

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 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 by filling the complaint forms in either language as under:

Hindi

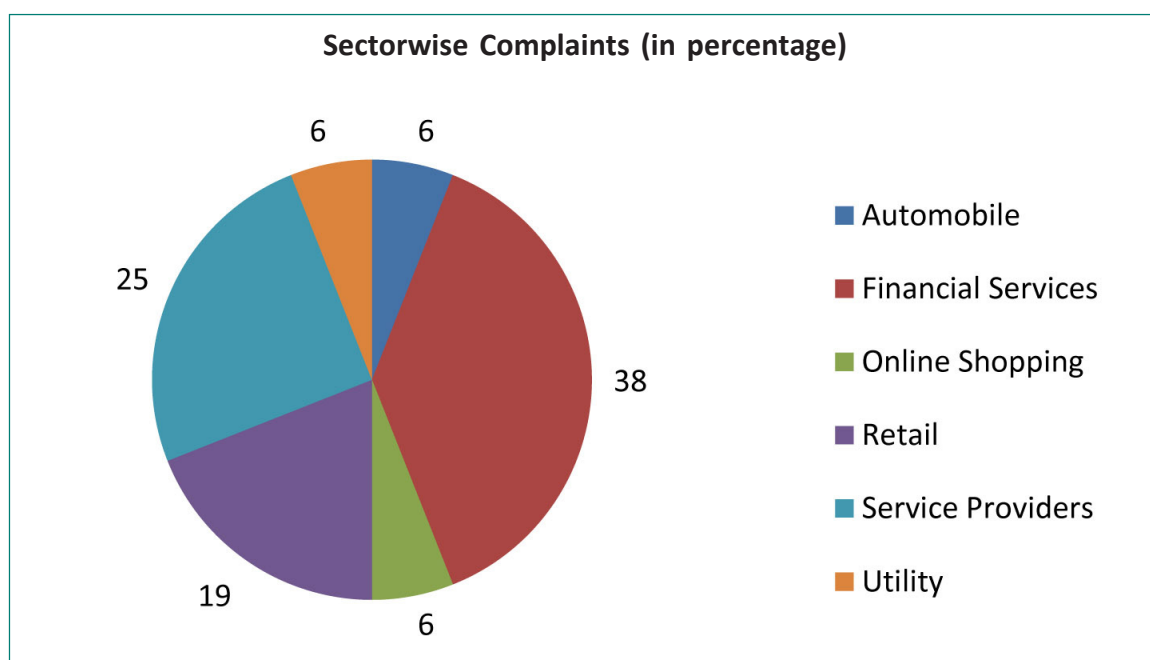
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

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



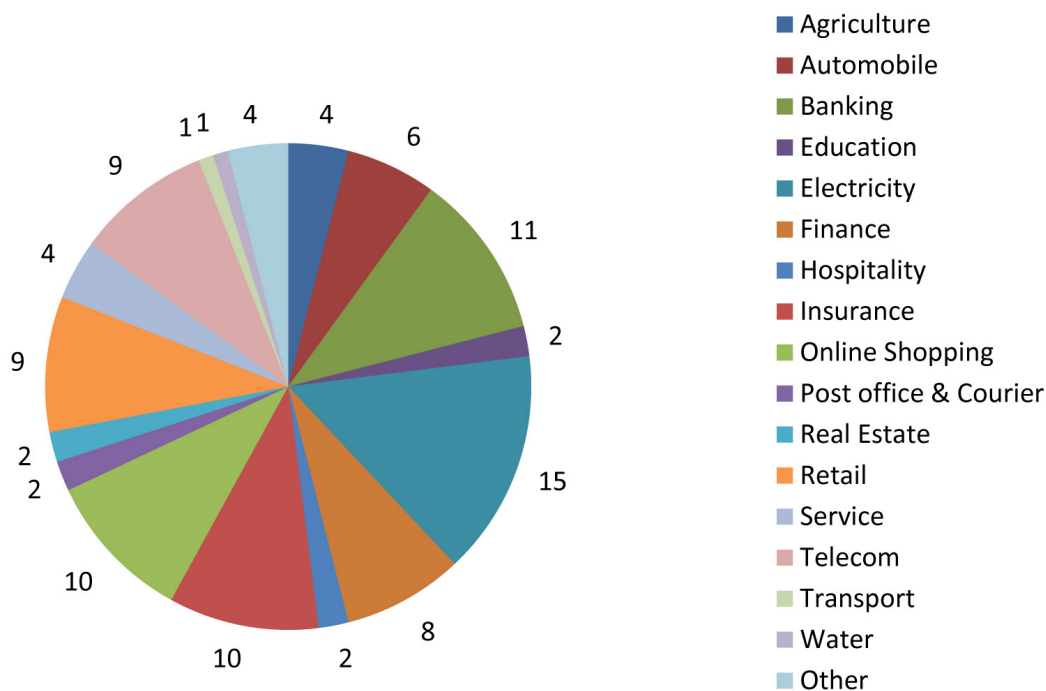
GSK, Jaipur has been dealing with complaints by various modes like in person, through the mail, post, or telephone. GSK has solved most of these complaints through its standard way of dealing, such as talking to parties, writing responses, or serving notices when required. The complaints and advisories are presented through graphs for October-December, 2021.



GSK Performace in 2021 (January-December, 2021)

Similarly, the performance of the year 2021 (January-December, 2021) can be visualised through the below graph.

