

*Value for People*

*Vision*

*Consumer sovereignty in the framework of social justice and equality, 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, even remote villages where radio is the only medium of communication. It has been instrumental in providing a forum for the oppressed classes to get justice.**

## BACKGROUND

In 1983, we were a small voluntary group of concerned citizens operating out of a garage on a zero budget. In 2009, we operate out of five programme centres and an advocacy centre in India, five overseas resource centres: two in Africa, one in the UK, one in Vietnam and one in Geneva with staff strength of over 100 persons.

Our work is divided into five programme areas:

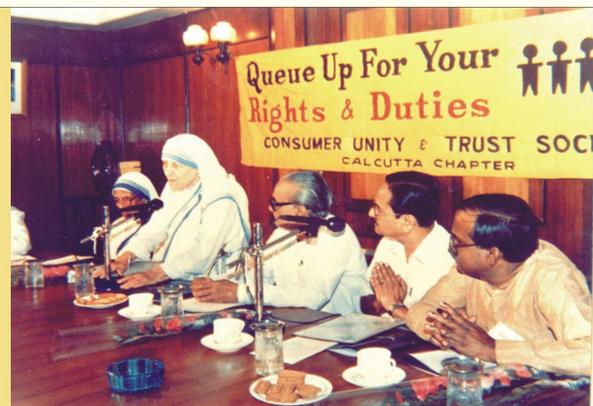
- Consumer Protection
- International Trade & Development
- Competition, Investment & Economic Regulation
- Human Development
- Consumer Safety

The organisation elects its board/executive committee every fourth year, while the secretariat is headed by the Secretary General. Over 353 individuals and 300 organisations are its members. The organisation is accredited to the UNCTAD and the United Nations Commission on Sustainable Development (UNCSD).

CUTS also works with several regional, national and international organisations, such as Consumers International (CI); the International Centre for Trade and Sustainable Development (ICTSD); South Asia Watch on Trade, Economics & Environment (SAWTEE); the Consumer Coordination Council (CCC) of India, etc. It also serves on several policy-making bodies of the Government of India.

## ERADICATING POVERTY

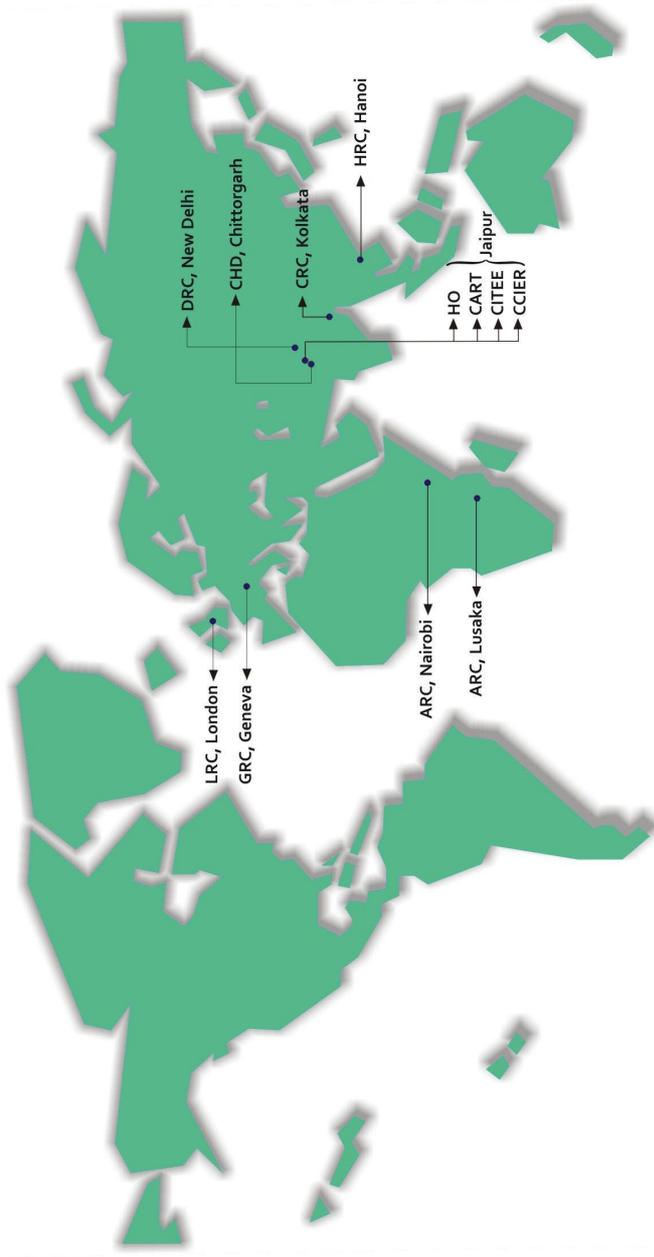
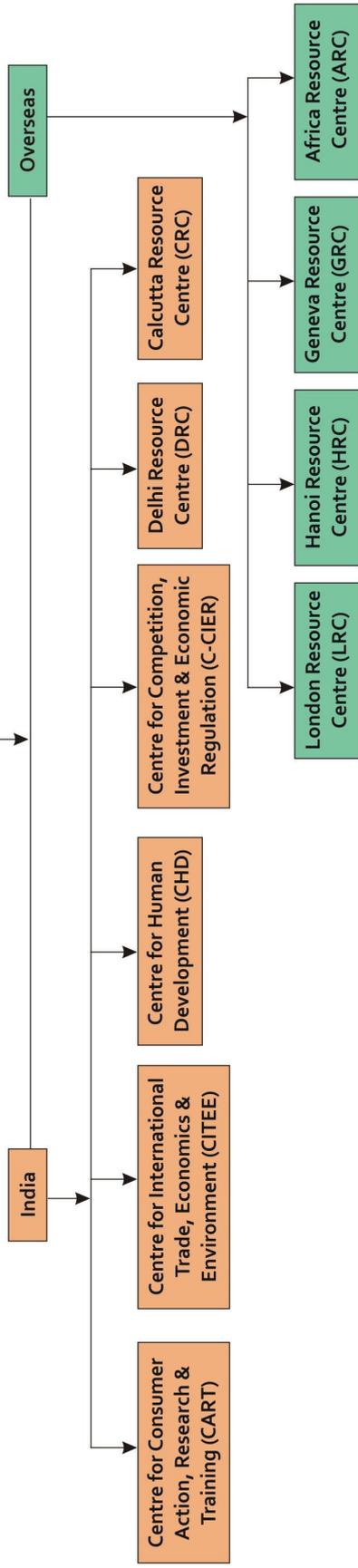
Mother Teresa speaking on the occasion of the World Poverty Day, November 1, 1992. This day was adopted by CUTS in 1990 and was endorsed by the consumer movement in India in 1991. Since then, in 1992 the United Nations has adopted the International Day for Eradication of Poverty on October 17<sup>th</sup>.



