

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:

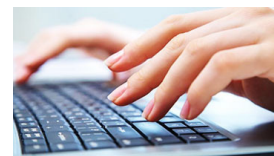
<https://cuts-cart.org/consumer-care-centre-grahak-sahayta-kendra/>

For being a part of GSK family visit:

<https://www.facebook.com/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

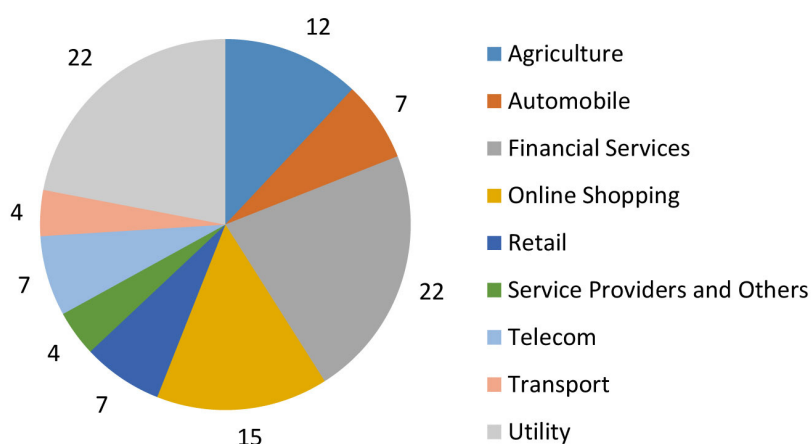
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

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, as and when required. Details of the complaints and advisories are presented through graphs for October-December 2019.

Sectorwise Complaints (in percentage)



Financial Services: Banking, Insurance Cos., Non-Banking Finance Cos. and Capital Market

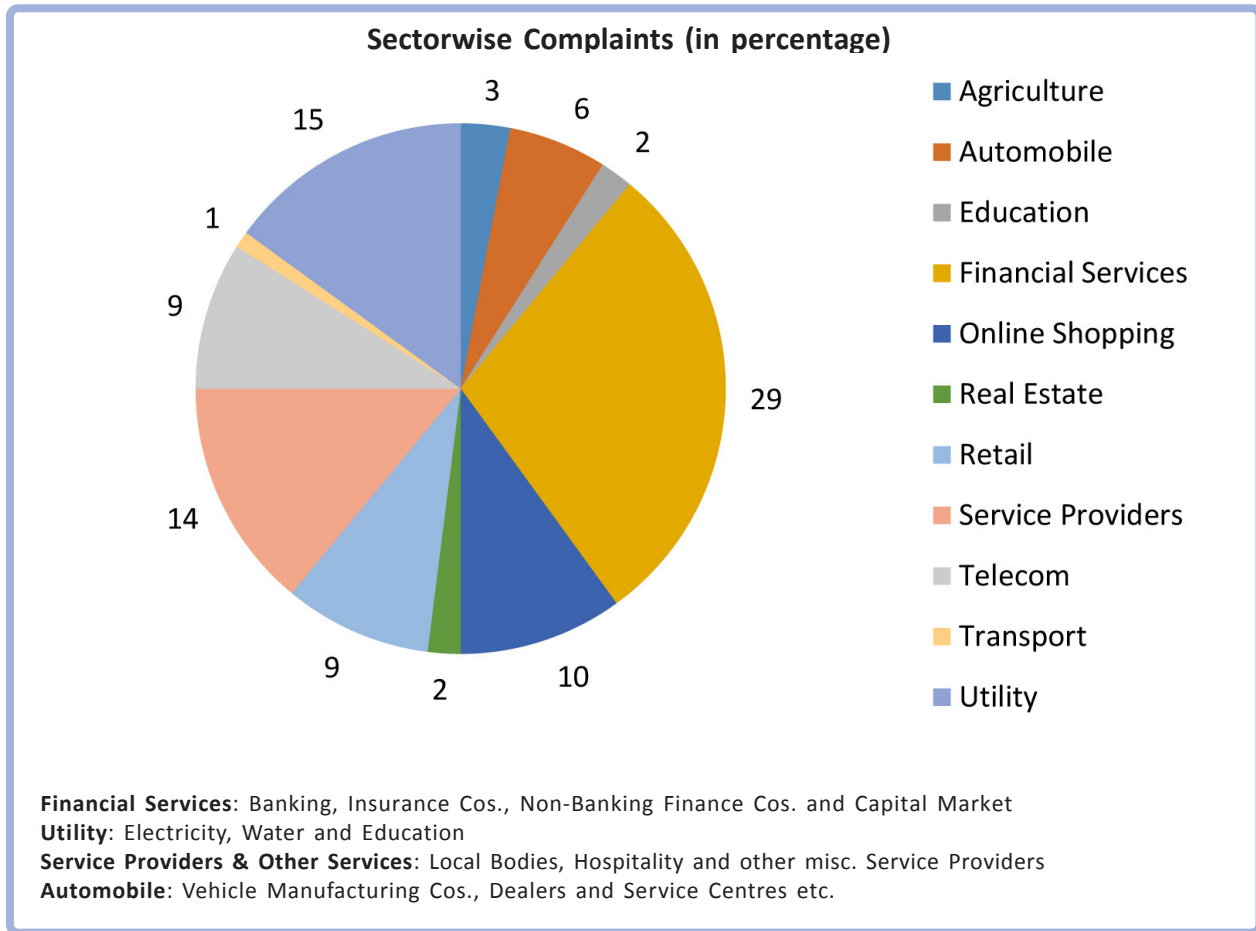
Utility: Electricity, Water and Education

Service Providers & Other Services: Local Bodies, Hospitality and other misc. Service Providers

Automobile: Vehicle Manufacturing Cos., Dealers and Service Centres etc.

