

ANNUAL REPORT 2016



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Established in 1983-84 as a rural development communication initiative, Consumer Unity & Trust Society (CUTS) is now at the cutting edge of the consumer movement in India as well as across the globe and has become a leading Southern voice on trade, regulation and governance. Today, CUTS International, with a staff of around 150, operates out of:

- Three programme centres in Jaipur (CUTS Centre for International Trade, Economics and Environment, CUTS Centre for Consumer Action, Research and Training and CUTS Centre for Competition, Investment and Economic Regulation), one in Chittorgarh (CUTS Centre for Human Development);
- An advocacy Centre in New Delhi, and a Centre in Calcutta (focussing on Consumer Safety and Grassroots Economic Development), India; and
- Five affiliated centres in Lusaka, Zambia; Nairobi, Kenya; Accra, Ghana; Hanoi, Vietnam; and Geneva, Switzerland

The organisation elects its Board/Executive Committee every fourth year, while the Secretary General heads the Secretariat. The organisation is accredited by Credibility Alliance and affiliated with the United Nations Conference on Trade and Development (UNCTAD) and several other inter-governmental and non-governmental organisations.

CUTS International's vision is 'Consumer Sovereignty' and mission is 'Consumer Sovereignty in the Framework of Social Justice, Economic Equality and Environmental Balance, Within and Across Borders'. In all its work, it follows the method of research-based advocacy and connects the grassroots with the national and international policymaking processes.

OUR CENTRES



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FROM THE SECRETARY GENERAL'S DESK



Pradeep S Mehta
Secretary General

Foreword

The year 2016 was significant in the world's history in many ways. First, the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development, which were adopted by leaders of the world at an historic UN Summit in September 2015, officially came into effect on January 1st, 2016. Over the next 15 years, with these new Goals, countries will hopefully mobilise efforts to end all forms of poverty, curb inequality and tackle climate change, while ensuring that no one is left behind.

Second, the Trans-Pacific Partnership, one of the world's biggest multinational trade deals, was signed by 12 member nations in New Zealand, but the massive trade pact will still require years of tough negotiations before it becomes a reality.

Third, a total of 175 countries signed the Paris Climate Agreement which will come into force as soon as 55 countries responsible for 55 percent of the world's greenhouse gases have ratified the accord. The target date for the Agreement to begin is 2020, but momentum is building to ensure the accord enters into force much earlier.

These agreements will have impact on global, regional and national level in both policymaking and implementation.

At the home front too, with so many events happening throughout the year, the Indian economy has seen some major ups and downs. From the world's largest demonetisation to the landmark Goods and Services Tax (GST) passage, 2016 witnessed it all.

As I reflect on the year 2016, I see both – accomplishments and milestones – that CUTS has achieved and our unfinished but continuing agenda. In both the situations, I am convinced that more intensive and extensive work is to be done not only by CUTS but also by other likeminded groups, particularly for seeking solutions to the myriad problems that the world in general and India in particular face.

Since inception CUTS has chosen to engage with pressing economic issues through three core pillars of Consumer Welfare: Rules-based Trade, Effective Regulation and Good Governance. All three areas are geared to address social, economic and environmental challenges and

dimensions of 'Sustainable Development' through various tools and their application for 'Consumer Empowerment'.

Our European and African centres collaborated with Jaipur to launch the 2nd phase of the project: 'Promoting Agriculture, Climate and Trade Linkages in the East African Community, with the support of SIDA, which informed, trained and mobilised hundreds of East African stakeholders to pursue enhanced policy coherence across issues of climate change, food security and trade. Kenya is already integrating climate and environmental aspects into its revised trade policy.

As a key component of the organisation's work on trade and regional integration, our capacity and engagement in trade linkages with sustainable development was enhanced in 2016 through a landmark programme: 'Sustainable Development Investment Portfolio' (SDIP), supported by DFAT, Australia.

Based on specific findings in SDIP from grassroots and national level stakeholders, CUTS engaged with the Ministry of Shipping, Government of India on the development of inland waterways for trade and transport. The Ministry subsequently acknowledged our efforts on inland waterways, which is directly linked with the Ministry's 2016 declaration of 106 additional National Waterways. Furthermore, the action plan included linking with inland waterways among Bangladesh, Bhutan, India, and Nepal (BBIN).

As a recognition of our work on trade facilitation, the World Customs Organisation conferred its 'Certificate of Merit' on CUTS. In addition, along with the Department of Animal Husbandry, Dairying & Fisheries and the Ministry of Food Processing Industries of the Government of India, the Department of Agriculture Cooperation & Farmers Welfare has entered into a long-term knowledge partnership with CUTS to provide regular inputs

on India's trade policy and negotiation matters on subjects being dealt by the departments. Through this engagement, we are contributing towards the enhancement as well as protection of the livelihoods of large sections of the Indian farmer population.

In 2016, I was nominated as a member to the Board of Trade, reconstituted by the Government of India. Its first meeting was held on April 6th, 2016 to discuss ways to boost exports.

Our Centre in Accra has signed a four-year working memorandum of understanding with Ghanaian Ministry of Trade & Industry to build knowledge, capacity, awareness and partnerships on areas of common interest *vis-a-vis* trade and development, investment policy, competition and economic regulation, regional integration, consumer protection, and sustainable development in the country.

CUTS initiated an intervention in India which involved in-depth review of regulatory architecture on payments banks. Findings and recommendations of the study were appreciated by many stakeholders. Several suggestions were accepted by the Reserve Bank of India in the Operating Guidelines issued in October 2016, and endorsed by *NITI Aayog's* Watal Committee in its Report on Promotion of Digital Payments published in December 2016.

Our Centre in Hanoi is driving the assessment of competition regimes in the Association of Southeast Asian Nations (ASEAN) region; thus adding to our strong global footprints by a non-governmental organisation in the area of competition policy and law.

The organisation is working in the city of Jaipur, Rajasthan to improve the quality of urban service delivery through civic engagement, under a project 'MyCity', since 2012. We also initiated 'Rajasthan City Mayors' Learning Platform' which resulted in useful peer-learning and experience sharing among Mayors of Rajasthan. Recognising CUTS contribution in the area of urban governance, the Government of Rajasthan conferred the *Swachh* Rajasthan Award, 2016, which was given by Smt Vasundhara Raje, Chief Minister of Rajasthan.

Our Centre in Chittorgarh conceptualised the disability project and carried out a campaign under which it identified over 5000 disabled people aimed to bring about a change in the outlook of stakeholders and the community towards the disabled. Under the project, State Award was given to the disabled by the Ministry of Social Justice and Empowerment, Rajasthan, for their excellent work in the disability area; and National Award by the President of India to the District Magistrate for doing outstanding work in creating a barrier-free environment for persons with disabilities in Chittorgarh.

Before ending, I would like to highlight one important aspect. Time has come for Indian states to play a greater and more responsible role. The days of centralised planning are ebbing away and centre-state relations are becoming more important than ever.