## CONTENTS

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

# CUTS International – Footprints



**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. Email: citee@cuts.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 assert their rights so that they can achieve the right to basic needs and sustainable development through a strong consumer movement. Email: cart@cuts.org

**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. Email: chd@cuts.org

**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. Email: c-cier@cuts.org

**CUTS CRC**

CUTS Calcutta Resource Centre established in 1987 has a unique feature of working simultaneously on Consumer Safety and Grassroots Economic Development. Email: calcutta@cuts.org

**RESOURCE CENTRES****CUTS DRC**

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. The objective of opening DRC was to feed the work being done at the national level by other centres of CUTS, particularly at Chittorgarh, Kolkata and Jaipur into policy level interventions. Email: delhi@cuts.org

**CUTS ARC**

CUTS Africa Resource Centres at Lusaka, Zambia and Nairobi, Kenya were established in the year 2000 and 2003, respectively to function as resource, coordination as well as networking centres to promote South-South co-operation on trade and development. Email: lusaka@cuts.org, nairobi@cuts.org

**CUTS LRC**

CUTS London Resource Centre, established in 2003, at London function as the international advocacy centre of CUTS, other than acting as a support facility for other centres of CUTS. The Centre is working towards bridging the gap between the North and the South and it acts as a platform for the North-South dialogue. Email: london@cuts.org

**CUTS HRC**

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. Email: hanoi@cuts.org

**CUTS GRC**

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. Email: geneva@cuts.org

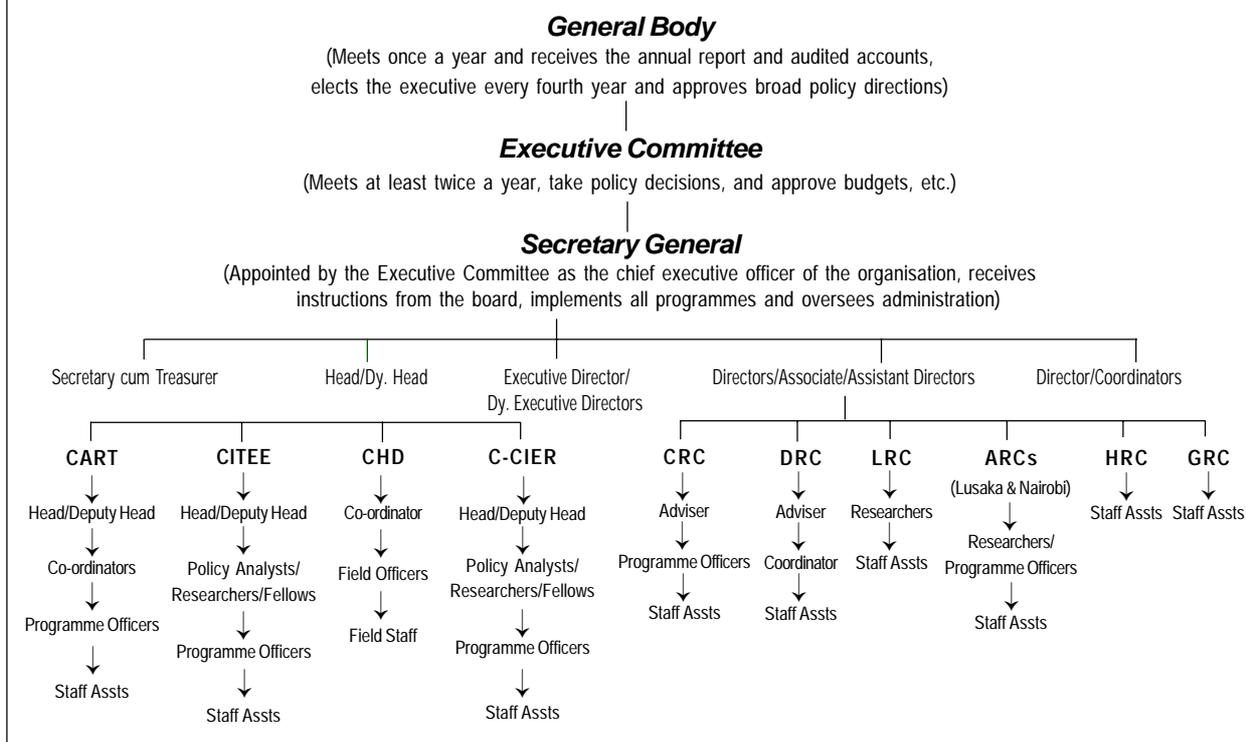
**CUTS Institute for Regulation & Competition**

In view of severe shortage of institutional capacity to both implement reforms and facilitate the spread of knowledge on regulatory matters in developing countries and lack of adequate emphasis on learning from cross-sectoral and cross-country experiences, there has been urgent need for an institution to fill this gap. CUTS Institute for Regulation & Competition (CIRC) was established in September 2005 at Jaipur, India, with an aim to enhance knowledge on regulatory issues.

