

# About CUTS

December 2014

Value for People

## Mission

*Consumer Sovereignty  
in the Framework of  
Social Justice,  
Economic Equality  
and Environmental  
Balance,  
Within and Across  
Borders*



CUTS began in 1983, from a rural development communication initiative, a wall newspaper 'Gram Gadar' (village revolution). *Gram Gadar* is published regularly and reaches every nook and corner of Rajasthan including remote villages. It has been instrumental in providing a forum for the oppressed classes to get justice.

Established in 1983 as a voice of the poor to express their developmental needs and aspirations, CUTS International ([www.cuts-international.org](http://www.cuts-international.org)) is a leading Southern voice and face of consumer empowerment through its rights-based approach and activities for influencing the process and content of inclusive growth and development.

From consumer protection work in India it has expanded its scope and interventions to subjects, such as good governance and social accountability, trade and development, economic and business regulations including competition, investment and corporate governance issues and human development, particularly women's empowerment.

The organisation's Vision is 'Consumer Sovereignty'. It conducts action (policy) research and evidence-based advocacy for policy and practice changes to bridge the gaps between the core and the periphery, that between the state and non-state actors. It believes that consumer empowerment not only serves national interest but also addresses many challenges faced by the global public goods. It aims to take forward the consumer movement to the political space at sub-national, national and international level with a holistic and balanced objective.

With its headquarters and three programme centres in Jaipur, India; one each in Chittorgarh and Calcutta; an advocacy centre in New Delhi, India; and five overseas centres in Lusaka, Zambia; Nairobi, Kenya; Accra, Ghana; Hanoi, Vietnam and in Geneva, Switzerland, the organisation has established its relevance and impact in the policy-making circles and among the larger development community in the developing world and at the international level.

CUTS Institute for Regulation & Competition (CIRC) was established in New Delhi in 2008 with the aim of offering research, educational and training programmes on competition policy and law and sector regulatory laws.

## Public Policy Centre



A need for a national public policy centre with international expertise has long been felt in Rajasthan, particularly, at Jaipur. The upcoming CUTS International Public Policy Centre (CIPPoIC) in the state capital is a step in this direction. The Centre was launched on July 04, 2014 at a public event in Jaipur. CIPPoIC will have an overall mandate to provide a platform and promote dialogues, programmes, research, advocacy, networking and capacity building on public policy

and related areas, such as foreign policy, regional cooperation, decentralisation, governance etc. CIPPoIC is an idea waiting to bloom and will be located in a 5,000 square metres plot in Jagatpura Institutional Area. It will develop a culture of consensus on policy making, inculcate a thoughtful leadership and generate outcomes through follow up of activities.



## CONTENTS

Organisational Structure.....	3
Resources .....	4
CUTS CART .....	5
CUTS CITEE .....	6
CUTS CHD .....	7
CUTS CCIER.....	8
CUTS CRC .....	9
Marching Ahead .....	10-11

## PROGRAMME CENTRES



CUTS CITEE

CUTS Centre for International Trade, Economics & Environment (CUTS CITEE), established in 1996 at Jaipur, India, aims to be a high-level global standard institution for research and advocacy on multilateral trade and sustainable development issues.  
128, Mohit Bhawan, Sindhi Colony, Bani Park, Jaipur 302 016  
Ph: +91-141-228 2821-3, Fax: +91-141-228 2733 Email: citee@cuts.org, web: www.cuts-citee.org



CUTS CART

CUTS Centre for Consumer Action, Research & Training (CUTS CART) established in 1996 at Jaipur, India works towards enabling people, especially women and other disadvantaged groups of society to achieve the right to basic needs and sustainable development through a strong consumer movement.  
D-218, Bhaskar Marg, Bani Park, Jaipur 302 016, Ph: +91-141-513 3259  
Fax: +91-141-401 5395(TF), Email: cart@cuts.org, web: www.cuts-international.org/cart



CUTS CHD

CUTS Centre for Human Development (CUTS CHD), established in 1990 at village Senti, district Chittorgarh, Rajasthan, India seeks to empower rural people, especially women and disadvantaged groups of society through innovative strategies of social action.  
Rawala, Senti, Chittorgarh 312 025, Ph: +91-1472-241 472, Fax: +91-1472-247 715  
Email: chd@cuts.org, web: www.cuts-international.org/chd



CUTS CCIER

CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER) was established in 2003, Jaipur, India to be a centre of excellence on regulatory issues, with focus on competition, investment and economic regulation.  
D-217 Bhaskar Marg, Bani Park, Jaipur 302 016, Ph: +91-141-228 2821-3, Fax: +91-141-228 2485  
Email: c-cier@cuts.org, web: www.cuts-ccier.org



CUTS CRC

CUTS Calcutta Resource Centre (CUTS CRC) established in 1987 has a unique feature of working simultaneously on Consumer Safety and Grassroots Economic Development.  
3, Suren Tagore Road, 2<sup>nd</sup> Floor, Gariahat, Kolkata 700 019, West Bengal  
Ph: +91-33-2460 4985, Fax: +91-33-2460 4987, Email: Calcutta@cuts.org, web: http://cuts-international.org/crc

## RESOURCE CENTRES



CUTS Delhi Resource Centre (CUTS DRC) was established in 2003 in New Delhi, India to act as the focal point for CUTS' advocacy, outreach and external relations.  
Flat No. 62, Qutab View, Multistoried DDA Apartment, Katwaria Sarai, New Delhi 110016  
Ph: +91-11-2653 7791/2653 7791, Fax: +91-11-2685 6288, Email: delhi@cuts.org, web: www.cuts-international.org/delhi

CUTS Africa Resource Centres at Lusaka, Zambia; Nairobi, Kenya; and Accra, Ghana were established in the year 2000, 2003 and 2013 respectively to function as resource, coordination as well as networking centres to promote South-South co-operation on trade and development.