In early 2016, CUTS along with other partners was successful in resuscitating the Inter-State Council of India – a constitutional body to facilitate better centre-state and inter-state relations in India. India's first ever international dialogue on cooperative federalism was organised under the aegis of the Inter-State Council and useful recommendations that emerged from this intervention were given to the government.

In short, our footprint of interventions is from grassroots to international level. This gives us a unique edge in bridging gaps between grassroots concerns and higher-level thinking, which is so crucial for better adoption and implementation of policies and regulations.

The organisation has emerged as one of the admired think tanks in the 2016 Annual Survey of the world's top think tanks conducted by the University of Pennsylvania under its Think Tanks and Civil Societies Programme.

While we are at it, we feel there is much that needs to be done to relay the concerns of the last mile to the national and international level. With this as a guiding force, I hope that in future we will not only be able to scale up our work but also the intended impact.

I am extremely grateful to all partner organisations, development partners, individuals and institutions, experts, media and academia, and government departments and private groups for their continued support. Equally important have been the efforts of my colleagues who collectively contributed towards making CUTS an internationally-recognised organisation. I am sure that they will continue to support us in our future endeavours.

October 2017
Jaipur

Pradeep S Mehta
Secretary General

ABOUT US



CUTS was established in 1983 as a small group of concerned citizens. Since then it has been working towards bridging the gap between the people at the grassroots and the international policymaking community. Today, it is a leading consumer organisation in India. More importantly, CUTS is now at the cutting edge of the consumer movement, not only in India but also in other parts of the world. The organisation focusses its programmes on three core areas:



Trade

Regulations



Governance

Historical Perspective

CUTS began from a rural development initiative, a wall newspaper, *Gram Gadar* (Village Revolution). As the organisation's mouthpiece, *Gram Gadar* is published regularly and reaches every nook and corner of Rajasthan, even to the remote villages where radio is the only medium of communication. It has been instrumental in providing a forum for providing justice to the oppressed classes at the grassroots.



Objectives

- Initiate, undertake and aid directly or through its affiliated bodies, schemes for the furtherance of consumer and public welfare
- Promote, organise and assist measures for the availability of consumer commodities and services
- Study consumer and public interest/welfare problems and evolve remedies
- Publish studies, periodicals, reports and other literature relating to consumer commodities and services
- Undertake, research and case studies in respect of consumer commodities and services public interest/welfare
- Advise and if necessary, assist government and the concerned authorities in framing and enforcing laws to safeguard the interests of the consumer and citizen
- Disseminate knowledge and information and to educate the public regarding consumer and public interest/welfare problems and programmes on a scientific basis

Vision

Consumer Sovereignty

CUTS' work for more inclusive policy making processes supports its vision of 'consumer sovereignty'.

- Increase people's participation at various levels of governance and implementation of policies, laws, and rules
- Government agencies are held accountable in the provision of quality goods, services and technologies in social and utility sectors
- Development of well-functioning markets
- Effective competition policy and law regime, welfare maximising sector regulations, and an enabling investment regime
- Create a questioning society through empowering non-state actors (NSAs) to promote transparency and accountability in the system of trade governance

Mission

Consumer sovereignty in the framework of social justice, economic equality and environmental balance, within and across borders

Organisational Development

From a small voluntary group of concerned citizens operating out of a garage on a zero budget to an international nongovernmental organisations (NGO), the journey is marked with healthy growth. The year 2015-16 was marked by important organisational developments within the country and abroad. CUTS' centres are broadly divided into two distinct categories:

Centres

- Centre for International Trade, Economics & Environment
- Centre for Consumer Action, Research & Training
- Centre for Human Development
- Centre for Competition, Investment & Economic Regulation
- Delhi Resource Centre
- Calcutta Resource Centre

Affiliated Centres

- Lusaka, Zambia
- Nairobi, Kenya
- Accra, Ghana
- Hanoi, Vietnam
- Geneva, Switzerland

Library and Documentation

CUTS library and documentation department plays a vital role in supporting in-house research work by facilitating access to relevant information sources.

CUTS library has an extensive collection of books, journals, research reports, working papers, monographs, briefing papers, brochures and pamphlets in the fields of economics, economic development, foreign direct investment (FDI), competition, poverty, industry, international trade, trade and development, trade and environment, energy, agriculture, law, consumerism etc. It subscribes 22 journals/magazines and more than 10 newspapers. It also contains wide collection of CDs/audio-videos/ photographs.

This unit has a database, which is a collection of international, national and grassroot level organisations including inter-governmental organisations, governmental organisations and NGOs. It contains Postal Mailing Lists (ML), Electronic List (EL), and Visiting Cards. Information Unit is responsible for providing Mailing List(s) to the despatch section in label format.

Infrastructure

Considerable investments were made on information technology and office equipments. New books were added to the library. The number of computers increased from 45 to 68 and some of the existing computers were upgraded for compatibility. Heavy duty centralised printers were installed. Centralised network and Internet connectivity was provided. High-end electronic gadgets like routers at all the three offices at Jaipur to control the Internet bandwidth and fight spam in order to give users non-stop browsing and increase the productivity, were purchased.

How We Work: Three 'Verticals' of CUTS

State institutions in many developing countries have a significant role in supplying public goods to consumers. With an active network of over 950 voluntary organisations across Rajasthan, India, CUTS works on **good governance** through grassroots capacity building, networking, and awareness leading to government engagement to bring marginalised voices to the table and ensure accountability of policy practices.

CUTS also works with a network of more than 60 research and CSO partners around the world toward **rules-based trade** for consumers across the developing world to enjoy the benefits of liberalisation and integration into the world economy.

Supply-side dimensions of many public goods and services are changing fast, becoming more like semi-public goods. Therefore, CUTS works for **effective regulation** so that consumers can have better access to quality goods and services at affordable prices.

RULES-BASED TRADE



Sustainable Development Investment Portfolio

The project aimed at increasing water, food and energy security in South Asia to facilitate economic growth and improve livelihoods, targeting the poorest and most vulnerable, particularly women and girls. The project was supported by the Department of Foreign Affairs and Trade, Government of Australia, and under the direction of CUTS International implemented with partners in Bangladesh, Bhutan, India, Nepal and Pakistan.

Through CUTS outreach using Advocacy Briefs and Pathways to Change documents, communication was enabled with the Ministry of Shipping, Government of India, which also shared their planned actions on inland waterway development.





Food Security in India: *The Interactions of Climate Change, Economics, Politics and Trade*

The project supported by Research Council of Norway, is based on the premise that a broad but concrete empirical approach is needed to understand the mechanisms of food security, i.e. an institutional approach addressing how various kinds of food production and distribution institutions operate in different states of India (Bihar and Karnataka) and interact to produce a combination of entitlements that can ensure household food security. Under this project, a survey that addresses eating habits, access to food and food security among households in rural villages and urban slums in Bihar and Karnataka, was conducted and the findings were disseminated at various advocacy platforms at national and state levels.