CIRC seeks to offer a wide range of programmes aimed at the existing scenario and cater to the unmet demand of trained personnel in the following areas:

- Infrastructure and Economic Regulation
- Competition Policy & Law
- Commercial & Economic Diplomacy

## Organisational Structure



### Executive Committee

1. Dr Sharda Jain, President
2. Mr Pradeep S Mehta, Secretary General
3. Dr N C Pahariya, Secretary cum Treasurer
4. Mr Ajit Singh, Member
5. Dr Ganga Singh, Member
6. Dr Subir Gokarn, Member
7. Ms Asha Bhatnagar, Member
8. Mr V V Singh, Member
9. Ms Usha Jumani, Member
10. Dr K B Singh, Member
11. Dr Kishore Rungta, Member

### Our People

Members:	353 life 300 institutional
Executive Committee Members:	8
Full-time Staff:	100
Part-Time Staff:	8
Volunteers:	300

### Affiliations

#### National

- Technical Committee on Ecomark, Ministry of Environment and Forests
- Standing Committee on Textiles and Consumer Interest, Ministry of Textiles
- Central Consumer Protection Council, Ministry of Consumer Affairs
- Consumer Coordination Council
- Investor Protection Forum of the Securities and Exchange Board of India (SEBI)
- National Codex Committee, Ministry of Health and Family Welfare, Government of India

#### International

- International Centre for Trade and Sustainable Development, Geneva
- South Asia Watch on Trade, Economics & Environment (SAWTEE), Kathmandu
- UNCTAD
- United Nations Environment Programme (UNEP)
- UN Commission on Sustainable Development
- CIVICUS, Washington DC, US
- Consumers International, London, UK
- Environment Liaison Centre International, Nairobi, Kenya
- Consumer Choice Council, Washington DC, US

### 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, Secretary, Executive Director/Dy. Executive Director, Advisers, Directors, Associate Directors, Assistant Directors and Co-ordinators, Head & Deputy Heads of Centres.

## CENTRES

The organisation has five programme centres and six resource centres: six in India: three in Jaipur, one in Kolkata, and one each in Chittorgarh and Delhi; two in Africa: Lusaka (Zambia) and Nairobi (Kenya); one in London (UK); one in Hanoi (Vietnam) and one in 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 100 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 fiscal year 2008-2009 (April 2008 to March 2009), CUTS' budget is expected to exceed Rs 15 crore (including capital expenditure).

## DONORS

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

### **Government**

AusAID  
 CIDA, New Delhi  
 DFID, UK and India  
 Government of India (various Ministries)  
 Government of Rajasthan  
 Government of The Netherlands  
 Government of Sweden  
 Government of Switzerland  
 NORAD, Norway  
 OECD, France  
 SECO and SDC, Berne and New Delhi  
 SEBI, Mumbai  
 SIDA, Stockholm and New Delhi  
 The European Commission  
 The World Bank, US  
 UNFPA, New Delhi  
 United Nations  
 UNCTAD, Geneva  
 WHO, New Delhi

### **Non-government**

Christian Aid, UK  
 EZE, Germany  
 Friedrich Ebert Stiftung, Germany  
 HIVOS, The Netherlands  
 International Development Research Centre, Canada  
 MISEREOR, Germany  
 MS, Denmark  
 Oxfam NOVIB, The Netherlands  
 Oxfam GB in India  
 Ford Foundation, US  
 The John D and Catherine T MacArthur Foundation, US  
 The Summit Foundation, US  
 Save the Children Fund, UK  
 Hewlett Foundation, UK

## What they Say



I congratulate my colleagues at CUTS for high quality analysis and publications for their exemplary work in social field, trade and economics and openness to disclosure with all sectors of society in India and abroad.

*Raymond Saner  
 Director, Centre for Socio-  
 Economic Development  
 (CSEND), Geneva*

Congratulations on the launch of a series of training programmes for the Ministry of Commerce & Industry, Government of India. This time trade capacity building is in action.



*Geza Feketekuty,  
 President, Institute for  
 Trade and Commercial  
 Diplomacy, US*



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

*Rakesh Bhartiya,  
 Director  
 Department of Science & Technology  
 Government of India*

I am very happy to be able to visit CUTS Headquarters. CUTS is currently implementing one important project for the Commonwealth Secretariat and I am impressed with the progress made so far and with the way project activities are coordinated. Particularly, I would like to congratulate the staff at CUTS CITEE. I look forward to have further contact between our two organisations.



*M A Razzaque  
 Commonwealth Secretariat  
 London, UK*



We very much value our partnership with CUTS, and the close and regular contact you maintain with us. I am aware, for example, that staff in International Trade Department recently participated in your excellent conference on Civil Society Organisations (CSOs) and Aid for Trade in Nairobi.

*Gareth Thomas  
 Parliamentary Under-Secretary of State,  
 Department for International Development (DFID), UK*



*Consumer action is CUTS' raison d'etre. In order to actualise this, CUTS CART was established as the first Programme Centre of CUTS in 1996. It spearheaded several campaigns and pioneered consumer empowerment. The Centre's Mission is: 'To enable people, particularly the poor and the marginalised, to achieve their rights to basic needs and sustainable development, through a strong consumer movement'.*

### Consumer Education & Protection

The Department of Food and Consumer Affairs, Government of India, with the support of Consumer Welfare Fund selected CUTS to set up 'Consumer Information Cell' (CIC) at three of its Programme Centres, i.e. Jaipur, Kolkata and Chittorgarh. The CIC handles complaints in addition to providing advisory services to consumers through direct counseling or via e-mail and telephone.