**Lusaka**

Plot 3653 Mapepe Road Olympia, P. O. Box 37113, Lusaka, Zambia  
Ph: +260-211-294 892, Email: lusaka@cuts.org, web: www.cuts-international.org/ARC/lusaka

**Nairobi**

Yaya Court-2<sup>nd</sup> Floor. No. 5, Ring Road, Kilimani off Argwings Kodhed Road, Post Box: 8188-00200, Nairobi, Kenya  
Ph: +254-733990202, Fax: 254-20-2386 2149, Email: nairobi@cuts.org, web: www.cuts.international.org/ARC/nairobi

**Accra**

30, Oroko Avenue (Near Accra Central View Hotel and ATTC Kokomelemele), Accra, Ghana  
Ph: 233-302245652, Email: accra@cuts.org, web: www.cuts.international.org/ARC/accra

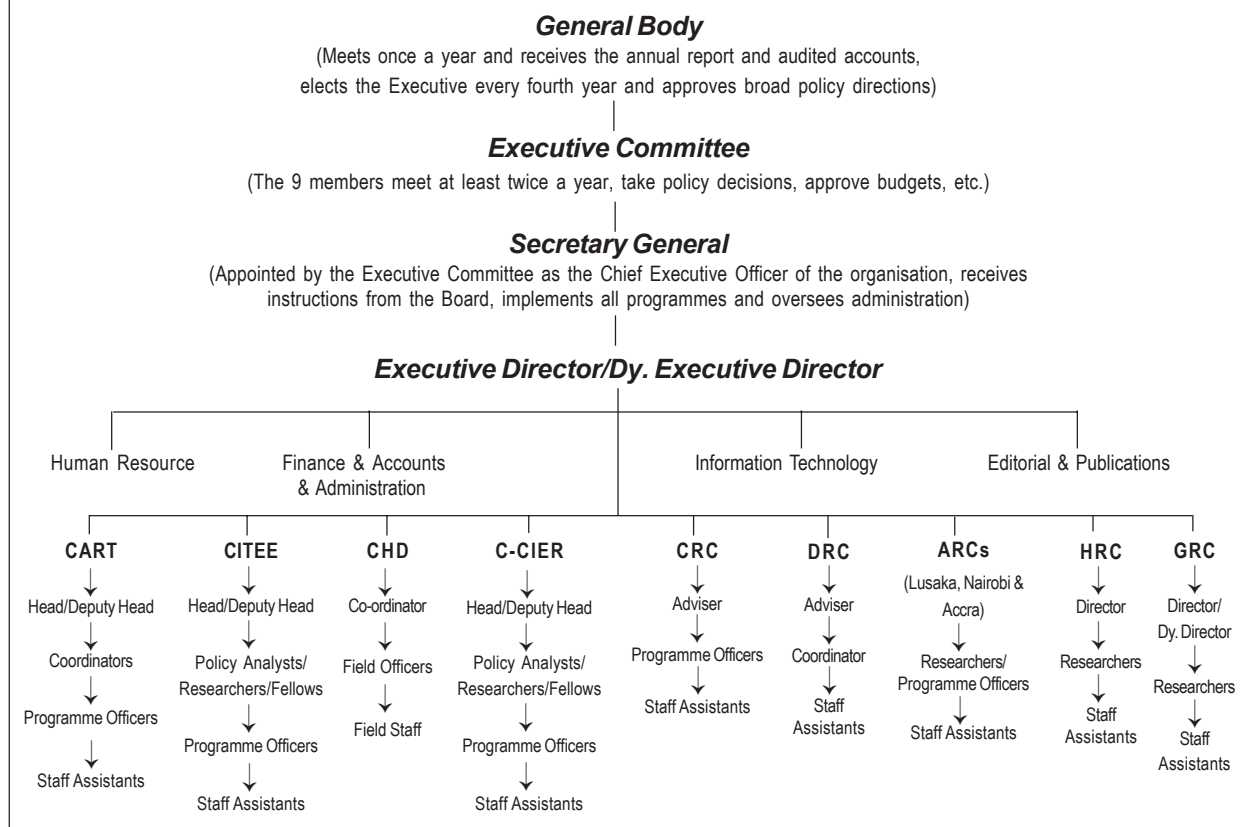
**Hanoi**

CUTS Hanoi Resource Centre (CUTS HRC), established in 2007, functions as a resource coordination and networking centre of CUTS in Vietnam and the Southeast Asian region.  
No: 112 Kham Thien Str. Dong Da District, Hanoi, Vietnam  
Ph: +84-4-62763 600, Fax: +84-4-6276 3606, Email: hanoi@cuts.org, web: http://www.cuts-hrc.org