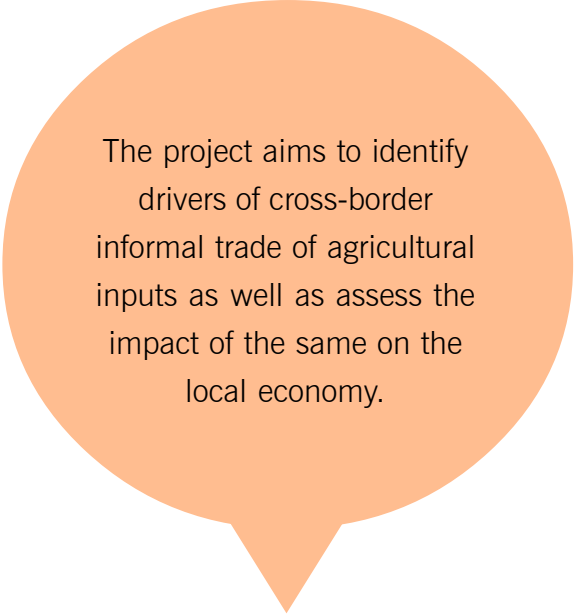
The survey of 757 vulnerable households in Bihar and Karnataka highlighted the price-income relationship at household level in assuring food security. The Fair Price Shops is a major procurement source of staples particularly in rural settings whereas market channels are significant source food procurement in all settings. It also highlighted how populist policies of procurement and minimum support price have led to a staple dominated diet.

Expanding Tradable Benefits of Trans-boundary Water

This initiative aims to contribute to improving policies, laws and regulations for inland waterways governance with particular emphasis on transport connectivity and livelihood in the Bangladesh, Bhutan, India and Nepal (BBIN) region. The initiative is undertaken by CUTS International and its partners in BBIN, with funding support from the Asia Foundation. To attain its objectives, perceptions of local stakeholders will be collected and shared with policymakers through various dialogues to encourage inclusive policy decision making.



The project is expected to create an inclusive policy dialogue between policymakers, civil society, private sector and communities for enabling reform measures and better governance of inland waterways as well as share knowledge to generate an inclusive policy dialogue.



The project aims to identify drivers of cross-border informal trade of agricultural inputs as well as assess the impact of the same on the local economy.

Linkages and Impacts of Cross-Border Informal Trade in Agricultural Inputs in Eastern South Asia

With support from UKAID and the Australian Centre for International Agriculture Research, CUTS International and partners in Bangladesh and Nepal are implementing a project to fill critical gap in existing understanding of informal trade in agricultural inputs in those locations at India-Bangladesh and India-Nepal borders. This will be achieved through primary data collection and dissemination meetings with appropriate stakeholders to enhance their understanding of informal trade in the region.



Through a deeper empirical analysis, CUTS have enabled India identify its area of interests even with countries that seemingly have dismal trade performance. CUTS analysis has also revealed areas of domestic reforms (Institutional or otherwise) which India may consider pursuing to improve its overall trade performance.

Benefits of the TIR Convention for the Implementation of the BBIN MVA

The study supported by World's Road Transport Organisation (IRU) aimed to analyse the benefits of the TIR System for BBIN countries in particular for the implementation of the BBIN Motor Vehicles Agreement as well as its role on facilitating transport and trade with other regions. It also had a case study for India describing the benefits of TIR and iCarnet for internal transport in India.



The project dissemination meeting with relevant departments and policymakers contributed to the extension of Customs Clearance Facilitation Committees (CCFC) to land ports as well. Earlier it was restricted to sea ports.

Non-Tariff Measures to Food Trade in India: *A Case Study of Selected Ports*

The objective of the study was to identify and reduce Non-Tariff Measures (NTMs) to food imports into India based on the primary data collected from six Indian land and sea ports. It also examined the volume of trade of food products at selected trading ports. The ports covered during the study were Agartala (Tripura), Attari (Punjab), Chennai (Tamil Nadu), Mumbai (Maharashtra), Paniitanki (West Bengal) and Petrapole (West Bengal).

Facilitating Connectivity in the Bay of Bengal Region

CUTS in partnership with the East-West Centre (EWC) is implementing a project entitled, 'Emerging Markets Summit to Promote Trade Connectivity', which is being supported by the US State Department. The project aims to strengthen connections between the US and South and Southeast Asian countries in the Indo-Pacific region to enhance trade and other forms of connectivity between South and Southeast Asian countries, particularly between BBIN and BIMSTEC. It also includes other critical players such as Australia, Japan and South Korea in the discourse.

Border *Haats* and their Socio-Economic Impact

CUTS, in partnership with Unnayan Shamanyay and with support of World Bank, has undertaken a study to understand and estimate the impact of border *haats* on poverty reduction through income and employment generation with specific emphasis on gender implications through a study of four existing *haats* (two each in Tripura-Chittagong and Meghalaya-Rangpur/Sylhet) at the India Bangladesh border.

Examining International Trade Policy Issues Related to Agricultural Products

CUTS provides consultancy services to the Department of Agriculture & Cooperation, Department of Animal Husbandry, Dairying & Fisheries and Ministry of Food Processing Industries, India in examining international trade policy issues related to agricultural products. This involves creating a database of India's trade flows for all agricultural products as well as of trade flows for major trade blocs, analysing the data to capture the broad export and import trends and conducting competitiveness analysis.

Creating an Enabling and Inclusive Policy and Political Economy Discourse for Trade, Transport and Transit Facilitation

This project aims to understand and study the existing nature of trade and trade policies in the region Eastern South Asia, comprising Bhutan, Bangladesh, India, Nepal and Myanmar. It aims to find and highlight the gains from a more facilitative trade policy in terms of reduced costs for local producers, more employment opportunities for local workers, enabling the underprivileged to access new opportunities and bringing economic prosperity to women equally.

The project will ultimately culminate in a set of comprehensive recommendations on the policy, regulatory, protocol and procedural level for trade in the region.

Trade Promotion through Standardisation in the South & Southeast Asia regions

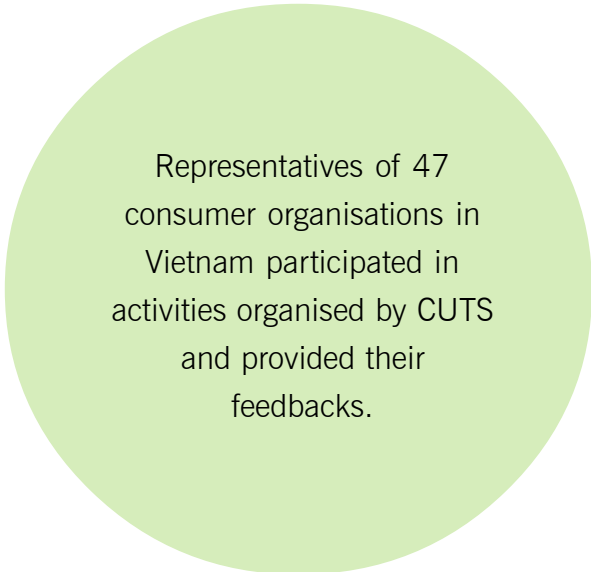
CUTS raised the awareness and built the capacity of local consumer activists and consumer organisations in Vietnam about the significance of standards and standardisation *vis-à-vis* consumer welfare and trade promotion, as well as how to participate in the national, regional and international standardisation process, so as to protect consumers' interests in a more proactive and effective manners.