GSK Performance Since January, 2019 to December, 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 12 months, i.e. January 2019-December 2019. The details are shown below through graphical representation:



दृष्टिबाधित व्यक्तियों के लिए करेंसी नोट के मूल्यवर्ग की पहचान के लिए 2 आसान चरण



आरबीआई लाया है MANI ऐप (मोबाइल ऐडेड नोट आइडेंटिफायर) अब दृष्टिबाधित व्यक्ति होंगे सशक्त

- यह ऐप महात्मा गांधी श्रृंखला और महात्मा गांधी (मई) श्रृंखला मूल्यवर्ग के बैंकनोटों की पहचान करता है
- हिंदी और अंग्रेजी में ऑडियो नोटिफिकेशन और वाइब्रेशन मोड द्वारा पहचान संपन्न
- डाउनलोड करने के बाद इंटरनेट की आवश्यकता नहीं है। यह ऑफलाइन मोड पर काम करता है
- एंड्रॉइड प्ले स्टोर और आईओएस ऐप स्टोर पर बिना किसी मुल्क/भूतान के उपलब्ध

यह योजनावत् एलिकेन नोट के असादी या नकली होने की पुष्टि नहीं करता है

अधिक जानकारी के लिए 14440 पर मिस्ड कॉल दें या
www.rbi.org.in/MANI पर जाएं
 इस विज्ञापन पर फीडबैक देने के लिए
rbi.kethaha@rbi.org.in को लिखें

कल्पित में जारी
भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

1 MANI ऐप डाउनलोड करके उसे इंस्टॉल करें

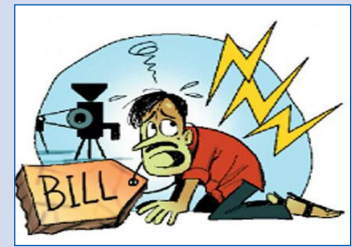
2 ऐप खोलें और मोबाइल फोन के कैमरे का फोकस करेंसी नोट पर रखें

Success Stories



Customer got his faulty bill corrected

Hardev Bheel, a resident of village Devpura, Panchayat Samiti Masuda in Ajmer district, lodged his complaint through a letter that the office of AEN, Ajmer Vidyut Vitaran Nigam Ltd. (AVVNL), Masuda issued an electricity bill of ₹13,253 for the month of October 2019. The complainant contacted concerned persons several times to settle the bill, but there was no action from the Discom side. When nothing happened even after rigorous follow up, the aggrieved consumer was compelled to come to GSK. The GSK team forwarded his complaint through a notice to the AEN, AVVNL, Masuda. Immediately after receiving the letter of GSK, AVVNL corrected the bill by taking into account the figures of past bills.



Security deposit refunded by telecom service provider

Surendra Sharma lodged his complaint through mail against Vodafone-Idea Ltd. regarding not refunding the security amount despite several emails and personal contacts. After a lot of hassles and harassments, the complainant brought his complaint before the GSK. A notice was served to the service provider through the mail, which resulted in an immediate action from the service provider's side and the complainant Sharma received the cheque of his security amount.



Faulty metre finally replaced

Amit Kumar, resident of C-Scheme, Jaipur complained that unfair charges were levied in his electricity bill for the month of December 2018. On examination, it was found that the electricity metre was malfunctioning and despite several reminders and complaints from the consumer, it was not replaced. As a result, the consumer was forced to pay the bill calculated on an average basis, equal to high billing sometimes. After continuous follow-ups and notices served by GSK, the faulty metre was finally replaced.



Airtel put into dock

Devyani Singh of Jaipur approached GSK regarding the portability of her Airtel number to Idea without her consent. Singh is an MBA student, who gave a sim registered in her name to a friend. Due to some reasons, she asked her brother to return the sim but on the refusal by a friend, she requested Airtel to deactivate that sim and re-issue a new one. As she got the new one she kept it on for two-three days, during this period she received calls from the contacts of her friend so she decided to keep it off for a few more days.

One day, Devyani turned her mobile on and found that the sim was not working. After approaching Airtel, she was informed that the number has been ported to Idea without her information and prior consent. With all the mental agony, she registered her complaint at GSK online. As soon as GSK received the complaint, an e-mail stating the details of the complaint was sent to the appellate authority of Airtel. Considering the seriousness of the case, Airtel decided to appoint a special authority to look into the matter. After rigorous follow-ups with Airtel, details regarding the portability was provided to the complainant and it was stated that the complainant's friend has got it ported fraudulently.

