



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

**Online Submission of Complaints:**

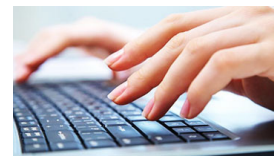
You Can Post Your Complaint via [gsk@cuts.org](mailto:gsk@cuts.org) by filling the complaint forms in either language as under:

*Hindi*

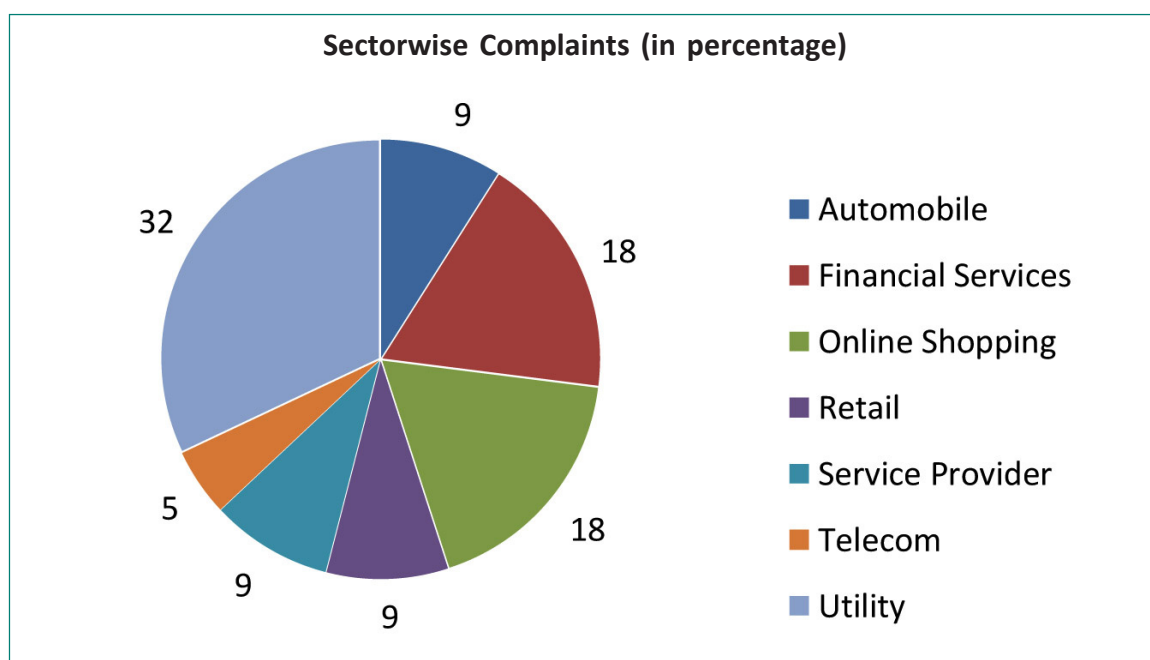
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-Hindi.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf)

*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 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 October-December 2020.