This includes providing them with relevant news and information, discussing about food safety and standards, as well as getting Vietnamese consumers' comments into a draft set of global guidelines on providing product sustainability information.


This project was undertaken with funding support from the Swedish International Development Agency (SIDA) and in partnership with the Swedish Standards Institute (SIS).

Resolving the Unresolved Non-tariff Barriers in the East African Community

This project was implemented in partnership with Overseas Development Institute (ODI) and aims to develop the quantitative methods to allow for the impact of unresolved non-tariff barriers (NTBs) to be measured regularly.



Representatives of 47 consumer organisations in Vietnam participated in activities organised by CUTS and provided their feedbacks.



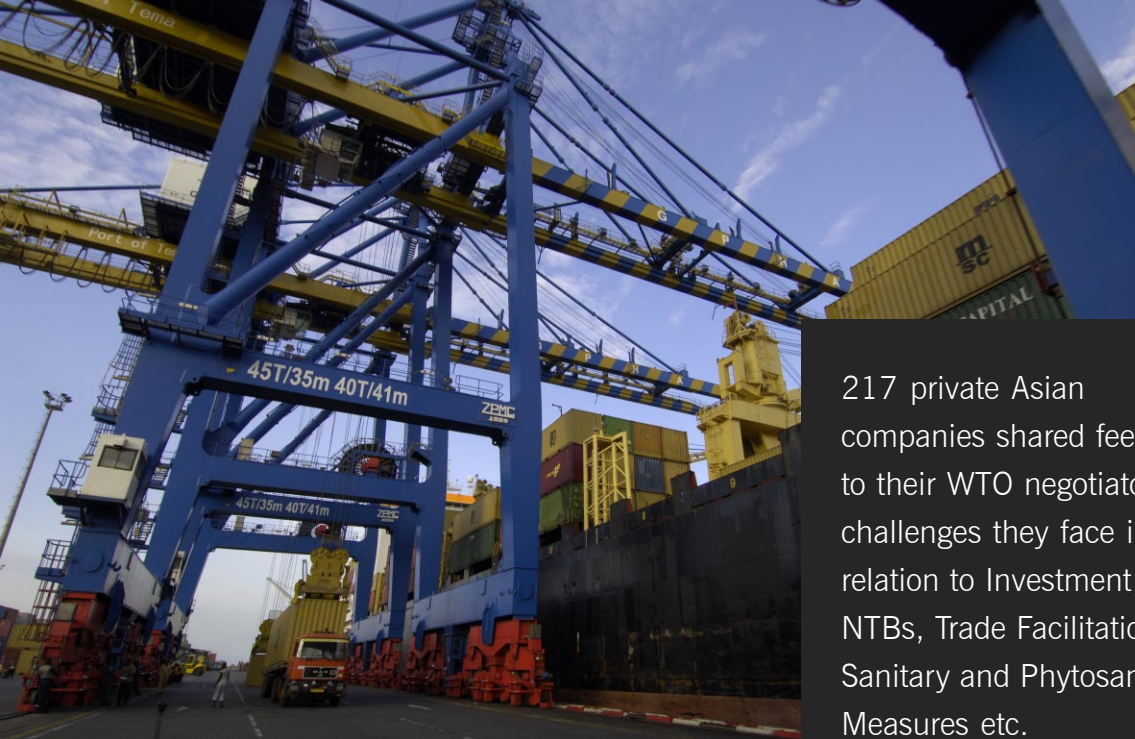
The project would remove unresolved NTBs to trade in the East African region which will improve regional integration, promote economic growth, create employment and reduce poverty in the EAC member countries.

The project will include policy advocacy recommendations on inclusive trade formalisation targeted at high-level policymakers and can also be used for offering technical assistance, training, dialogue and consensus-building meetings.



Cross Border Trading Literature Review

The objective of the project is to document literatures on cross border trade in Africa, in partnership with CUTS Lusaka and Nairobi. It aims to develop a body of evidence in form of a publication on the emerging trend of formalisation of informal trade in Africa and socio-economic impacts of that trend, with emphasis on women. It will bring out relevant best practices and lessons learnt in Africa and around the world on how formalisation of trade has been achieved by minimising its negative socio-economic effects. The project is funded by the Food and Agriculture Organisation (FAO) and is being implemented over a period of one-year.



217 private Asian companies shared feedback to their WTO negotiators on challenges they face in relation to Investment, NTBs, Trade Facilitation, Sanitary and Phytosanitary Measures etc.



Ambassadors reported more open and regular communications among them, and better understanding of each other's interests and concerns at WTO.

Geneva Trade & Business Connection: *South & Southeast Asia*

CUTS helped businesses in South and South-east Asian developing countries to input into their WTO delegates positions. This enables their negotiating positions to be more fully aligned with the realities faced by their business communities on the ground and ultimately supports private sector development at the national level. This project was undertaken with funding support from AustralianAid.