**Geneva**

CUTS Geneva Resource Centre (CUTS GRC) has been established in Geneva, Switzerland in 2008 with a view to promote a pro-trade, pro-consumer southern NGO voice in the policy making circles working on Trade and Development in Geneva.  
37-39, Rue de Vermont, 1202, Geneva, Switzerland  
Ph: +41-22-734 6080, Fax: +41-22-734 3914, Email: geneva@cuts.org  
web: www.cuts-grc.org

## Organisational Structure



### Executive Committee

1. M L Mehta, President
2. Pradeep S Mehta  
Secretary General
3. Ajit Singh  
Secretary cum Treasurer
4. Ganga R Singh, Member
5. Asha Bhatnagar, Member
6. V V Singh, Member
7. Kishore Rungta, Member
8. S S Bhandari, Member
9. Karan B Singh, Member

### Our People

Members:	36 life
Executive Committee Members:	09
Full-time Staff:	119
Part-time Staff:	07
Volunteers:	300

### Affiliations

National	International
<ul style="list-style-type: none"> <li>• Central Consumer Protection Council, Department of Consumer Affairs, Government of India</li> <li>• Consumer Coordination Council</li> <li>• Investor Protection Forum of the Securities &amp; Exchange Board of India</li> <li>• Petroleum &amp; Natural Gas Regulatory Board</li> <li>• Central Electricity Regulatory Commission</li> <li>• Telecom Regulatory Authority of India</li> <li>• Rajasthan Electricity Regulatory Commission</li> <li>• The Food Safety and Standards Authority of India</li> </ul>	<ul style="list-style-type: none"> <li>• International Centre for Trade and Sustainable Development, Geneva</li> <li>• South Asia Watch on Trade, Economics &amp; Environment, Kathmandu</li> <li>• United Nations Conference on Trade and Development</li> <li>• United Nations Environment Programme</li> <li>• UN Commission on Sustainable Development</li> <li>• CIVICUS, Washington DC</li> <li>• Consumers International, London</li> <li>• East African Community Secretariat</li> <li>• Freedom of Information Advocates Network</li> </ul>

### Decision Making

The General Body and the Executive Committee lay down the policy directives for the organisation. The Secretariat implements the broad decisions through a core Management Committee consisting of the Secretary General, Executive Director/Dy. Executive Director, Advisers, Directors, Associate Directors, Assistant Directors and Coordinators, Heads and Deputy Heads of the Centres.

## CENTRES

The organisation has three programme centres in Jaipur, India; one each in Chittorgarh and Calcutta; an advocacy centre in New Delhi, India; and five overseas resource centres in Lusaka, (Zambia) Nairobi (Kenya) and Accra (Ghana); one each in Hanoi (Vietnam) and Geneva (Switzerland).

## RESOURCES

Each of these centres is equipped with modern facilities like Internet, Fax Machine, Photocopier, etc., for efficient and professional functioning. Currently, there are 119 full-time staff members.

Revenue is raised through membership subscriptions, sale of publications, research contracts, donations from non-commercial sources and grants from the Government of India and the Consumer Welfare Fund.

In the fiscal year (April 2013 to March 2014) CUTS budget was ₹14.64 crore (including capital expenditure).

## DONORS

*We have received or are receiving funds from the following donors:*

### Government

Australia Government Department of Foreign Affairs (DFAT) Australia  
British High Commission, India  
Department for International Development, UK and India  
GTZ, Germany  
Finnish Embassy, Zambia  
Government of India (various Ministries)  
Government of Rajasthan  
Government of Sweden  
Government of The Netherlands  
International Finance Corporation, World Bank Group, US  
National Bank for Agricultural and Rural Development  
Norwegian Agency for Development Cooperation  
Organisation for Economic Cooperation and Development, Paris  
Royal Norwegian Embassy, Norway  
Securities & Exchange Board of India, Mumbai  
State Secretariat for Economic Affairs, Switzerland  
Swiss Agency for Development Cooperation  
The European Commission  
The World Bank, Washington DC & New Delhi  
United Nations Environment Programme, Paris  
US Department of State

### Non-government

Bill & Melinda Gates Foundation  
Childline India Foundation  
Ford Foundation, US  
Friedrich Ebert Stiftung, Germany  
Harvard Business School Association, Germany  
Hewlett Foundation, US  
International Development Research Centre, Canada  
IPE Global  
Norwegian Institute of International Affairs, Norway  
Oxfam Novib, The Netherlands  
Partnership for Transparency Fund, US  
Save the Children  
Swedish Society of Nature Conservation  
The Asia Foundation  
Trust Africa, Kenya  
United Nations Development Programme

## What Others Say



Impressed by CUTS' specialisation in spreading its message to every nook and corner of the society. It would have been better if 'Gram Gadar' would have been published in regional languages from every region.

*Rakesh Bhartiya,  
Director*

*Department of Science & Technology  
Government of India*

I have visited CUTS office and was pleasantly surprised to see the professional culture of work. Usually, it is very rare in the CSOs. The people here are knowledgeable and well-versed with the latest challenging issues. Its resource centres and the web-portal is one of the best. CITEE web site is another excellent work done – all recent World Trade Organisation (WTO), Regional Trade Agreements (RTA) and developmental issues and updates are available. I have also been enriched by their work and issue papers during my tenure in the Department of Commerce, Government of India in the past, and I am sure this will continue in my present posting as well.