The Centre brought out a path-breaking book entitled, '*Rajasthan Mein Upbhoktaon ki Stithi* (State of Consumers in Rajasthan), which discusses core consumer issues. It also published two books - 'Consumer Protection Act and the Supreme Court' and 'Using Consumer Law to Improve Governance'.

'Consumer Awareness Programme' was undertaken with the support of State Consumer Welfare Fund of the Government of Rajasthan to promote skills training and awareness campaigns related to consumer protection.

The Centre has been implementing a project entitled, '*Tobacco Control Campaign by Mobilising Key Stakeholders in Rajasthan*' with the support of World Health Organisation (WHO) India and the Ministry of Health and Family Welfare, Government of India (GoI). The Centre is a member of the

Advocacy Forum for Tobacco Control (AFTC), India.

### Investor Education and Protection

CUTS is a recognised investor association with the Securities and Exchange Board of India (SEBI), Mumbai and is also registered with Ministry of Corporate Affairs, GoI under Investor Education and Protection Fund. With support from SEBI, the Centre has been implementing the Securities and Market Awareness Campaigns in Rajasthan. It has also been working on investor education programmes supported by the Ministry of Corporate Affairs, GoI.

### Good Governance

The Centre launched a project entitled, '*Participatory Expenditure Tracking Survey on Mid Day Meal Scheme in Rajasthan*', in partnership with the South Asia Social Accountability Network of the World Bank to measure the effectiveness of the scheme in the State.

The Centre was appointed to peer review the section on 'India Budget' under the International Budget Project of the Centre on Budget and Policy Priorities, Washington DC as part of measuring the level of transparency in national budgetary processes in 60 countries.

The Centre is partnering with Partnership for Transparency Fund in the implementation of a project entitled, '*Combating Corruption in Rajasthan, by using RTI as a Tool*'.

'Assessing 2Qs (Quality & Quantity) Outputs of the National Rural Employment Guarantee Scheme' in Sirohi District of Rajasthan is being implemented by the Centre with support of the World Bank. The Centre has also been part of International Resource Team on Social Accountability of the World Bank Institute of Sustainability Development, Washington DC since January 2007.

### Utility Reforms

The Centre along with Friedrich Ebert Stiftung (FES) conceptualised a programme entitled, '*Involvement of Consumers in Power Sector Reforms*' in Rajasthan, in August 2001. Three phases have been completed successfully.

Based on feedback, a replicable and sustainable model was developed, known as 'CUTS-FES Model in Power Sector'.

The World Bank in 2004, under its 'Voice and Client Power Programme', had identified this model as one of the successful interventions.

The Centre has been working as a project partner on the project entitled, '*Capacity Building on Electricity Reforms in Bangladesh, India and Nepal*' (RESA) to build capacity of civil society on electricity reforms. The Centre is a member of the State Advisory Committee of the Rajasthan Electricity Regulatory Commission (RERC).

### Sustainable Mobility

The Centre has been implementing a new project, '*Traffic Calming Strategies to Improve Pedestrian Safety in India*' in partnership with Lund University, Sweden and with the support of Swedish International Development Cooperation Agency (SIDA) to highlight the key flaws in the design of Indian roads and develop a manual, which will be first of its kind in India.

### Child Rights Protection

The Centre has been a part of the committee constituted by the Government of Rajasthan to formulate the 'State Child Policy' since February 2003. The Centre, in partnership with Save the Children (UK), implemented a unique project entitled, '*Hum Bhi Bachche Hain*' (we, too, are children) on Child Domestic Workers. CUTS CART is also a member of the City Advisory Board of the ChildLine, Jaipur and Core Group, Rajasthan NGO Alliance.

### Sustainable Development

The Ministry of Environment & Forests, Government of India has appointed the Centre as the Regional Resource Agency (RRA) for Rajasthan under the National Environment Awareness Campaign (NEAC) for three years, i.e. from 2006-07 to 2008-09.

The Centre has implemented a project entitled, '*Promoting Greater Role of the Panchayati Raj Institutions in Rajasthan to Foster Rural Livelihood Opportunities: Meeting the Challenges of Globalisation and Economic Liberalisation*' with the support of Canada Fund for Local Initiatives (CFLI).

The Centre is also part of the state and national coalitions for Millennium Development Goals (MDGs) and South Asia Youth Environment Network (SAYEN).

### At a Glance

- ◆ Responsible for the enactment and strengthening of the dynamic Consumer Protection Act (COPRA).
- ◆ CUTS CART has been appointed member of the State Advisory Committee (SAC) of the Rajasthan Electricity Regulatory Commission (RERC).
- ◆ The Centre is a member of the South Asia Social Accountability Network (SASANet) supported by the World Bank; Network for SAC Curriculum Development in South Asian of the World Bank; and Demand for Good Governance Learning Network of the World Bank.
- ◆ Member of the newly formed Central Consumer Protection Council (CCPC) 5<sup>th</sup> time.



*In early 1990s, when the Uruguay Round of the General Agreement on Tariffs and Trade (GATT), was at its peak, CUTS took up international trade and economics issues. With growing expertise and experience, CUTS CITEE was established in 1996, with the Mission: 'Pursuing economic equity and social justice, within and across borders, by persuading governments and empowering people'.*

### WTO Issues

CITEE has been working on World Trade Organisation (WTO) issues since 1996, by carrying out political and economic analyses of multilateral trade issues. After the successful completion of Phase-I of 'WTO Doha Round & South Asia - Linking Civil Society with Trade Negotiations' project, formally known as SAFIT, Phase-II is being implemented in five South Asian countries, viz. Bangladesh, India, Nepal, Pakistan, and Sri Lanka in partnership with various organisations.