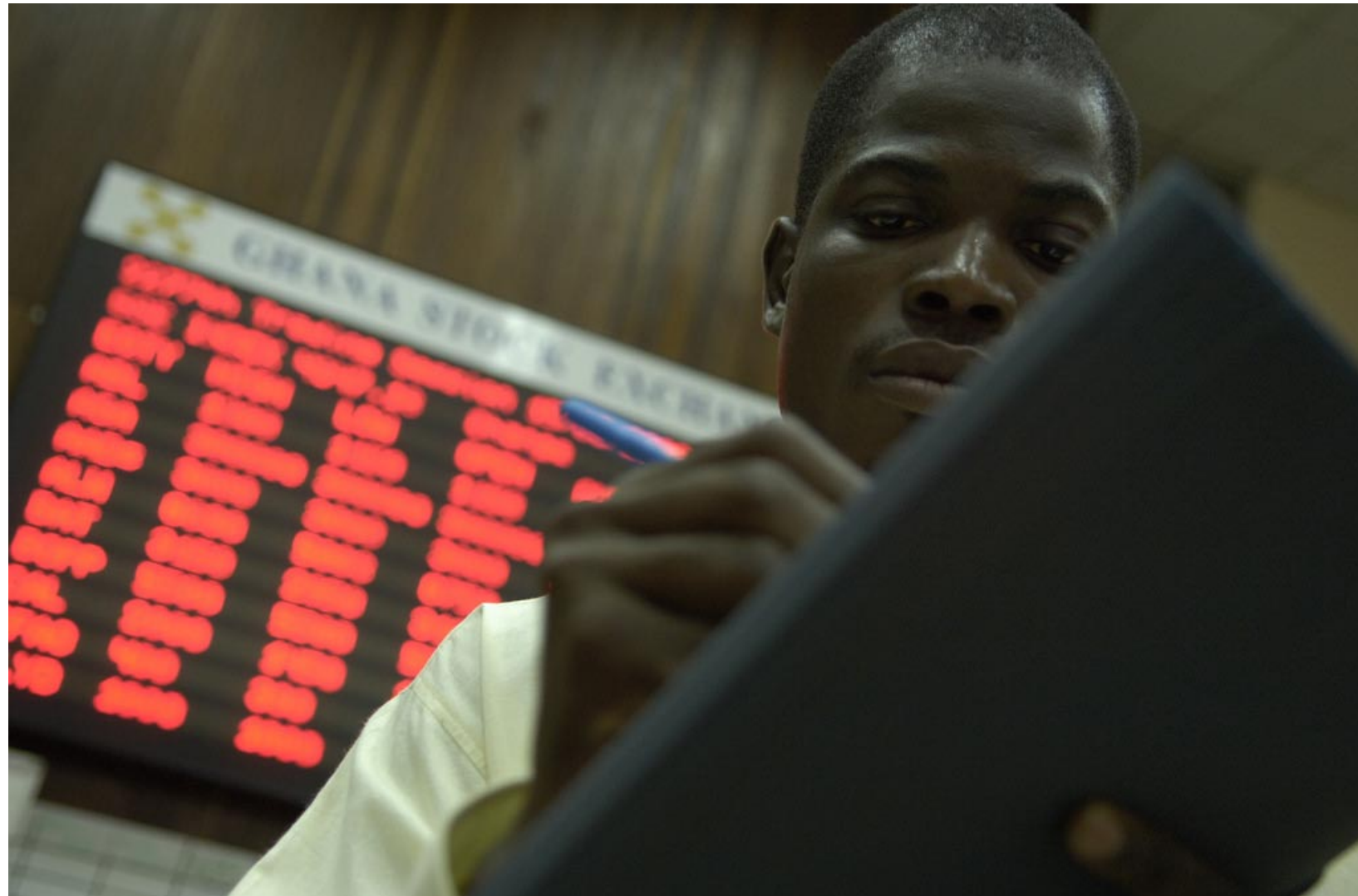
Building Trust and Convergence towards Strengthening the Multilateral Trading System

This initiative hosts an informal, small caucus of World Trade Organisation (WTO) ambassadors and negotiators from both smaller developing and developed countries, interacting to build trust and convergence among themselves towards a balanced outcome in negotiations. The initiative is jointly undertaken by CUTS International Geneva and the Friedrich Ebert Stiftung, with funding support from the Swedish Ministry of Foreign Affairs.

Support in Trade in Services Negotiations

With support from the UK Trade Advocacy Fund (TAF), International Lawyers and Economists Against Poverty (ILEAP), CUTS International Geneva and Sussex University's CARIS joined hands to support the increased and more effective participation of smaller developing countries and regions in multilateral, regional and bilateral services trade negotiations. This initiative enhanced understanding among policymakers, regulators and negotiators about their services sectors and the role that trade negotiations can play in pursuing their strategic interests therein.

In South Asia and East Africa, over 70 percent of trained policymakers reported being better able to assess their services sectors, collect data and apply relevant policy options.



Promoting Agriculture, Climate and Trade Linkages in the EAC - Phase 2

While the still infant agro-processing industry in East Africa has been earmarked as having huge potential for poverty reduction, the region's success in realising this potential will partly depend on its ability to factor in the ever-increasing challenges posed by climate change, and work in synergy with its own trade agenda.

Until 2019, this project will bring together, inform, train and move to advocacy action hundreds of East Africans for more climate-aware, trade-driven and food security-enhancing agro-processing in their region. It is undertaken with funding support from the Swedish International Development Cooperation Agency (Sida).



In Kenya's new Trade Policy, CUTS inspired a section on 'Industrial and agricultural sector linkage to trade development', acknowledging the 'complementary relationship between trade strategy and each of the other four strategies: the Industrial, Agricultural, Services and Development'.

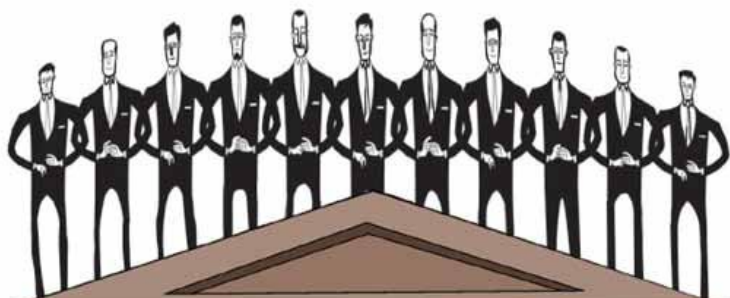
EFFECTIVE REGULATION



Competition and Regulatory Assessment in Digital Payments Infrastructure Sector

CUTS is implementing a study on 'Competition Assessment in Digital Payments Infrastructure Sector'. The study aims to understand and analyse the competition and regulation of infrastructure/technology providers in the digital payments space.

The research study would identify bottlenecks to suggest policy changes to increase competition in the digital payments infrastructure market. Periodic interactions with stakeholders, including regulators and policymakers, during the project have helped in disseminating findings and advocating for reforms.



Addressing Regulatory and Competition Bottlenecks in Growth of Payments Banks

CUTS implemented a research project to identify and understand the regulatory and competition bottlenecks to growth of payments banks in India. The project was supported by Bill & Melinda Gates Foundation. It involved in-depth analysis of regulatory architecture of payments banks and periodic interaction with stakeholders, including payments banks licensees, experts and Reserve Bank of India (RBI). Several suggestions were made under the project towards achieving optimal regulation and competition in payments banks market.

The Operating Guidelines for Payments Banks issued by the RBI incorporated several suggestions made under the project. In addition, the Committee on Medium Term Recommendations to Strengthen Digital Payments Ecosystem endorsed several recommendations made under the project.

Promoting Innovation and Competition in Intellectual Property

CUTS Institute for Regulation & Competition (CIRC) along with CUTS is undertaking an empirical based research to advocate for constructive policy and regulatory reforms in the Intellectual Property Right (IPR) regime in order to foster innovation and competition. This research is envisaged to facilitate promotion of a balanced IP regulatory framework that promotes and advances technological innovations, resulting in benefits to consumers and producers in India.

The project's first phase resulted in a research report on the potential impact of Goods & Services Tax (GST) regime on the mobile phone manufacturing ecosystem in India. The second phase of the project will examine various standard setting models for standardising 5G technology by balancing interests of all participants and stakeholders (especially consumers). It would also facilitate the standardisation process to be more participative and explore the role of developing countries, such as India in contributing to the standard development process.



CUTS has formed one of its kind social coalitions: 'Seed Communities' at the state level comprising a wide array of experts including financiers, project developers, vendors, energy experts, department officials and politicians. Seed community serves as a medium for these actors to work together and co-evolve a strategy for transformation which is socially relevant, commercially feasible and politically acceptable.