*R S Ratna  
Professor, Centre for WTO Studies  
Indian Institute of Foreign Trade  
New Delhi*



Very impressed by the range and quality of activities led by CUTS.

*Dr Stephen Rimmer  
Senior Regulatory Reform Expert,  
Foreign Investment Advisory Service  
(FIAS), World Bank*

Highly motivated and impressive team at CUTS working on interesting regulatory issues.



*Paramita Dasgupta, Senior Private  
Sector Development Specialist,  
International Finance Corporation (IFC),  
World Bank*



Good discussion both about India and Africa with some future possibilities for collaboration.

*Martha Stein Sochas  
Director, Asia Department, Agence  
Francaise De Development (AFD),  
Paris*





*CUTS Centre for Consumer Action, Research & Training (CUTS CART) was established in 1996 to continue to contribute towards attaining its inherited agenda of Consumer Protection & Education. The Centre spearheaded several campaigns and pioneered consumer empowerment. The Centre's Mission is 'To enable consumers, particularly the poor and the marginalised to achieve their right to basic needs, sustainable development and good governance through strong consumer movement'.*

### Consumer Empowerment

CUTS CART contributes towards attaining the ultimate agenda of 'Consumer Sovereignty' mainly through consumer protection and education. Using its universal feature of research, capacity building and networking, the Centre adopts a holistic approach for the protection of consumer rights and consumer welfare programmes and activities. These comprise awareness generation, creating and nourishing network of people/organisations and building their capacity, research-based advocacy, campaigns, complaint handling, information and advisory services for consumers and plethora of other kind of activities.

CART is spreading its wings in other countries, where there is no constitutional system of consumer protection to promote global 'Consumer Sovereignty'.

The Centre has implemented a pilot project in six districts of Rajasthan: Kota, Jaipur, Udaipur, Pratapgarh, Chittorgarh and Dausa to promote organic consumption in partnership with Swedish Society for Nature Conservation (SSNC).

### Good Governance

CART has been working in the area of enhancing transparency and accountability at all levels of governance through increased people's participation using various methods, tools and techniques, such as Budget Analyses, Participatory Expenditure Tracking Survey (PETS), Community Report Card, Community Score Card, Right to Information, campaigns, surveys, advocacy etc. Besides, CART has also been actively involved in a number of campaigns to weed out corruption at all levels of governance.

The Centre in partnership with the United Nations Development Programme (UNDP) has initiated a national intervention – Insight into Indian States (I3S). Creating a coherent, user-friendly, sustainable and interactive web portal is the main feature of the endeavour. The portal depicts successful and not so successful practices on governance, especially of Rural Non-farm Sector in the selected four states, i.e. Assam, Odisha, Karnataka and Rajasthan.

'MyCity' is another intervention of the Centre towards improving quality of Municipal Services, which is increasingly affecting the lives of citizens with fast pace of urbanisation. Urban local bodies are unable to meet the expectations of the public as councillors have not been given adequate powers as per 74<sup>th</sup> Constitutional Amendment as there is low civic engagement in the urban areas. To strengthen responsive institutions that deliver to the poor and vulnerable/marginalised groups at all levels (national, and sub-national or local), CART adopts a two-pronged approach:

- Increasing people's participation at various levels of governance and implementation of policies/rules etc.
- Assessing the effectiveness of the policies/institutions/government departments and their implementation for better public expenditure outcomes.

### Sustainable Development

CART derives its activities for sustainable development with emphasis on Millennium Development Goals (MDGs). It does value addition in government's programmes at state, regional and national-level through action, research, advocacy and other means.



### Highlights

- Entered into an institutional partnership with Research Centre for Law and Policy of Global Consumer Protection at the Wuhan University, China, for Research and other academic collaborations
- Bagged 'Rhoda Karpatkin Consumer International Award of 2013' presented by The American Council on Consumer Interests (ACCI)
- Global partner in the World Bank's worldwide initiative Global Partnership for Social Accountability (GPSA)  
Also, acquired a place in 'Roster of Expert' for providing its expertise in the area of social accountability as a resource organisation
- Regional Anchor to manage Community of Practice on Social Accountability in South Asia (CoPSA) region covering countries like Pakistan, Bangladesh, Nepal, Sri Lanka and India



*CUTS CITEE was established in 1996 as a programme centre of CUTS to focus its activities on understanding the issues and implications of an emerging international trade regime under the aegis of the World Trade Organisation (WTO) and bilateral/regional free trade agreements. The Mission of the Centre is 'Pursuing economic equity and social justice within and across borders by persuading governments and empowering people'. It focusses on three functional areas: WTO Issues & Free Trade Agreements, Regional Economic Cooperation in South Asia and Trade & Sustainable Development.*



### Highlights

- Only credible pro-trade, pro-equity Southern non-government organisation (NGO) voice on the high-level panel on defining the trade prospects
- Served on various trade and trade-related Committees of the Government of India and represented at the WTO Director General's Informal NGO Advisory Body and Stakeholders' Panel on the Future of Trade
- Accredited to many inter-governmental and multilateral bodies, such as WTO, UNCTAD, United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), etc.
- Close working relationship with several governments in Asia and Africa and in Geneva on trade and trade-related developmental issues



### WTO & Free Trade Agreements

Since last two decades, the Centre has been conducting high-level political economic analyses on WTO issues. The thrust is on carrying out political economic analyses and participating in global debates for strengthening multilateral trading system. CITEE is engaged in analysing issues of vital interest of developing countries and those covered by plurilateral agreements at the WTO like the Government Procurement to influence the global trading system. For instance, CUTS has undertaken a project to explore necessary elements of a National Public Procurement Policy of India (NPPPI) and its interfaces with other major macro-economic policies to frame a draft Policy and advocate for its adoption and implementation.

