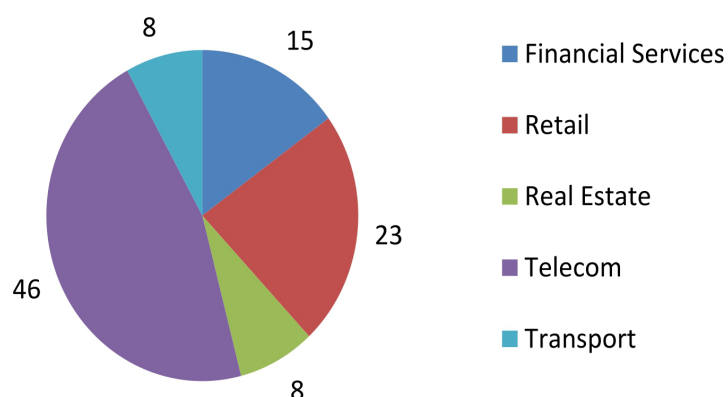
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

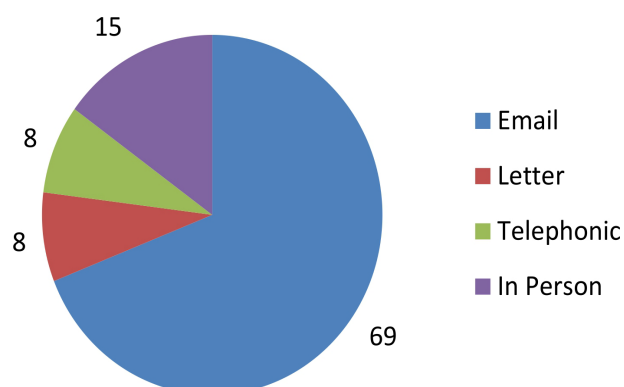
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf

GSK, Jaipur, has been dealing with complaints by various modes, like in person, through mail, post, or telephone. GSK has been solving most of these complaints through its Complaint Follow-Up (CFU), which is its standard way of dealing the complaints, such as talking to parties, writing responses, or serving notices, when required. The complaints and advisories, which GSK has received during July-September, 2023 months are presented through graphs as below.

Sectorwise Complaints (in percentage)



Mode of Complaints (in percentage)





The Eat Right Movement

#AajSeThodaKam

Tel, Cheeni aur Namak Thoda kam



Reduce salt, sugar and fat in your daily diet to reduce the risk of obesity, hypertension, diabetes and heart disease and other non-communicable diseases.



MONITOR

your intake by buying and using a small fixed quantity of sugar, salt and oil every month

REDUCE

the intake of salt, sugar & oil gradually in your daily diet

REPLACE

with healthier options

- Use fruits instead of sugar
- Use 2-3 vegetable oils instead of Vanaspati ghee

MEASURE

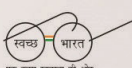
Use smaller spoons to put salt, sugar and oil in your food

LIMIT

foods such as pickles, salted snacks, sauces, jams, jellies, sweetened beverages, sweets, desserts, fried foods

AVOID

- Reusing and reheating oil repeatedly
- Sprinkling salt and sugar on salads, cut fruits, curd
- Adding salt while cooking rice and making chapattis
- Refined sugar



Success Stories



Resolving a Non-Functional Jio SIM

Ram Lal Yadav, a resident of Chimanpura village via Anantpura in Chomu Tehsil, Jaipur District, reported a non-functional Jio Telecom Company SIM. Despite multiple attempts to contact the company both by phone and in person, he received no satisfactory response or resolution. Yadav sought assistance from GSK, where a counsellor spoke with Divyansh Dubey, an authorised Jio officer, and explained the issue.

Following their discussion, the officer assured that the SIM would be operational within the next two working days. After a brief period, Yadav informed GSK that his problem had been resolved, and the SIM was now functioning correctly.



Settling BSNL Bhilwara Landline Billing Issue

Keshav Soni filed a complaint against BSNL Bhilwara, stating that he had applied for the disconnection of his landline phone and paid the entire outstanding bill. However, despite settling the bill, BSNL did not disconnect his phone and requested further payment, causing harassment. Soni's attempts to resolve the issue with BSNL were in vain.

Subsequently, Soni sought assistance from GSK, which sent a formal notice to BSNL via mail and letter. Additionally, a GSK counsellor contacted the General Manager of Telecom District Bhilwara to discuss the matter. Eventually, BSNL Bhilwara refunded the security deposit and disconnected the landline phone, as confirmed by Soni during a phone call with GSK.



Fixing SpiceJet Refund Dispute Matter

Samar Verma filed a complaint against SpiceJet for failing to refund the ticket amount after a flight diversion from Delhi to Patna via Varanasi. After two weeks, SpiceJet confirmed via email that a refund of INR12,253 had been initiated to his booking agent, Happy Fares, on May 29, 2023. However, Happy Fares claimed they had not received the refund from SpiceJet.

Verma escalated the issue to GSK, prompting a stern notice to Happy Fares. In response to GSK's notice, Happy Fares transferred the full ticket amount, including GST, to Verma's account. Subsequently, Verma confirmed via email that the problem had been resolved and expressed gratitude to GSK.