Green Growth and Energy Transformation in India

CUTS along with Friedrich-Ebert-Stiftung (FES) has been steering a project on 'Green Growth and Energy Transformation' in states of Rajasthan, West Bengal, Delhi. The aim of the project is to create an implementable strategy for energy transformation (from fossil to non-fossil) at the sub-national level so that sustainable growth can be guaranteed and states could also meet their targets on renewable energy.

Towards the end of the project, there will be change in attitude of consumers and consumer groups with regards to broadband services and the importance of QoS labels for broadband services; and adequate information and awareness about consumer rights and obligations while availing broadband services.



Consumer Broadband Labels for Greater Transparency & Informed Consumers

The contemporary world is showing its ever-increasing dependency on internet services, for all economic and even non-economic activities. India is struggling with its broadband service, in terms of both inclusive access and maintaining the prescribed quality of service (QoS). Consumers often complain about the low broadband speed as compared to the speed advertised by the operators. Further, they are not informed of the real speed of their connection and other technical parameters like bandwidth, etc.

CUTS has undertaken an initiative to advocate for adoption of broadband labels and help eradicate information asymmetry and assist Indian consumers in making an informed choice while using or selecting a broadband service.

CUTS has closely engaged with Uttar Pradesh Electricity Regulatory Commission (UPERC) and other stakeholders, and prepared advocacy paper on establishing mechanisms for regulatory oversight of discoms' performance under UDAY scheme.

Working Towards Effective Regulatory Decision Making

CUTS with support from Shakti Sustainable Energy Foundation (SSEF), is implementing a project aimed at facilitating effective regulatory decision making in power sector. In the first phase, the goal has been to undertake a comprehensive analysis of regulatory role and engagement in clean energy promotion, by reviewing experiences in five states.

Subsequently, the project aims to initiate closer engagements with one State Electricity Regulatory Commission and relevant state level stakeholders for understanding the role of regulators in helping discoms achieve targets under *Ujwal Discom Assurance Yojana* (UDAY).

Evaluation of Competitiveness among North Indian States

CUTS is implementing this project to gather and assimilate information on reforms undertaken by six North Indian states, namely, Rajasthan, Himachal Pradesh, Uttar Pradesh, Uttarakhand, Punjab and Haryana, to propel Ease of Doing Business. The project seeks to bring relevant stakeholders from each of the select states and experts from the US on one platform for cross learning and discussion on the way forward.

A dissemination platform in form of international seminar was created for the relevant north Indian states for acquiring knowledge from one another's experiences and sharing their best practices on competitiveness.

Making Competition Reforms work for People

The process of competition enforcement is fairly weak across many developing and least developed countries, and needs to be strengthened to ensure that competition reforms lead to measurable and demonstrable welfare gains. CUTS implemented the project to develop and implement a framework to assess benefit of competition reforms to consumers.

The project was implemented in two sectors, i.e. Staple Food and Passenger Transport in four countries (Ghana, India, The Philippines and Zambia) with the support from DFID (UK) and GIZ (Germany).

Evidence generated from four project countries has helped initiate certain (pro-competitive) actions to help competition reform work for people in these countries and be better appreciated by policymakers. Some of these actions are as follows:

- (i) formation of an expert group to advise the Office for Competition in the Philippines on ways to promote competition in three sectors;
- (ii) establishment of a technical committee in Zambia to develop safety standards that were absent in privately run city buses; and
- (iii) development of a regulatory framework for Inter-city Bus Transport in the states of Gujarat and Madhya Pradesh (India).





The programme built capacities of grassroots consumers as well as their representatives including community-based organisations, farmer groups, civil society organisations and county government representatives in Bomet and Homabay counties.



Building the Demand for Renewable and Energy Efficiency in Kenya

The project focussed on increasing the long-term capacity/awareness of consumer groups to demand for Renewable Energy and Energy Efficiency initiatives by community groups while building the understanding, documenting and communicating specific needs of community members to relevant policymakers.

GOVERNANCE





Rajasthan City Mayor's Learning Platform

CUTS initiated and created a platform for Mayors of Rajasthan State to improve the urban governance in Rajasthan through enhanced sharing of experiences and learning from each other. Mayors' Conferences are being organised under this platform where Mayors and Deputy Mayors of different Municipal Corporations are taking part. This platform is being used to discuss larger issues of urban local governance and share the best and innovative practices by city governments.

A formal platform for City Mayors is created and well recognised by Mayors of Rajasthan. One of the major outcomes is that this intervention has helped enhance knowledge of elected representatives, especially of Mayors through sharing of information with each other.

Procurement Processes more Transparent and Accountable

CUTS set up a virtual Procurement Observatory with the objective of helping the State Government of Rajasthan, India to enhance its Public Procurement practices and outcomes. The Observatory developed a web portal, key performance indicators; analysed policies, Rajasthan Transparency in Public Procurement (RTPP) Act, 2012, RTPP rules; and measured actual implementation of all these in around eight departments, such as Public Works and Health.

The project helped in defining strategies, methodology and indicators for observing the procurement process in selected departments in Rajasthan by way of Procurement Tracking and Analysis of 8600 tenders related to works, goods and services. The findings were shared with the concerned officials of Asian Development Bank and by way of organising procurement, orientation and dissemination workshops/sessions for stakeholders.

Promoting Organic Consumption in Rajasthan

ProOrganic is a two-year pilot project to promote organic consumption in Rajasthan implemented by CUTS in partnership with Swedish Society for Nature Conservation (SSNC). The project is implemented in six districts of Rajasthan – Kota, Jaipur, Udaipur, Pratapgarh, Chittorgarh and Dausa covering 102 *gram panchayats*.

Increased awareness is expected to result in increased consumer demand which will further push demand for availability and affordability of organic products in selected districts.



Grahak Suvidha Kendra

Grahak Suvidha Kendra (Consumer Care Centre) is a new initiative of the Department of Consumer Affairs (DoCA), Government of India as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel, experienced in counselling, drafting complaints and providing information. CUTS was selected and managing one such GSK for the western region based in Jaipur.

Strengthen Consumer Safety in India

The project has been undertaken with the support of Department of Consumer Affairs, Ministry of Food and Consumer Affairs Government of India under its Consumer Welfare Fund. It aims to strengthen consumer safety in India and publish 'State of Consumer Safety in India' report.

The project is expected to recommend actionable steps to strengthen consumer safety in India.

Road Safety Advocacy

CUTS has undertaken Road Safety Advocacy with the support of Global Road Safety Partnership. The objective is to garner support from parliamentarians, media and other stakeholders for supporting smooth passage of the Motor Vehicles (Amendment) Bill, 2016. The duration of the project is of 13 months, i.e. October 2016-September 2017.

This intervention has helped bringing CUTS into the limelight of road safety work in the country. Though, the organisation has already been into it since last two decades but with regard to ensuring smooth passage of new Motor Vehicles Act, the intervention has helped CUTS in coming closer to public representatives and making submissions before the Parliamentary Standing Committee through a Bill Blow-up on the Act.