### Regional Economic Cooperation in South Asia

The Centre is extensively working on and is engaged in research, advocacy, networking and capacity building on pertinent subjects on larger issues of trade and development in South Asia to study the cost of economic non-cooperation to consumers in South Asia. CITEE along with its South Asian partners are carrying out many trade and development projects. One such project is 'Trade and Transport Facilitation Audit in South Asia' to assess the costs arising from poor trade and transport facilitation, obstructing the smooth intra-regional trade in South Asia.

The Centre is also working on trade facilitation issues in South Asia. Trade facilitation requirements of intra-regional trade in South Asia lack adequate attention and South Asia has been

lagging behind in the progress of regional supply chains. The Centre has initiated another project which will identify operational constraints faced by women led/dominated/managed Micro, Small and Medium Enterprises (MSMEs) in India including issues related to access to regional markets.

### Trade & Sustainable Development

CITEE has been consistently working towards devising an all-inclusive growth strategy through its work on linkages between trade, poverty alleviation and growth. The Centre has been exploring various means for trade to contribute more to growth and reduction in inequalities in income distribution, especially attaining sustainable development by boosting institutions in poor countries by fostering positive linkages between trade, development and poverty. It has implemented a programme 'Sustainable Development, Investment Portfolio' in South Asia.

CITEE's initiative on 'Addressing Barriers to Rice Seeds Trade between India and Bangladesh' endeavours to achieve improved availability and accessibility to quality rice seeds to farmers in India and Bangladesh.

### Cross-cutting Issues Including Capacity Building

Capacity building is a major component and cuts across all three programme areas of the Centre and is embedded in all aspects of its activities. The endeavour is to have cross fertilisation and exchange of knowledge between state and non-state actors on trade and related development issues.



*Ever since its inception, CUTS has been pursuing consumer issues and community based action programmes at the grassroots. In pursuit of this policy, CUTS CHD was established in the year 1991. The Centre's Mission is: 'To be an innovative centre for strategic interventions to raise the living standards of people'.*

## Empowerment

CHD has promoted 1000 Self Help Groups (SHGs) with the support of National Bank for Agriculture and Rural Development (NABARD), under SHGs Promotion and Bank Linkages Endeavour in Chittorgarh to empower women and ensure their socio-economic development. The Centre is also promoting SHGs of Below Poverty Line families, under the *Swarnjayanti Gram Swarozgar Yojana* initiative launched by the Government of India.

CHD also has been involved in another initiative '*Swadharini*' to intensify SGHs at Chittorgarh, Bhilwara and Pratapgarh in Rajasthan to ensure the endurance of state level ventures in SHG formation and bank linkages from NABARD.

*Priyadarshani* project was implemented to train and build the livelihood skill of members of SHGs raise their living standard and increase and do their economic empowerment in Suwana Block of Bhilwara, Rajasthan.

Another project entitled, '*Nayi Roshni*' was undertaken to empower and instill confidence among minority women by providing knowledge, tools and techniques for interacting with government systems, banks and other institutions at all levels.

Rajasthan Social Inclusion Programme focusses on ensuring economic empowerment of visually impaired people and developing/strengthening the network of people with disabilities at the state as well as district-level, leading to social inclusion of all people with disabilities.

The Centre is implementing another project to strengthen the political leadership of elected women representatives in local villages/*gram panchayats* so as to address violence against

women through governance framework.

## Consumer Protection

The Centre is managing 'Consumer Information Cell' (CIC) which handles complaints in addition to providing advisory services to consumers through direct counselling or via e-mail and telephone.

CUTS CHD, in collaboration with the District Supply Office, Chittorgarh, has been organising a series of activities during the World Consumer Day and World Consumer Rights Day each year.

## Environmental Education and Protection

To make people aware towards environmental protection, CHD as a partner organisation, under the National Environment Awareness Campaign (NEAC) of the Ministry of Environment and Forests, Government of India, has implemented various activities in Chittorgarh district of Rajasthan. The Centre has also installed one solar light system in its campus for demonstration purpose and has constructed one model rainwater harvesting system in village *Abhaypur* in Chittorgarh district to demonstrate the effective use of solar energy and rainwater.

The Centre is forming Bio-diversity Management Committees to promote conservation, sustainable use and documentation of biological diversity.

## Child Rights

CHD is implementing a programme with the objective to advocate for the protection of child rights and inclusion of children. The Centre is also part of the initiative 'Child Line 1098' for Bhilwara district working for children in need of care and protection through National Toll Free Round the Clock Helpline 1098.