The project focuses on the following issues, identified from the Hong Kong WTO Ministerial Declaration: Duty & Quota Free Market Access; Services; Preference Erosion and Aid for Trade; Agriculture: Special Products and Special Safeguard Measures; and Non-Tariff Barriers.

The objective of the Project is to conduct research on five select issues of Hong Kong Ministerial Declaration of WTO negotiations highlighting civil society's perceptions & concerns; and domestic preparedness.

### Regional Economic Cooperation

There has been an enormous increase in Preferential Trade Agreements (PTAs) in the last 20 years. South-South cooperation is an integral part of this programme area.

The Centre has undertaken a project entitled, 'India-EU FTA Trade Sustainability Impact Assessment' with the support of ECORYS, The Netherlands to assess how trade and investment provisions of the enhanced agreement under negotiation could affect economic, social, environmental and development issues in the EU and in India. The outcome of the study will include a quantitative and qualitative analysis of the economic, social and environmental effects stemming from the agreement on tariffs, trade in goods and services and non-tariff barriers.

Another project, 'India and Regional Economic Cooperation (REC) in South and Southeast Asia' has been implemented with the support of Friedrich Ebert Stiftung (FES), India to engage diverse stakeholders in India with regional trade initiatives in South Asia

and promote policy responses that would be inclusive of stakeholder preferences. It would assess future prospects of India's approach towards REC in South Asia in a bilateral or multilateral setting.

### Developmental Issues

On developmental issues, the Centre has the motto: "liberalisation yes, but with safety nets". The 'Linkages between Trade, Development and Poverty (TDP) Reduction' project attempts to facilitate cross-fertilisation of experiences and lessons learnt on linkages between trade, development and poverty reduction in developing countries, to develop appropriate policy responses. The project is being implemented in 15 countries in Asia, Africa and Europe.

The 'Grassroots Reachout & Networking in India on Trade & Economics (GRANITE-II)' project aims to raise awareness on globalisation and WTO issues. It is being implemented in eight Indian states, in partnership with civil society organisations (CSOs) and focuses on agriculture and textiles & clothing. The objective of the project is to generate a more coherent civil society voice on economic governance in India in the context of globalisation and its effects on the livelihoods of the poor, particularly the marginalised and women.

The Research Programme Consortium on 'Improving Institutions for Pro-Poor Growth,' known as the 'IPPG Programme' is led by Development Studies Institute (DSI) at the London School of Economics, UK. CUTS CITEE is one of the consortium members that proposes to analyse the impact of institutional interactions on pro-poor growth and develop country case studies, drawn from sub-Saharan Africa (SSA), South Asia and Latin America.

The project, 'Mainstreaming International Trade into National Development Strategy: A Pilot Project in Bangladesh and India' aims to ensure and enhance positive linkages between trade and human development, foster equity and accountability of the national trade policy; and enhance a more coherent civil society voice in the formulation and implementation of national trade policy and its linkages

with national development strategy.

The project entitled, 'Enabling developing countries to seize eco-label opportunities' will increase the environmental efficiency of key export products and related industrial processes in Brazil, China, India, Kenya, Mexico and South Africa by supporting the active contribution of industry and government to the 10-Year Framework of Programmes on Sustainable Consumption and Production (Marrakech process).

A project on 'Impact of Trade Liberalisation on Consumption and Production of Vegetable Oils in India' with the support of UNCTAD, India was undertaken to assess the impact of trade liberalisation on oil seeds in India.

### Capacity Building

A project entitled, 'Capacity Building of Indian Government Officials on Commercial and Economic Diplomacy' was undertaken with the support of Department of Commerce, Ministry of Commerce and Industry, Government of India to enhance skills by developing/strengthening capacity for taking effective part in trade and investment negotiations and implementation aspects of related international agreements.

### At a Glance

- ◆ CUTS Secretary General Pradeep S Mehta was invited to participate in the official delegation of India to the sixth WTO Ministerial Conference in Hong Kong.
- ◆ CUTS CITEE celebrated its 10th Anniversary by organising a public lecture of Prof T N Srinivasan of the Yale University, US.
- ◆ Nominated on World Bank's High Level Trade Policy Evaluation Advisory Panel in May 2005 to advise the Operations Evaluation Department (OED) on the design, conduct and outputs of the evaluation of the Bank's lending and non-lending activities in the trade policy area.



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

### Human Empowerment

'The Rural Girls' Empowerment Programme' (RGEP) supported by Save the Children, UK, was implemented in 36 villages of five *panchayat samities* (an administrative unit over a cluster of villages) of Chittorgarh district and nine villages of one *panchayat samiti* of Bhilwara district. Under this programme, the Centre succeeded in forming *Bal Panchayats* (local self governance by children) and also Social Justice and Development Committees.

With the support from the National Bank for Agriculture and Rural Development (NABARD), 'Self-Help Groups (SHGs) and Bank Linkages Project' was implemented in 200 villages in Mandalgarh and Banera *panchayat samities* of Bhilwara district. It aimed to empower women through easy access to loans from the banks to make them self-reliant.

A new SHG project with NABARD for forming 800 SHGs in Bhilwara and Chittorgarh has been initiated, which aims to target mainly Above Poverty Line (APL) families.

Another micro-credit project has begun with the support of *Zila Parishad*, Chittorgarh to ensure socio-economic development and enhance livelihood security in rural areas.