Sectorwise Complaints in Percentage (2021)



GSK Outreach

The GSK team comprising Dharmendra Chaturvedi and Pratibha Jain organised an outreach programme with 'Jeevan Ashram Sansthan' for around 30 women in Bhatta Basti, Shastri Nagar, Jaipur on December 27, 2021. They made them aware of consumer rights and responsibilities. Also, briefed them about filing consumer complaints in consumer commissions if they are abused as a consumer at any point.



National Consumer Day, 2021

Every Year December 24 is observed as National Consumer Day with a specific theme in India. The Consumer Protection Act, 1986, had received the president's assent on this day. This year's theme of the day was 'Consumers: Know and Assert Your Rights'. In a state-level function of the Department of Food and Consumer Affairs, Government of Rajasthan, Pradeep S Mehta, Secretary-General, and Deepak Saxena, Assistant Director, CUTS, attended the ceremony on December 24, 2021, where Mehta was one of the key speakers.

Pratap Singh Khachariyawas, Cabinet Minister in the Government of Rajasthan; Naveen Jain; Secretary, Department of Skill, Employment and Entrepreneurship Development, Rajasthan; Banwari Lal Sharma, President, State Consumer Redressal Commission, Rajasthan were key dignitaries. Mehta delivered a session on the key 'Amendments in 'E-Commerce-Consumer's Perspective'.



ISI Standards in Toys and Foot: An Online Panel Discussion

Deepak Saxena, Assistant Director, CUTS and a coordinator of GSK, attended an online panel discussion on 'ISI Standards in Toys and Footwear' organised by Patrika TV on December 2, 2021. The discussion was moderated by Swantantra Jain, TV anchor and attended by Amitabh Kharbanda, CEO of Sanford Apparels, New Delhi; Shikhar Chand Bairathi, CEO of Bairathi Footwear and also President of Rajasthan Footwear Manufacturers Association (RFMA) and Anant Sharma of Consumers Action & Network Society) CANS, as discussants.



Shudh Ke Liye Yudh Abhiyan

Saxena attended a meeting organised by the Food and Consumer Affairs Department of Government of Rajasthan on Legal Metrology under their ongoing 'Shudh Ke Liye Yudh Abhiyan' as one of the speakers on December 10, 2021. The meeting was mainly an interaction with main and big sweet shopkeepers, bakers of Jaipur and a few other businessmen from surgical products field. CUTS was the only invited voluntary consumer organisation in the meeting. The objective of the meeting was to inform participants about new provisions of Legal Metrology (packaged commodities) Amendments Rules, 2021.



Success Stories



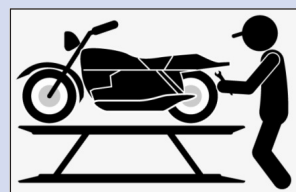
Cheque book issued with correct information

Rakesh Kumar Parmar of Samajik Vikas Samiti, Based, Dholpur lodged his complaint through email that the State Bank of India (Dholpur) branch issued a cheque book with incorrect information. He contacted the concerned person of the branch but to no respite to his complaint. The aggrieved consumer Rakesh then lodged his complaint to GSK, where the GSK counselor talked over the phone with the branch manager. Reacting immediately to the call from GSK, the manager assured that the new checkbook with correct information would be issued within seven working days. Later, the complainant informed that the new cheque book had been issued with correct details.



Availed free bike servicing

Narpat Singh Shekhawat lodged his complaint through mail against the authorised service centre of Royal Enfield Ltd. regarding a service for his bike when the service centre refused for free servicing of it, which was actually in warranty period at the time of the complaint. After a series of harassment, the aggrieved consumer wrote to GSK. On being threatened with legal action, the concerned manager of the servicing centre immediately agreed to go for a free bike servicing.



Bouncing charges on EMI waived off

Mukesh Sharma lodged his complaint through mail against Aditya Birla Housing Finance, an NBFC, regarding waiving of bouncing charges on his bounced EMI, which was phenomenal and against the banking norms. But the company did not give any relief because it was mentioned in the loan agreement. The aggrieved consumer made all efforts from his side to see that he was saved from unreasonable charging by the NBFC. But nothing happened, and there seemed to be no one in the company who was there to listen to him. Lastly, Sharma registered his complaint at GSK. The counselor in GSK spoke with the concerned finance company's authority over the phone, who later agreed to waive the illegal bouncing charge on the EMIs.



Got fresh product in place of rotten

Ramesh Ukande lodged his complaint through mail against a departmental store regarding one packet of 'Haldiram Sonpapadi', a sweet product he purchased from a departmental store. After purchase, when he opened up the packet, he found that the particular sweet was rotten and not worth eatable. On seeing this, he again went to the departmental store and asked to refund the money or give another fresh 'Sonpapadi'. But, the store fellow refused to entertain his complaint in any manner whatsoever. Later, the aggrieved consumer from Jaipur only came to GSK. The GSK team spoke with the concerned person of the department store, who, after rounds of discussions and strict follow-ups, admitted their fault and agreed to give another product of 'Sonpapadi' in place of the rotten one.



Faulty metre replaced

Lokesh Kumawat, a resident of Sanganer, Jaipur, complained to JVVNL about a faulty electricity meter that did not function properly for two months. He contacted the concerned staff in the area office, but nothing happened. The aggrieved consumer later came to GSK and reported his complaint. GSK team advised him to complain to JEN along with the last electricity bill. Besides this, the counselor spoke to JEN over the phone, who assured that the new meter would be installed within three working days. Later, Kumawat informed GSK that the matter had been resolved.