## Highlights

- Instrumental in setting up NGO forums at district-level *Panchayats*, *Bal Sabhas* (Child Committees), Social Justice and Development Committees. *Panchayat Prerna Manch* (Motivation Forum) and Women Groups
- Ratni Khatik, a CUTS networker was awarded the international prize 'Creativity of Women in the Rural Life' by the Women World Summit Foundation, Geneva, Switzerland in 2002
- Representing in District Environment Core Committee and District Transport Management Committee etc.
- Member of District Health Society (DHS), District Child Protection Unit (DCPU) and district child labour task force in Chittorgarh and Bhilwara
- Invited for orienting all the education officials to redress complaints under the Child Sexual Abuse/Prevention of Child Sexual Offence Act, 2012
- To rehabilitate the Kanjar community, CUTS with the support of the district administration initiated an intervention and developed an improvement strategy under which 22 people of the community surrendered before the police. As proposed by CUTS, a scheme called '*Nav Jeevan Yojana*' was implemented for rehabilitation by the district administration. For this work, CUTS has been awarded by the district administration





*To confer a distinct identity to CUTS' research and advocacy work on Competition and Regulatory Reforms, especially from the perspective of the developing country consumers and to build the capacity of southern civil society across Africa and Asia, CUTS CCIER was established in 2003 in Jaipur, India, as a programmatic Centre of CUTS. Its Mission is: 'Promoting Fair Markets to Enhance Consumer Welfare and Economic Development'.*



### Highlights

- Involved in advocating for the adoption of the 'World Competition Day' on December 05. The observance of the Day was supported through communications to UNCTAD for formal adoption of the Day by Competition Agencies of various countries
- Filed a Preliminary Information Report with the Competition Commission of India (CCI) regarding Google and Facebook and their potential engagement in anti-competitive activities. CUTS has requested the Commission to investigate against these firms
- The Planning Commission of India is in the process of developing the 12<sup>th</sup> Five Year Plan for the country and had involved CUTS as a knowledge partner for the Working Group on Business Regulatory Framework (WG-BRF)
- Secretary General of CUTS was appointed as the Chairman of Task Force on National Competition Policy (NCP) constituted, under the WG-BRF and a member of the Committee on NCP constituted by the Ministry of Corporate Affairs

### Competition Policy and Law

The Centre's journey started with the implementation of '7Up1 Project' for seven Commonwealth countries of Africa and Asia. The Project was followed by three more regional competition projects: 7Up2, 7Up3 and 7Up4, which have been successful in equipping national stakeholders to better appreciate the need of National Competition Reforms.

CUTS has been implementing a project to develop a framework/approach to assess benefits of consumers and producers in two sectors, i.e. Staple Food and Passenger Transport in four countries (Ghana, India, The Philippines and Zambia).

CUTS initiated the second phase of the research study covering few (not the same) countries which have scrapped their old laws and adopted new ones. Volume I resulted the book 'Evolution of Competition Laws and their Enforcement: A Political Economy Perspective' published by Routledge in December 2011.

The Centre is in the process of preparing a report entitled 'Competition Regimes in the World' which will carry the competition policy and law/regulatory/consumer protection scenario of 148 countries around the globe.

'India Competition and Regulation Report' (2013) is the fourth and the latest report in the biennial series to review Competition and Regulation in the selective economic and social sectors in India.

### Economic Regulation

The Centre is implementing a project 'Regulatory Impact Assessment in the Indian Electricity Generation Sector' to improve business regulatory governance in India and thereby

reducing the business cost and work for consumer welfare.

CCIER is also advocating adoption of Regulatory Impact Assessment (RIA) framework by Central government and certain regulatory authorities to strengthen transparency leading to improvement in economic governance in India.

### Investment Climate

The Centre has initiated a Project entitled 'Critical Dimensions of Indian Investments in Africa (IIA)' to analyse the impact of Indian investors in selected African countries making use of the nine principles of the National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business as well as other applicable rules and regulations.

Another initiative 'Business Regulation and Corporate Conduct in India' was implemented to explore how business regulation can balance the dual and often divergent goals of stimulating investment and entrepreneurship and also promote responsible business conduct.

### Consumer Protection

The Centre has taken up an initiative to assess the quality and impact of consumer participation in the process of electricity sector regulation process, under the Electricity Act 2003 in Rajasthan, Haryana, Maharashtra, Karnataka and Delhi.

The Centre has successfully implemented a project to understand the current scenario of regional cooperation among Southern and Central Asian countries in the energy sector and propose the way ahead to harmonise the regulatory mechanism within the region.





*A consumer is entitled to safe goods, services and environment, as they may affect her/his life directly. Feeling the need for more focussed action in the area of consumer safety, CUTS CRC was established in Calcutta in 1987. The Mission of the Centre is 'To achieve for the citizens the right to be protected against unsafe goods, services and environment'.*

## Energy

CUTS CRC has been operating the Solar City Cell at New Town, Rajarhat, Kolkata. New Town is poised to become a model 'Solar City', under the Solar City scheme of the Ministry of New and Renewable Energy (MNRE).

New Town Development Authority (NKDA) is the body responsible for all municipal and administrative work of New Town. CRC has been selected by NKDA to operate the Solar City Cell, since October 2013 and to assist NKDA in implementation of its projects as per the MNRE approved master plan. New Town Rajarhat, Kolkata, has great potential for adoption of modern solar technologies and can achieve about 10 percent reduction in the consumption of conventional energy.