Depositor & Education Awareness Programme

The objective of the pilot programme is to impart education and awareness for the promotion of depositor's interest and to provide safe and secured deposit lessons to various depositors in five selected districts of Rajasthan. In addition, the programme also aimed to encourage public to have a bank account, discourage them from keeping money in illegal non-bank entities, demystify KYC requirements and provide information about customer rights as a depositor.



CUTS' SHG, RadheKrishna has been awarded as the 'State-level Best Performing SHG' by NABARD at Jaipur on March 09, 2016. Earlier, it was also awarded by Chittorgarh district administration for 'Excellence in Women Empowerment'. Moreover, this SHG has inspired other women to establish 10 more such women SHGs in their neighbourhood and to utilise their loans in promoting their traditional ironsmith work.

Empowerment and Livelihoods through Self Help Groups

The project is supported by the National Bank for Agricultural and Rural Development (NABARD) with the objective to ensure socio-economic development and enhance livelihood security in rural areas, especially women in areas of Chittorgarh, Nimbahera, Gangrar blocks of Chittorgarh and Mandalgarh, Baneda and Suwana blocks of Bhilwara. Under the project, 379 self-help groups (SHGs) have been formed in both the districts.

Child Help Line

The project is being undertaken with the support of the Ministry of Women and Child Development, Government of India to reach out to every child in need of care and protection by responding to emergencies on toll-free number 1098 and advocate service for children those are inaccessible.



Total 2108 child cases have been successfully intervened during the project period.

Farmers Producer Organisation

This project has been implemented with the support of NABARD to build, promote and nurture Farmer Producer Organisations (FPOs); support FPOs in terms of awareness generation, capacity building, technical support, professional management, market access, regulatory requirements, etc.

There would be strengthened farmer capacity through agricultural best practices for enhanced productivity.

10 SHGs comprising 103 women were developed as Model SHGs and subsequent linkages were done with banks to enable them to involve in income generation activities.

Model SHGs Project

The project has been undertaken with the support of Department of Women and Child Development, Government of Rajasthan to train and build livelihood skills of SHG members so that they can raise their living standards.



Women Leadership Development

This project has been undertaken with the support of Ministry of Minority Affairs, Government of India 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; and embolden them to assume leadership roles and assert their rights, collectively or individually, in accessing services, facilities, skills, and opportunities besides claiming their due share of development benefits of the government for improving their lives and living conditions.

The project is expected to result in enhanced understanding and improved capacity of SHG members as well as raised income.

Assessing the Performance of Electricity Distribution Sector West Bengal

CUTS and West Bengal Electricity Regulatory Commission (WBERC) are jointly implementing a project to build the capacity of grassroots consumers and increase their awareness about the existing regulations of the State Electricity Regulatory Commission in districts of Jalpaiguri and South 24 Parganas. This is aimed towards building the consumer capacity on their rights and responsibilities, educate them about the frequently applicable and used parameters of the Standard of Performance (SoP) regulations of the Commission.

Focus will also be on building capacity of consumers on Energy Conservation and Renewable Energy Systems, especially rooftop solar systems.

Promoting Food Safety and Loss Reduction in the Dairy Industry in Kenya

The project looks at enhancing consumer voice in the policy discourse through capacity building and evidence-based advocacy in a bid to address emerging issues of safety and loss reduction in Dairy and Horticulture.

The envisaged outcome is enhanced investment and service delivery by government and private sector in food safety and loss reduction.

HIGHLIGHTS





CUTS Conferred Swatch Rajasthan Award

CUTS is intervening in the city of Jaipur, Rajasthan to improve the quality of urban service delivery through civic engagement, through an intervention called 'MyCity', since 2012. CUTS also initiated 'Rajasthan City Mayors' Learning Platform (RCMLP)', which resulted in useful peer learning and sharing among Mayors of Rajasthan and enhanced capacity among city managers.

Recognising CUTS contribution in the area of urban governance, the Government of Rajasthan had conferred *Swatch* Rajasthan Award 2016 to CUTS, which was awarded by Vasundhara Raje, Chief Minister of Rajasthan in a state level function held in Udaipur on December 22, 2016.



Highlighting Competition Distortions & Consumer Abuses in Vietnam

CUTS Hanoi, by its own initiative, has been documenting, analysing and appraising stakeholders within and beyond Vietnam about different cases of anticompetitive practices, policy distortions and other abuses which reduce consumer welfare and negatively affect the level playing field and attractiveness of the overall business environment in Vietnam.

Four newsletters have been prepared over the year and dispatched to almost a thousand readers situated in the country as well as around the globe on this topic. Cases highlighted include ban of soft drinks contaminated with high lead content, scrutiny of incumbent cinema group impeding the development of local film distributors, consumer credit warnings, and the struggle between Internet-based transport platforms, such as Uber and Grab with local taxi companies.



World Competition Day 2016

CUTS Accra appealed to the Government of Ghana and the Ministry of Trade & Industry to speed up the process of developing a functional competition regime for Ghana. Samuel Kofi Date-Bah, former Supreme Court Judge in Ghana and the Gambia and Board Chairman, CUTS Accra noted that a competition policy was an important mix of promoting consumer welfare. Baah, therefore, pledged the commitment of CUTS to work closely with senior policymakers, MPs and business leaders to deepen their understanding on the benefits of a functional competition regime.

World Competition Day, which aims to raise awareness about competition-related issues, is celebrated in about 100 countries worldwide and was first marked in Accra by CUTS in 2013. This year's World Competition Day was commemorated in Accra on the theme 'Cement Market: Competition or Unfair Trade Practice.'



Ministry Official and Experts Launch Grassroots Projects

In Burundi, inspired by her participation in PACT EAC2 which facilitated her participation in UNFCCC's COP22, Trade and Industry Ministry official Anitha Nshimirimana decided to launch a multi-stakeholder association in 2016 to promote greater awareness of climate challenges in agro-processing, towards greater food security.

In less than a year, Anitha and her partners secured World Bank funding and launched two grassroots projects involving agro-processors, farmers, jobless people and local authorities and communities. Together, they have already organised 4 regional training workshops for agro-processors, and planted over 10'000 passion fruit trees in Kayanza province for environmental conservation.

Next steps will aim to nurture agribusiness networks for experience-sharing between agro-processors, farmers and retailers. Anitha is now submitting the projects to UNFCCC's 2017 "Momentum for Change" Award.



UNCTAD XIV Side Event: Non-State Actor Engagement in Policy Making to Mainstream Governance, Trade, and Regulation for Development

At the UNCTAD XIV meeting in Nairobi, on July 21, 2016, CUTS held a session bringing together CSOs, private sector, media, governments, and other regional and international agencies to look at opportunities for non-state actor (NSA) engagement and contribution to development and policy making. The participants highlighted a number of challenges to NSA engagement, such as lack of expertise and knowledge, limited financial and human resources, informal structures, different interests etc. and suggested some ways to enhance NSA participation and to overcome the challenges faced by them.

