



*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/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:



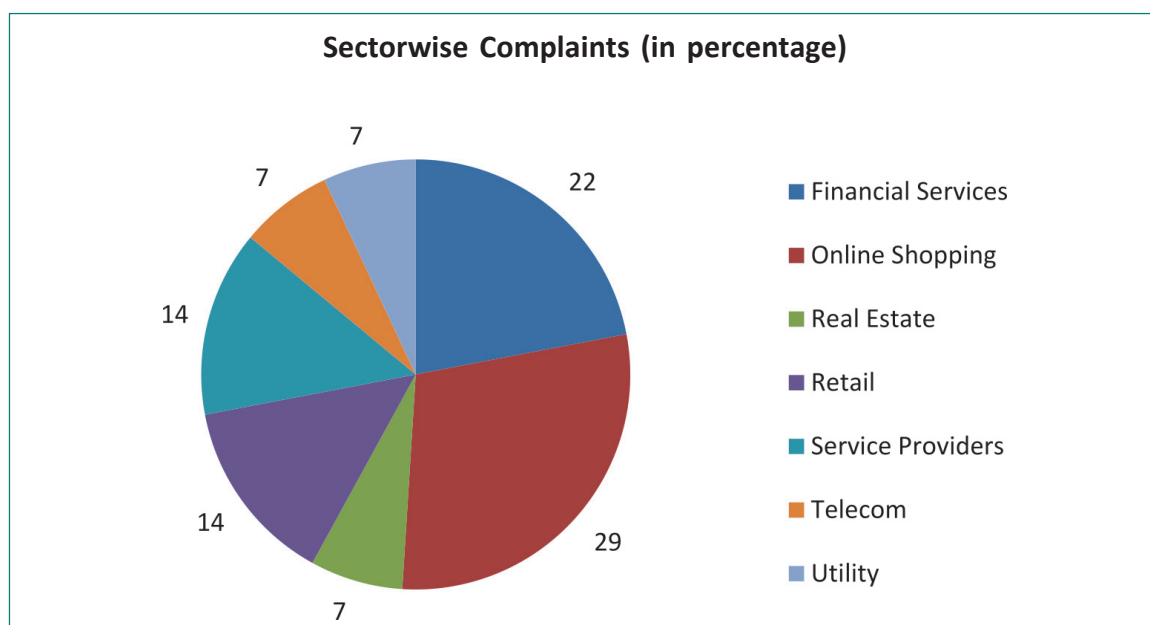
*Hindi*

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

*English*

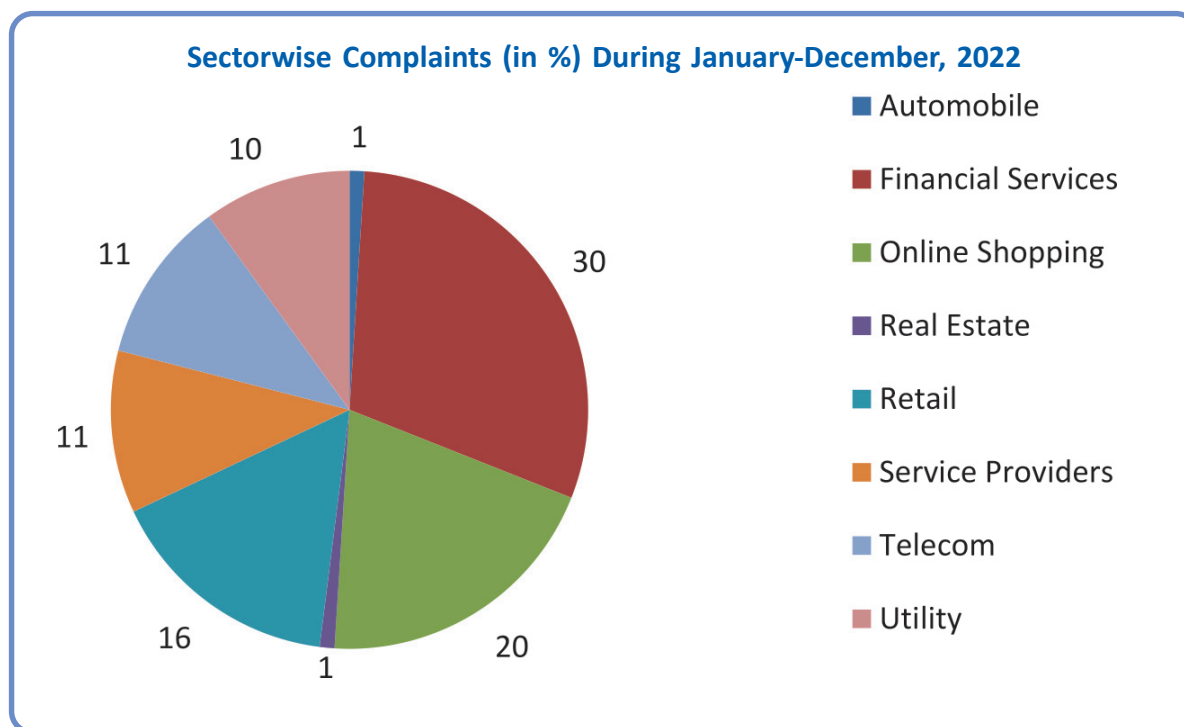
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-English.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf)

GSK, Jaipur, has been dealing with complaints by various modes, like in person, through the 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 October-December, 2022 months, are presented through graphs below.