The Centre, with support from Plan India and the Indian Institute of Health Management and Research, Jaipur, implemented 'Universal Birth Registration' programme in the Banera,

Mandalgarh, and Suwana *panchayat samities* of Bhilwara district.

The Centre with the support from the United Nations International Children's Emergency Fund and Rajasthan State Women Commission organised 'Social Awareness Campaigns against Child Marriage' in 30 extra sensitive villages of Chittorgarh district. The Centre, in association with Safe Motherhood Alliance (SUMA), organised 'Safe Motherhood' campaigns in Chittorgarh.

With support from Save the Children – *Bal Raksha Bharat*, the Centre has undertaken 'Improving Quality of Elementary Education Project' (IQEEP) to improve quality of education in Rajasthan. The project is being implemented in 25 villages of six *Gram Panchayats* of Chittor block in Chittorgarh district.

### Resources Management

A project entitled, 'Land and Water Management Leading towards Biodiversity Conservation' was implemented with the support of Centre for Environment Education (CEE), Ahmedabad, in Pemediyakhera village of Nimbahera *panchayat samiti* of Chittorgarh district. The objective was to encourage and contribute to the conservation and enhancement of biodiversity by the community through land and water management.

### Reproductive and Child Health

The 'Chayan Youth Intervention project' was implemented by the Centre with the support from CARE, India focusing youth in the age group of 15-24, in six *Kachchi Bastis* of Bhilwara district. The project aimed at social mobilisation in order to promote awareness on HIV/AIDS and sensitise the youth against the dangerous consequences of this fatal disease.

The Centre, with the support from CARE India, implemented 'Reproductive and Child Health, Nutrition and Aids (RACHNA)' programme in Banera, Mandalgarh, and Suwana *panchayat samities* of Bhilwara district. The programme aimed at bringing about lasting improvement in the health and

nutrition of women and children and reducing the mortality rate of mother and child.

The Centre has been selected as a nodal agency for Mother NGO project for implementing the Reproductive and Child Health (RCH) schemes in Bhilwara and Chittorgarh districts of Rajasthan under the 'RCH' scheme of the Department of Health and Family Welfare, Government of India.

Joffe Charitable Trust, UK supported the Centre for a base line survey on maternal health care services in 100 villages in Chittorgarh and Bhilwara districts of Rajasthan, to identify the problems and requirements in maternal and child health services.

### Good Governance

The 'Panchayati Raj Institutions (PRIs) Support and Mobilisation Programme' was launched with the support from Swiss Agency for Development and Cooperation (SDC), New Delhi and implemented in nine *panchayats* of Chittorgarh, Bhadesar and Nimbahera blocks. The project aimed towards assessment and evaluation of the functioning of PRIs in line with the 73<sup>rd</sup> Constitutional Amendment

A project entitled, 'Good Governance through Consumer Awareness', an in-house initiation of CUTS CHD, was implemented in all the 14 blocks of the Chittorgarh district to create awareness among the consumers of the district and facilitate the process of good and transparent governance.

The Centre, with the support of CUTS CART, and in association with Department of Food, Civil Supplies and Consumer Affairs, Government of Rajasthan is implementing a 'Consumer Awareness Programme' in 20 selected blocks of 10 districts of Rajasthan.

Good Governance is also a crosscutting issue with the other programme areas of the Centre.

### At a Glance

- ◆ Ratni Bai Khatik, a CUTS networker was awarded the international prize 'Creativity of Women in the Rural Life' by the Women World Summit Foundation, Geneva, Switzerland.
- ◆ CUTS CHD is a member of District Reproductive Child Health (RCH) Society for Chittorgarh and Bhilwara.
- ◆ CUTS CHD is the office of District NGO forum of Chittorgarh and Bhilwara districts.



*To confer a distinct identity to CUTS' work on competition, investment and regulatory issues as well as to take it forward in a more cogent manner, CUTS CCIER was established in 2003. The Centre's Mission is: 'Promoting fair markets to enhance consumer welfare and economic development'.*

### Competition Policy and Law

A unique approach (7Up model) of implementing competition policy projects in developing countries was initiated for seven Commonwealth countries of Africa and Asia. It was aimed to develop an overall understanding of the obstacles encountered by developing countries in implementing their national competition regimes. This project was followed by two more regional competition projects: 7Up2 and 7Up3, which have been successful in equipping national stakeholders to better appreciate the need for national competition reforms.

The Centre has initiated another sequel, 7Up4 project in seven countries of West Africa, a region where the state of competition policy and law implementation has not been studied much. It also intends to test the 7Up approach further in the Middle East and North Africa (MENA) region, Central Africa, Central Asia and South East Asia in future.

The Centre brought out a path breaking volume, 'Competition Regimes in the World – A Civil Society Report' mapping competition regimes in 120 countries. This project was implemented with substantial contributions received from members of the International Network of Civil Society Organisations on Competition (INCSOC) – a unique network of experts, scholars and CSOs with an interest on competition policy and law issues.

CCIER was selected by the Ministry of Trade and Industry, Private Sector Development and President's Special Initiatives, Government of Ghana to develop a Competition Act for the country.

The Centre has undertaken the project 'India Competition and Regulation Report (ICRR)' against the background that while India has embraced market-oriented economic reforms, there has been no assessment of the outcome of such reforms.

### Economic Regulation

The Centre has developed an approach of involving consumers in the process of evolving and implementing regulatory policies in the utility sector. This approach was developed to

strengthen the capacity of South Asian CSOs/community based organisations (CBOs) enabling them to contribute to the regulatory policies in the electricity sector. Still in the early phase of its application, this approach holds the promise of being replicated in other parts of Asia/Africa, and also in other sectors with a direct consumer interface.

