

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/GrahakSuvaidha-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

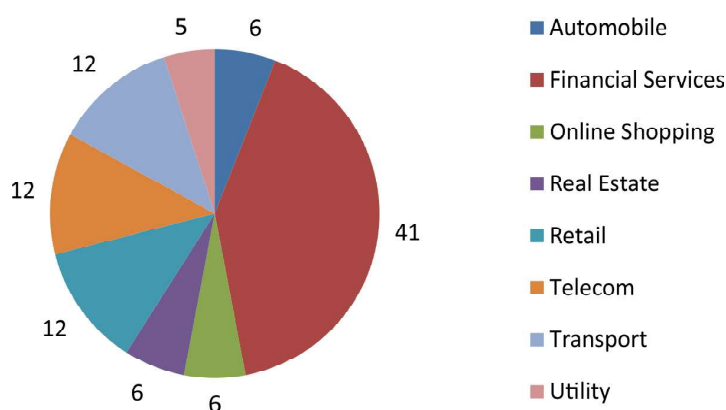
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

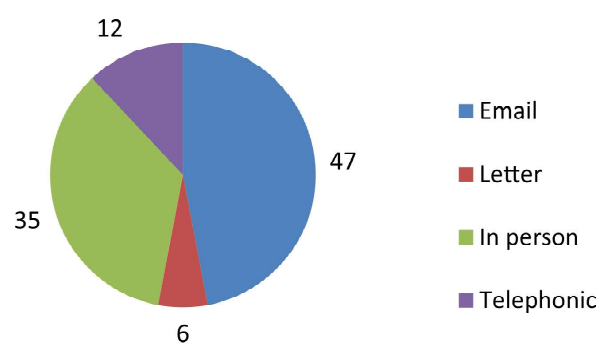
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf

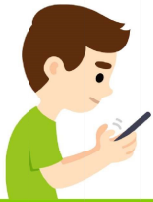
GSK, Jaipur, has been dealing with complaints by various modes, like in person, through mail, post, or telephone. GSK has been solving most of these complaints through its Complaint Follow-Up (CFU), which is its standard way of dealing the complaints, such as talking to parties, writing responses, or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

Sectorwise Complaints (in percentage)



Mode of Complaints (in percentage)





Digital Fraud by Numbers

paygilant
Fraudless. Frictionless. Effortless.

Statistics on Digital Fraud



1.1B Attacks

There were 1.1 digital billion fraud attacks in the first half of 2020
Source: securitymagazine.com Report, 2020



\$ 145M

Americans have lost \$145 million to fraud related to COVID-19
Source: securitymagazine.com Report, 2020



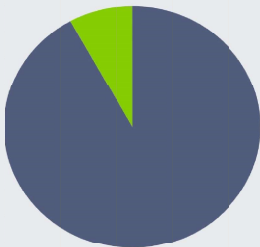
\$ 269M

Total amount lost to App fraud in the UK in the first six months of 2020
Source: securitymagazine.com Report, 2020



2.2/10

22 percent of Americans were the targets of pandemic-related fraud attempts as of April
Source: TransUnion Report, 2020



92% of consumers expect a fast, frictionless experience that is as trustworthy and secure
Source: securitymagazine.com Report, 2020



Account takeover fraud will result in losses exceeding \$200 billion between 2020 and 2024
Source: securitymagazine.com Report, 2020



78% of all ecommerce transactions came from mobile devices in 2019
Source: TransUnion Report, 2020



118% increase in risky transactions from mobile devices in 2019
Source: TransUnion Report, 2020



Consumers suffered 71% losses due to fraud in 2020
Source: TransUnion Report, 2020

<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**

Deposit your Money Only with Banks / RBI Licensed NBFCs.

Invest Wisely. Safety First, Returns Later

BE ALERT, STAY SAFE.

Success Stories



Resolving Bouncing Charges Dispute

Mukesh Sharma filed a complaint via email against Aditya Birla Housing Finance, an Non Banking Financial Corporation, seeking the waiver of unusual bouncing charges on his defaulted EMI, which he deemed contrary to banking norms. The company, citing the loan agreement, denied any relief, prompting Sharma's persistent but unsuccessful efforts to resolve the matter internally.

In frustration, he escalated the complaint to GSK, where a counsellor engaged with the relevant authority at the finance company over the phone. Subsequently, the company agreed to waive the contested bouncing charges on Sharma's EMIs.



Obtaining a Bill Against Purchase is Mandatory!

Trilok Chand Verma of Karni Vihar Thana, Jaipur, bought an electronic item from a local showroom but was not provided with a bill by the shopkeeper. Despite his immediate request for the bill, the shopkeeper refused.

Frustrated with this, Verma reported the issue to GSK. After a GSK counsellor spoke to the shopkeeper, explaining the Consumer Protection Act, 2019, the shopkeeper promptly agreed to provide Verma with the necessary bill.



Defective Shoes Successfully Replaced

Manish Chelani, residing at Gateway Apartments, Kalidas Marg, Bani Park, Jaipur, bought a pair of sports shoes from M/s Metro Shoes, Panch Batti, M.I. Road, Jaipur, for Rs 5,000. However, after wearing them once, Chelani observed cracks on both sides. Despite his attempts to resolve the issue with the showroom owner, who refused to provide a replacement, Chelani sought assistance from the GSK team.

Following a notice sent by GSK and counseling from their team, the shop owner eventually agreed to replace the defective pair after persistent reminders and follow-ups.