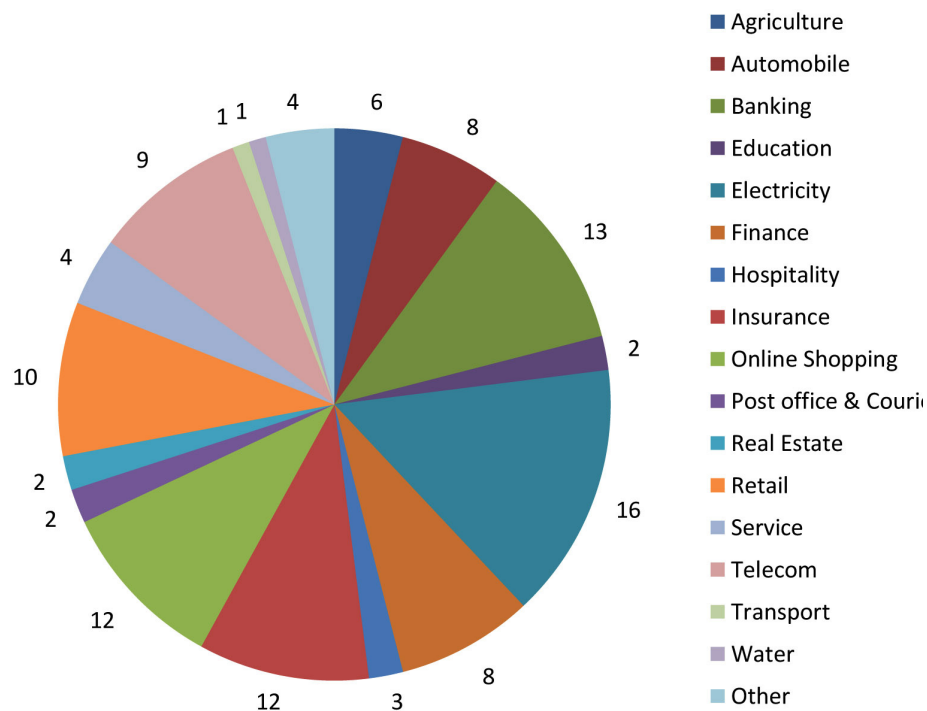


# GSK Performance

## January-December 2020

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 2020-December 2020. The details are shown below through graphical representation:

**Sectorwise Complaints in 2020 (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.

<http://www.sachet.rbi.org.in/>

(Your Wise Decision Will Help You Keeping Your Hard Earned Money Safe)

Register your complaint against fraudulent schemes and also know more about Acts and Rules related to investors and regulators



INVESTOR AWARENESS **3**

**Depositing your Hard Earned Money? Check Twice!**

**AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.**

# NATIONAL CONSUMER DAY, 2020



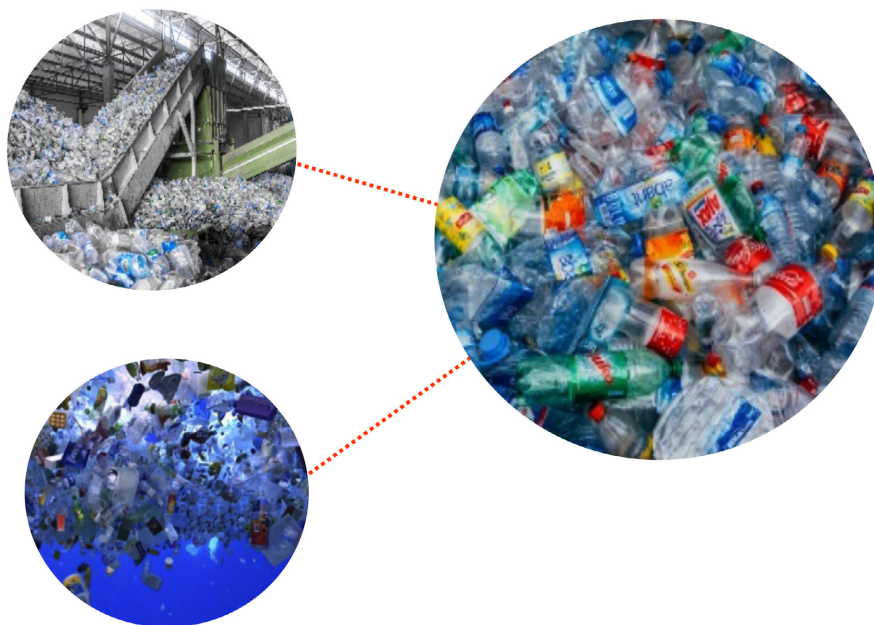
The theme of the National Consumer Day, 2020 is “NEW FEATURES OF THE NEW CONSUMER PROTECTION ACT, 2019 AND EMERGING CHALLENGES”. To commemorate the occasion, CUTS is organising a series of talks on CUTSAdda (a YouTube channel) from December 24, 2020, to March 15, 2021, i.e. from National Consumer Day to World Consumer Rights Day.

In this series, the first interesting conversation was between Pradeep S Mehta, Secretary General, CUTS International and Urvashi Dev (a senior journalist). The link to access the interview is <https://youtu.be/hLpTB2YrCaY>.