CCIER has also undertaken studies across developed and developing countries to better understand regulatory structures and processes, and collate an inventory of 'good practices' that could be useful for all.

Over a period of almost two years, the Centre embarked on a thorough assessment of the regulatory structure in the infrastructure sector – in order to engage with the Government of India, in its attempt to develop a regulatory framework for the infrastructure sector in the country. CUTS' suggestions on various elements of this framework were accepted by the Government.

The Centre initiated a biennial research programme entitled, 'Competition Regulation and Development Research Forum' (CDRF), aiming to encourage developing countries researchers to undertake research on problems in implementing regulatory policies in the developing world.

### Investment Climate

UNCTAD recognised CUTS as its strategic partner for Investment Policy work worldwide. This was an outcome of CUTS research on the interface between investment and development studied across countries.

A close ally of the OECD, the Centre undertook Policy Framework for Investment (PFI) assessments in India, Vietnam and Zambia. It has also been participating in all the global investment fora organised by the OECD to discuss policy matters.

Considering the fact that often investors (domestic and international) are not familiar with policies, procedures and rules that govern their investment in developing countries, the organisation has envisaged an approach of bringing investors and policymakers face-to-face to discuss investment promotion issues. The Centre believes that CSOs are best

placed to act as facilitators at such a platform.

### Consumer Protection

The Centre has assisted various governments in developing their national consumer protection regimes including South Africa and Vietnam. In Bhutan, CUTS was requested by the Royal Bhutanese Government to draft the consumer protection regime for the country.

'State of Consumers' was developed for the Government of India – highlighting the state of consumer rights in the country, and assess the situation in terms of identified quantitative indicators of achievement.

CCIER is developing a technique referred to as the 'Consumer Impact Assessment' (CIA) to help assess the impact of regulatory policies on consumers (either *ex ante*, or *ex post*). The organisation aims to undertake some studies to apply this technique in select sectors within India.

#### At a Glance

- ◆ The Planning Commission, Government of India appointed Pradeep S Mehta as a member of its Working Groups on Consumer Protection and on Competition Policy.
- ◆ Contributed substantially in the design of the Indian Competition Act, 2002 and convinced the Government for a National Competition Policy.
- ◆ Involved with competition reform projects in about 30 countries in Asia and Africa.
- ◆ Member of Central Advisory Committee of the Central Electricity Regulatory Commission (CERC).
- ◆ Member of South Asian Forum on Responsible Business (SAFoRB), the only CSO alliance on responsible business conduct in South Asia.



*A consumer is entitled to safe goods, services and environment, as they affect her/his life directly. Feeling the need for more focused action in the area of consumer safety, CUTS CRC was established at Kolkata in 1987 and Safety Watch as an independent programme in 1993. It has been working simultaneously on grassroots economic development as well. The Mission of the Centre is: 'To work in association with other Centres to ensure consumer sovereignty and economic equality, within and across borders'.*

### Safety Watch

CRC has been working on consumer safety issues since early 1990s. The Centre launched a programme, 'Safety Watch', which focuses on consumer safety i.e. protection of citizen's rights against unsafe goods, services and technologies.

The Centre published a book, '*Is it Really Safe?*' which looks at consumer safety issues, which is second in the series of publications known as *Caveat Emptor*, which means 'buyers beware'. The first one was 'How to Survive as a Consumer?' which deals with consumer protection issues. The third 'Deadly Profits', is on the anvil, which would examine how businesses put profits before human safety.

The Centre has been working on health issues focusing on medically inappropriate and economically inefficient use of medicines, which is commonly prevalent among consumers. A project entitled "Promotion of Rational Use of Drugs through Patient

Information Material and Consumer Awareness Programme" aimed to make consumers aware of their rights and responsibilities with regard to the use of drugs.

### Economic Governance at the Grassroots

The Centre as a project partner has implemented a two-year project entitled, "*Grassroots Reachout & Networking in India on Trade & Economic Issues*" (*GRANITE Phase-I*) in partnership with various civil society organisations in West Bengal.

The project was implemented in eight Indian states, viz. Andhra Pradesh, Karnataka, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Uttar Pradesh and West Bengal with the support from the Royal Norwegian Embassy, New Delhi and Oxfam Novib, The Netherlands.

As a project partner, the Centre has also undertaken a project entitled "*Documenting Advocacy Practices Involving Local Stakeholders with the Process of Trade and Globalisation in four Indian states*" to document advocacy practices with local level stakeholders (in West Bengal) on issues relating to globalisation and trade.

While implementing the *GRANITE Phase-II* project, the Centre intends to take a stock of how state governments and other stakeholders in these states are involved in the process of preparation and implementation of this National Foreign Trade Policy of India.

The Centre has also been working as a partner of the project entitled, "*Mainstreaming International Trade into National Development Strategy: A Pilot Project in Bangladesh and India*" which has been built through scientific consolidation and expansion of the need-based and demand driven agenda for mainstreaming international trade into national development strategies of two South Asian countries, viz. Bangladesh and India.

CRC has also implemented a research and advocacy project entitled, "*Farmers Rights to Livelihood Phase-I*", to

study the impact of WTO agreements on Farmer's Rights to Livelihood in the Himalayan region of India. *Phase-II* of the project focused on issues of Access and Benefit Sharing of genetic resources and status of Prior Informed Content, and farmer's participation in the decision making process.

The Centre is a partner of the project on "*Assessment of the Potential Costs and Benefits of SEZs in India*".

Earlier CRC had undertaken a project from Action Aid International, India, to assess the micro and macro implications of farm land acquisition to promote industrialisation in West Bengal.