## Safety and Environment

CRC has been actively working in the arena of Consumer Safety, since a long time and has been a special invitee of the Consumer Policy Advisory Committee of Bureau of Indian Standards (BIS). BIS is the apex body in the country with a wide scope and enhanced power for harmonious development of activities of standardisation and certification of goods for quality and matters connected therewith.

The Centre has conducted 14 workshops in Eastern and North-Eastern States to educate and create awareness among consumers, students in educational institutes and for the industry associations on standards and certifications of different products. These include Hallmark on gold jewellery, ISI marks on different consumer products, such as drinking water, electrical equipments, IS/International Electro-technical Commission (IEC)/ National Electrical Code (NEC) standards for Solar

equipments etc. to promote consumer safety.

CRC in collaboration with CUTS CCIER implemented a Project 'Business Regulation and Corporate Conduct in India (BRCC)' in partnership with the Norwegian Institute of International Affairs (NUPI) to assess the policy environment with respect to its ability to facilitate the ease of conducting business and promoting corporate conduct in India.

## Grassroots Economic Development

CRC with the support of US Consulate, Kolkata, conducted a study on 'Enhancing Trade and Regional Economic Integration between India and Bangladesh, Phase I'.

The overall goal of the study was to frame policy proposals for improving India-Bangladesh trade through land route, which will in turn generate welfare outcomes, such as new market opportunities for small-scale manufacturing and agrarian sectors, especially for the border states.

Besides, CUTS has also conducted the second phase of Indo-Bangla Trade Assessment Project starting from November 2013.

## Good Governance

Consumer Camps were organised by the Centre to raise awareness and assist consumers with basic queries about electricity supply and services, safety issues, energy conservation, etc.

CRC initiated a pilot project to form Consumer Assistance Cells at the districts to improve and supplement the service delivery at the grassroots with focus on improving the Grievance Redressal system of the utility service provider.



## Highlights

- CRC's recommendations to revise the criteria for rural electrification and bringing down the cost of new connections were incorporated by West Bengal State Electricity Distribution Company Limited (WBSEDCL)
- Member of the Central Advisory Committee of Food Safety and Standards Authority of India (FSSAI)
- CRC's recommendations, under GRANITE II Project to allow for an additional credit to exporters, under *Vihesh Krishi and Gram Udyog Yojna* was incorporated, under the National Foreign Trade Policy (NFTP) 2004-09 in the annual supplement of 2008-09.
- Nominated to the National Road Safety Council twice and to its first high-level Ministerial Committee, which was established to formulate the National Road Safety Policy
- Member of Solar City Stakeholders Committee of New Town, Kolkata Development Authority
- Member of Consumer Protection Council, Consumer Affairs Department, Government of West Bengal

## Highlights

- Stressing the need for a connection between the national and regional level trade issues, Deputy Director General of the WTO Yonov F Agah commended CUTS Geneva's work in this area and encouraged it "to continue to help East African Community (EAC) members and to extend the Project to other African regions"
- Shishir Priyadarshi, Director of the WTO Development Division, described Geneva as an organisation of limited resources, but unlimited ideas and potential
- Christopher Onyanga Aparr, Ambassador of Uganda to the United Nations in Geneva appreciated Geneva's work in assisting the EAC countries in developing trade related issues like capacity building

## Geneva



CUTS Geneva ever since its establishment in 2008 forms the voice of the Global South on Trade and Economic Policy issues. Its *Mission is to establish and promote a pro-trade pro-equity credible Southern NGO voice as well as the means to achieve this in the policy-making circles working on trade and development and other related issues in Geneva.* It catalyses the pro-trade, pro-equity voices of the Global South in international trade and development debates in Geneva.

Geneva has been recognised for linking people and issues in the world of multilateral trade with their counterparts in related policy areas through its work. These include Regional Integration, Agriculture, Environment, Competition and Investment and Consumer Protection among others. Geneva's research-based

advocacy and training projects in the Global South – where it has its roots and partners – on these issues have made it a prime interlocutor of developing countries and international organisations in Geneva.

The Centre adopts a bottom-up approach that promotes the engagement of key stakeholders in designing and implementing economic development policies from the national to international level.

As trade and economic policies do not take place in a vacuum and need to consider reforms and changes in other parts of the economy to be effective and contribute to development, so CUTS Geneva aims to think with a broader perspective and links issues, such as climate change, food security and agriculture with trade.

## Hanoi



## Highlights

- CUTS Hanoi's quarterly newsletters on 'Competition Distortions in Vietnam' and 'Standards and Quality' are very well received by stakeholders in Vietnam, the ASEAN region and beyond

Established in 2007, CUTS Hanoi has been working with the Mission *to be a catalyst in transferring objective knowledge and advocacy skills from India to the countries in the ASEAN (Association of Southeast Asian Nations) region towards mainstreaming the civil society movement therein into the development process.*

By 2011, Hanoi has successfully completed two major projects supporting (i) the Development of the Competition Regime in Vietnam with the support of the Swiss State Secretariat for Economic Affairs (SECO) and the Swiss Competition Commission (COMCO); and (ii) the Development of the Consumer Movement in Vietnam with the support of the Ford Foundation.