## Status of Complaints in October-December, 2022

Besides, the status of complaints in the year 2022 (January-December 2022) is as below:



## Awareness Programmes for Telecom Consumers

CUTS organised three back-to-back Consumer Awareness Programmes (CAPs) with the support of the Telecom Regulatory Authority of India (TRAI) at Sri Krishna Vidyalaya, Devthala in Govindgarh block of Jaipur district on November 15, 2022, with around 100 students mainly of class XII.

The second one was held at Lal Bahadur Shastri School in Sargoth village of Reengus Panchayat Samiti of Sikar district on December 28, 2022, with around 46 students, mainly of class X-XII.

The third one was held on December 30, 2022 at Nawan City of Nagour district with about 52 local telecom customers and a few students. Saxena was the main presenter in all three programmes, and Dharmendra Chaturvedi, Programme Officer, supported conducting the programmes with the local coordinator.



## National Consumers Day, December 24, 2022

### Effective Disposal of Cases in Consumer Commissions

Deepak Saxena, Associate Director and Dharmendra Chaturvedi, Programme Officer of CUTS, attended an event organised by the Directorate of Marketing and Inspection of the Ministry of Agriculture and Farmer Welfare jointly with Bhawani Niketan PG College. Rajendra Agrawal, District Commission Judge of Tonk, was the guest. Other speakers were Anil Kumar, Joint Registrar, Confed; R R Saini, SMO of DMI; Nimali Singh, Syndicate Member, Raj University; Meena Rathore, Principal, Bhawani Niketan PG College. Saxena was also one of the speakers on occasion.



Around 60 students, college staff, shikshaa samiti members, and Agmark department staff were present. An exhibition was also arranged at the spot, with stalls of various companies selling agricultural products, along with a stall of Agmark, where their products were tested with equipment.

CUTS also showcased its publications on occasion. Satyapal Singh, Programme Officer, CUTS, attended an event organised by the Department of Food and Consumers Affairs, Government of Rajasthan, at HCM-RIPA, Jaipur. The theme of this programme was 'Effective Disposal of Cases in Consumer Commissions'. Pratap Singh Khachariyawas, Minister of Food and Consumer Affairs was the chief guest. Atul Kumar Chatterjee, Retired Judge, Member Judicial State Consumer Disputes Redressal Commission, and Ashok Kumar, Registrar State Commission, were special guests. Other presented dignitaries were Kanika Kalia, Head, BIS Jaipur office.





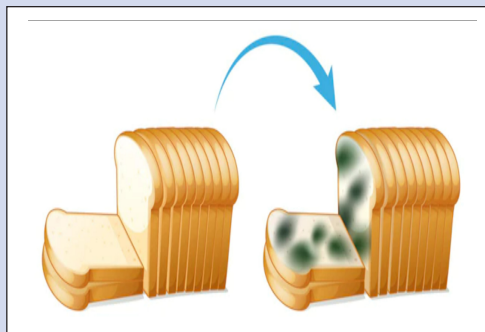
## Success Stories



### Expired bread replaced (V-1)

Narendra Kumawat, a resident of SFS, Mansarovar, Jaipur, complained to a department store in his area regarding two packets of bread he had purchased. When he opened the packets at home, he discovered that both had expired. He visited the department store to return the packets of bread, but the authorised person refused to take them back and did not refund the money.

The aggrieved consumer was compelled to come to GSK, where the counsellor spoke with them over the phone and informed them of the provisions of the New Consumer Protection Act. After a lengthy discussion, the department store took back the bread packets and gave the consumer another new one, providing them with relief.



### Network connection issues fixed (V-2)

Bhawani Sharma, a resident of Mehandwas in Tonk district, complained about mail against Airtel regarding the non-functioning of the network in this village during a power cut. GSK counsellor spoke with Pratibha Gautam, the concerned person of Airtel, regarding this issue. She assured that the problem would be fixed within one or two days. Sharma reported that the network problem had been fixed.



### Portability problem resolved

Kamta Prasad Agarwal complained via email against Airtel regarding a problem with portability. In this case, the GSK counsellor spoke with Airtel's concerned person, Gautam, over the phone. She assured the portability problem would be solved within 24 hours, and Agarwal later informed GSK that his issue was now solved.