### Consumer Awareness

CRC is working as a partner of the project entitled, "*Capacity Building on Electricity Reforms in Bangladesh, India and Nepal*" which is supported by the Norwegian Agency for Development Cooperation.

It aims to build capacity of consumer groups/CSOs to enable them to deal with the issues involved, take up action research, share experiences, and carry out advocacy with policymakers and regulatory agencies to effect pro-consumer changes in the electricity regulatory/policy processes.

### Environment Issues

A project on "*Lead-Acid Battery Waste Management*" has been assigned by the West Bengal Pollution Control Board to bring to the light the status of battery waste management in West Bengal.

### At a Glance

- ◆ As a result of a public interest petition filed by CUTS on the use of banned toxic food additives, the Consumer Protection Act (COPRA) was amended to enable consumers to take action against hazardous goods under the Right to Safety.
- ◆ A CUTS study on Road Safety, in 1990, became the basis for the National Road Safety Policy adopted by the Government of India in 1993 being revised.
- ◆ CUTS was 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.
- ◆ CUTS has been nominated to be a part of the Advisory Cell of West Bengal Electricity Regulatory Commission (WBERC).

## India



- CUTS Delhi Resource Centre (CUTS DRC) was set up as a full-fledged office to act as the focal point for CUTS' advocacy, outreach and external relations with national and international institutions, including government departments and agencies. The objective of opening DRC was to feed the work being done at the national level by other Centres of CUTS.

To facilitate Parliamentary Advocacy, the Centre worked on questions to the Parliamentarians to be raised during the Parliamentary sessions; following up of the questions raised and responses received; and informing and sensitising MPs for raising Parliamentary Questions on different socio-economic issues, including Bills to be put forth for a wider and well-informed discussion.

- CUTS initiated the inception of CUTS Institute for Regulation & Competition (CIRC), keeping in mind, the need for fair knowledge, better negotiating skills and improved capacity of understanding competition policy and law, and economic and infrastructure regulation. The Institute was launched in September 2005 with an initiative towards creating an intellectual and knowledge base on the core activity areas of competition policy and law, and economic and infrastructure regulation.

The slogan 'enhancing knowledge, strengthening capacity' explicitly defines the work area of the Institute. The Centre's activities are divided into three programme areas: Economic and Infrastructure Regulation; Competition Policy & Law; and Commercial & Economic diplomacy. CIRC has so far organised 18 training programmes and 9 academic lectures. A combination of Indian and international resource persons contributed to these events.

## UK



CUTS London Resource Centre (CUTS LRC) was established in February 2003. The work of LRC builds on the expertise and experience of CUTS India, particularly within the fields of

international trade, economics and development, as well as global decision-making processes. Through research, advocacy and campaigning, the Centre seeks to build strong partnerships and alliances between Northern and Southern actors in order to promote a sustainable and just international trading system.

LRC works with a broad range of grassroot groups to raise their awareness on the potential impact of Economic Partnership Agreements (EPAs) on their livelihoods, and build their capacity to feed their concerns surrounding EPAs into the official negotiation process.

## Zambia



CUTS Africa Resource Centre (CUTS ARC), Lusaka was registered in Zambia, in December 2000, and began operations in February 2001.

The objective of the Centre is to promote South-South cooperation on trade and development and create long-term capacity of civil society representatives to address equity and accountability issues. In addition, it works as a resource, co-ordination and networking centre for various CUTS' projects in Africa.

The Centre has been involved in advocacy work on competition policy, consumer protection, development-oriented foreign direct investment policy, fair trade, poverty reduction, stakeholder involvement in decision-making process etc. It brings out policy briefs, newsletters, press releases and organises workshops for advocacy work.

## Kenya



ARC, Nairobi is a registered NGO that started its operations in 2002 to work not only in the region of East Africa but also the Horn of Africa.

It was set up with the mandate of providing support to NGOs in Eastern Africa in the areas of consumer protection, poverty reduction, development of trade and economic policy, training and advocacy in these regions. These activities aim to consolidate and expand South-South civil society cooperation on trade and economic development.

In 2005, the Centre established links with a number of CSOs working on trade and development issues in Eastern and Southern Africa (ESA) to collaborate and

share expertise in the spirit of South-South civil society cooperation on trade and development issues.

## Vietnam



CUTS has been working over the last couple of years in the Greater Mekong Sub-region (GMS), especially in Cambodia, Lao PDR and Vietnam. After implementing regional projects on competition policy and law and international trade issues, it was realised that there is an urgent need for further research and building capacity on trade and regulatory policy issues.

CUTS Hanoi Resource Centre (CUTS HRC) was established in 2007. The objective the Centre is to be a catalyst in transferring objective knowledge and advocacy skills from India to the GMS countries towards mainstreaming the civil society movement into the development process.

The Centre aims to be an initiator of dialogue between the policy community and the civil society; to cross-fertilise exchange of knowledge and research-cum-advocacy skills by making regional and international good practices available in Vietnam and other countries in the same region.

## Switzerland



CUTS Geneva Resource Centre (CUTS GRC) was launched on July 16, 2008. It will work closely with Geneva-based developing country negotiators and their policy makers and civil society representatives. It will ensure the presence of a pro-trade, pro-consumer developmental NGO closer to trade policy debates.

Its research and analysis and other activities will be demand-driven, objective and will strive to provide a credible and pro-trade-for-development voice in Geneva.

The first initiative of the Centre would be the project entitled, 'Fostering Equity and Accountability in the Trading System (FEATS)'. It focuses on three countries in East Africa (Kenya, Tanzania and Uganda) and two in Southern Africa (Malawi and Zambia). This three-year project will have three inter-linked streams of activities, namely: policy research, advocacy, and networking.

# OUR DIVERSE PUBLICATIONS



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