‘CUTS Adda’ is an outreach YouTube channel of CUTS International ([https://www.youtube.com/channel/UCdRDpd4Xauhwel\\_h0GSCLsg](https://www.youtube.com/channel/UCdRDpd4Xauhwel_h0GSCLsg)) that intends to cater information and a fair perspective from experts on issues that are topical and important. The conversations at CUTS Adda are designed to help the audience shape their opinion and have an understanding of how the issue impacts them. Please tune in to CUTS Adda at [https://www.youtube.com/channel/UCdRDpd4Xauhwel\\_h0GSCLsg](https://www.youtube.com/channel/UCdRDpd4Xauhwel_h0GSCLsg) and subscribe!



# WORLD CONSUMER RIGHTS DAY, 2021



**W**orld Consumer Rights Day is taking place on March 15, 2021. The theme of this year is **‘Tackling Plastic Pollution’**, which will focus on building a global consumer movement against plastic pollution.

By 2050, it is estimated that there will be more plastic in the oceans than fish. Plastic is a highly useful material in our everyday lives, but our consumption and production of plastics have become unsustainable causing negative environmental consequences, including pollution of the environment and negative impacts on human health and biodiversity.

World Consumer Rights Day, 2021 will bring together the global consumer movement, as well as many other partners, to amplify the consumer voice on the issue of tackling plastic pollution. Building on the 2020 World Consumer Rights Day theme of sustainable consumer, the 2021 theme will focus upon our consumption and production of one material and reflect how the current single-use, take-make-dispose plastics system can be reimaged.

The global problem of plastic pollution has only got worse throughout the pandemic. World Consumer Rights Day, 2021 will provide a day of action for the global consumer movement to raise awareness on the issue of plastic pollution and seek to provide solutions to reduce leakage of plastic into the environment and decrease the production of plastics globally.

CI members will utilise the Circle Model of Waste Management in preparing activities. Collectively, we will build a global picture that will raise the voice of consumer advocacy on tackling plastic pollution.

## Success Stories



### School Fees Waived Off During the Lockdown

Jaipur-based Relevant Public School, Arya Nagar, Jaipur has been putting undue pressure on Radhey Shyam Kumawat, resident of Murlipura, Jaipur for depositing fees of the lockdown period. Already suffered from a great financial crisis as a result of lockdown, he contacted school administration several times to waive the amount of fees of the lockdown period. But, school authorities were not interested in taking up his matter.



Lastly tired up after receiving plenty of calls from the school, complainant Kumawat contacted GSK in person. The GSK took the initiative and contacted school senior management and informed them about the matter and also referred to the government's order of not taking or pressurising parents for fees of the lockdown period. After several follow-ups by the GSK counselors, the school management finally agreed to waive off the fees.

### Electricity Bill Finally Got Rectified

Lokesh Singh Shekhawat, resident of Masuda, Ajmer had been issued an electricity bill with a phenomenal amount. He contacted Ajmer Vidyut Vitaran people to get the bill rectified but all his attempts went in vain. Lastly, Shekhawat lodged the complaint forwarded through *Ajmer Jila Gramin Upbhokta Sansthan*, Masuda, Ajmer.



The GSK team contacted the aggrieved consumer over the phone and acquired complete details and then counselors contacted the concerned staff in the office of AVVNL, Masuda, Ajmer. After multiple follow-ups with the AVVNL team, Shekhawat's bill finally got rectified.

### Bank to Refund the Overcharged Amount

Harnath Singh, resident of Subhash Colony, Shastri Nagar, Jaipur lodged his complaint in person against State Bank of India Shastri Nagar, Jaipur regarding overcharged online money transferred from his bank account. The complainant requested the bank several times to refund the balance amount of the online transaction but there was no redressal.



Subsequently, Singh contacted GSK in person. The GSK counselor spoke over the phone with the concerned person of the bank and informed him about the matter after referring him to the RBI rules. Reacting to it, the bank authorities immediately acted on and credited back the unlawful deduction into his bank. A relief to the aggrieved consumer.

### Flipkart Scrutinised for Shipment Delay

Laxman Singh Kumawat, resident of Dadi ka Phatak, Jaipur lodged his complaint in person against Flipkart about the extraordinary delay in receiving the product, which he had ordered online through Flipkart. Kumawat informed GSK that he had ordered a smartphone but even after ten days, he did not get his product. The complainant contacted GSK in person. The GSK took up the matter with Flipkart and after constant follow up, finally Kumawat received his product.