Within the framework of these two Projects, the Centre assisted the Vietnam Competition Authority (VCA) and the Vietnam Standards and Consumer Association

(VINASTAS) to undertake various research studies, and numerous training and awareness-raising events with advocacy elements on competition and consumer protection policy. Most notably, the Centre was recognised for its significant contributions to the drafting of the Consumer Protection Law 2010 of Vietnam.

Subsequently, between 2010-2013, Hanoi undertook another Project dealing with Unfair Trade Practices in select countries of the ASEAN region, namely Indonesia, Malaysia, Philippines, Thailand and Vietnam, with the support of the International Development Research Centre (IDRC), Canada.

Currently, the Centre is contributing to capacity development in the area of standardisation for the promotion of trade and sustainable development for select South and Southeast Asian countries.

## Lusaka



CUTS Lusaka was registered in Zambia, in December 2000 and began its operations in February 2001. The Mission of the Centre is *to function as coordination as well as networking centre to promote South-South cooperation on trade and development, by involving state and non-state actors*. The Centre has established links with NGOs, donor agencies, inter-governmental and governmental bodies, especially in the Eastern and Southern Africa (ESA). The Centre has been working in the areas of competition policy, investment, consumer protection, regional and multilateral trade and regulation.

CUTS has implemented a Project entitled 'Competition Reforms in Key Markets for Enhancing Social and Economic Welfare in Developing Countries' (CREW), in four countries: Ghana, India, The Philippines and Zambia and across two

common sectors: i) Staple Food and ii) Passenger Transport, with the support from DFID (United Kingdom) and BMZ (Germany) facilitated by GIZ (Germany).

Zambia Economic Advocacy Programme (ZEAP) is an initiative under DFID to engage with economic think tanks in areas of research, advocacy and monitoring & evaluation to build their capacity. ZEAP does that by providing core funding to such organizations.

CUTS Lusaka has undertaken a scoping study on high sugar prices in Zambia. The aim is to advocate for the findings of the scoping study through stakeholder and media interactions.

'Business Licensing Reforms Programme' is another programme of the Centre to evaluate the impact of business licensing reforms on businesses and consumer welfare (in public transport).



## Highlights

- Raising Awareness at Grassroots on Competition Policy and Consumer Protection issues in Zambia (CBPSD) Project aims to establish the 'missing link' between competition enforcement on the one hand and achieving desirable impacts for common Zambian consumers, on the other

## Nairobi



CUTS Nairobi was established in 2003 to build an alliance and capacity of the East African CSOs to work on Consumer Protection, Trade and Development, Competition Policy and Regulatory Issues.

CUTS Nairobi's Mission is *to develop a close and beneficial relationship between two developing regions, namely, Eastern and Central Africa and South Asia*. It also functions as the Centre for Africa-based CSOs, and resource centre for studies, research, advocacy and capacity building programmes conducted by CUTS.

The Centre has implemented the project entitled, 'Promoting Agriculture-Climate-Trade Linkages in the Eastern African Community' which aims to fill the existing gaps in awareness, knowledge, understanding

and policy-making and implementation capacity in the EAC to effectively deal with the interface of climate change-food security-trade.

Another project of the Centre will catalyse the implementation and domestication of East African Community (EAC) competition law and act by the Partner States. The aim of another initiative 'UK- China-Africa Trade' is to assess the trade relations of UK and China with Kenya including state of play, challenges, opportunities and the way forward.

Nairobi has drafted regulations for consumer protection and competition for Ministry of Trade and Industry, Rwanda (MINICOM) which has been submitted to MINICOM and are currently under review.



## Highlights

- Established an active network of CSOs in the East African region on trade and economic policy
- Fostering Equity and Accountability in the Trading System (FEATS) project developed a user-friendly, qualitative tool entitled 'Inclusive Trade Policy Making (ITPM) Index'

## Accra



CUTS Accra is the third centre of CUTS in Africa and was established in August 2013 with the Mission *to pursue CUTS' Vision of 'Consumer Sovereignty' in the West African Region*.

CUTS having implemented projects on various elements of social and economic policy issues in Africa and other developing countries, realised that its experience as a CSO aiming to influence public policy through research would be vital in Ghana and the Economic Community of West African States (ECOWAS) region.

It has been envisaged that CUTS Accra will function as a resource centre for research, analysis, advocacy and capacity building activities in partnership with local state and non-state actors.

The Centre functions in the areas of competition policy investment, consumer protection and regional and multilateral trade and regulation. CUTS Accra aims to establish civil society cooperation in the areas of trade, economic policies and the environment in Africa.

Accra is implementing a project 'Advocating for a Functional Competition Regime in Ghana' to facilitate the process towards evolutions of a national competition regime in Ghana, through an informed process, incorporating views of key actors and with the support of its people.

Another project will assess the prevailing state of engagement of consumer groups/civil society in the issue of regional integration in select West African countries.



## Highlights

- Provided assistance to the Ministry of Trade and Industry, Ghana in drafting a Competition Law and Framework Law for Consumer Protection



## OUR DIVERSE PUBLICATIONS



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D-217, Bhaskar Marg, Bani Park, Jaipur 302016, India, Ph: 91.141.2282821, Fx: 91.141.2282485

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