To address such challenges, the session concluded that NSAs should build their credibility through tangible contributions during the entirety of negotiations, which also requires appropriate level of representation in research and analysis to make informed and valuable contributions. Therefore, it is important to share knowledge and build consensus among stakeholders to effectively engage with policymakers and governments. Collaborative initiatives can assist with financial challenges.

Inclusive policy making through NSA engagement is a core value of CUTS International. The deliberations and action points brought out in this UNCTAD side event will be taken forward in all CUTS endeavours.

ANNEX I Members of the Executive Committee



Arun Maira
Former Member
Planning Commission



Pradeep S Mehta
Secretary General
CUTS



Ajit Singh
Secretary cum Treasurer



Ganga R Singh
(Director, READS)
Member



Asha Bhatnagar
(Social Worker)
Member



V V Singh
(Professor of Economics,
Rajasthan University)
Member



Ashok Agarwal
(Trustee and Founder,
IIHMR) Member



Kishore Rungta
(MD, Man Structural
Ltd.) Member



**Surendra Singh
Bhandari**
(Chartered Accountant)
Member



Shail Mayaram
(Professor, Centre for the
Study of Developing
Societies) Member



Rima Hooja
(Archaeologist & Writer)
Member

ANNEX II

Team



Participants during the Retreat held at Jaipur on August 19-20, 2016

ANNEX III

Major Events

TRADE

- Reducing Non-Tariff Barriers in Food Trade between India and South Asian Nations
New Delhi, February 11, 2016
- Lecture by Martin Wolf on India's trade policy is at a cross-road
New Delhi, March 11, 2016
- India-Pakistan Legislators and Public Officials Dialogue on Sharing of Experiences on Governance and Democracy
Jaipur, India, March 12, 2016
- DDA vs. New Issues: What Lies Ahead Post-Nairobi?
Geneva, Switzerland, March 17, 2016
- Paris Climate Agreement: What do East African Stakeholders Think?
Geneva, Switzerland, March 31, 2016
- Agriculture and E-Commerce: What way forward at the WTO?
Geneva, Switzerland, April 21, 2016
- Impact Assessment of EU-India Bilateral Trade and Investment Agreement
New Delhi, April 22, 2016
- Agricultural products' exports: What are the Sanitary & Phytosanitary barriers faced by exporters in South & South-East Asian countries?
Geneva, Switzerland, April 25, 2016
- Integrating the EAC Cotton, Textile and Apparel Sector in Global Value Chains
Geneva, Switzerland, May 23, 2016
- The WTO Trade Facilitation Agreement: What are the Main Issues Faced by SMEs in S&SE Asian Countries?
Geneva, Switzerland, May 30, 2016
- What scenarios for Agriculture and E-Commerce towards 2017?
Geneva, Switzerland, May 31, 2016
- Roundtable discussion on development of Inland Waterways for Trade and Transit
Patna, Bihar, June 13, 2016
- Sub Regional Policy Dialogue on Fostering Agricultural Value Chains in Eastern South Asia
Guwahati, June 25, 2016

- Regional Dialogue on Sustainable Development in South Asia - Exploring Trans-boundary Cooperation in Agriculture, Water and Energy
New Delhi, July 29, 2016
- Integrating East African Priority Sectors in Global Value Chains
Geneva, Switzerland, August 02, 2016
- Sectors for the Future: Can Agro-Processing and Trade Feed East Africa Despite Climate Change?
Kampala, Uganda, August 08, 2016
- CUTS Session on Trade Policy - A Tool to Facilitate the Participation of SMEs in Global Trade
Geneva, September 27, 2016
- Quest for Inclusiveness: Informal Trade and SMEs in North Africa
Geneva, Switzerland, September 29, 2016
- Workshop on Food Security in India: The Interactions of Climate Change, Economics, Politics & Trade
New Delhi, India, October 04, 2016
- Technical Barriers to Trade faced by SME Exporters in South and Southeast Asia
Geneva, Switzerland, October 04, 2016
- Launch meeting of the project 'Expanding Tradable Benefits of Trans-boundary Water: Promoting Navigational Usage of Inland Waterways in Ganga and Brahmaputra Basins'
Guwahati, October 24, 2016
- Border Haats and their Socio-Economic Impact
Guwahati, October 26, 2016

- From Oslo to Buenos Aires: What Issues for the Next WTO Ministerial?
Geneva, Switzerland, November 02, 2016
- Review of International Climate Support Mechanisms
Marrakesh, Morocco, November 06, 2016
- Indo-Asia Connectivity for Shared Prosperity
Kolkata, December 14-15, 2016

REGULATION

- Introductory Training Programme on Regulatory Impact Assessment for TRAI
New Delhi, January 18-19, 2016
- Lonely Journey: from Economics to Law and back - Lecture by Prof Frederic Jenny
New Delhi, February 05, 2016
- Sensitisation workshop on COMPAD project
Accra, March 03, 2016
- Launch: Promoting Innovation and Competition for Efficient Use of Intellectual Property in India
New Delhi, March 11, 2016
- Competition Policy: One of the WTO's New Issues?
Geneva, Switzerland, March 30, 2016
- Seminar on "Integrating Regulatory Impact Assessment in law-making in India"
New Delhi, April 21, 2016
- Capacity building workshop for High Court and Appeal Court Judges on the CREW project
Accra, April 28, 2016

- Regional Electricity Cooperation and Trade in South Asia Final Dissemination Seminar
Jaipur, May 17, 2016
- Meeting with the Committee on Environment, Rajasthan Legislative Assembly
Jaipur, June 08, 2016
- Seminar on 'Understanding and Addressing Competition and Regulatory Barriers to Growth of Payments Banks'
New Delhi, July 07, 2016
- Panel Discussion and Book Release Competition and Regulation in India, 2015
New Delhi, September 01, 2016
- First Consumer Round table meeting on Food safety and loss reduction In Kenya's Dairy sector
Nairobi, Kenya, November 17, 2016
- Making North Indian States Competitive: Path to Inclusive and Sustainable Growth
Jaipur, November 17-19, 2016
- Expert Group Consultation: Green Growth and Energy Transformation
Jaipur, December 16, 2016
- Panel Discussion on 'Linkages between Competition and Intellectual Property'
New Delhi, December 05, 2016
- World Competition Day Dialogue on Competition and Intellectual Property
Geneva, Switzerland, December 05, 2016

GOVERNANCE

- Antibiotics Off the Menu
Jaipur, March 15, 2016
- Road Safety Week
Bhilwara and Chittorgarh, January 2016
- Anti-Child marriage Campaign
Bhilwara and Chittorgarh on February 25, 2016
- World Consumer Rights Day
Chittorgarh, March 15, 2016
- Participation in Policy Dialogue on Civic Consciousness
Accra, March 31, 2016
- Formal launch of Depositor Education and Awareness Programme
Jaipur, June 07, 2016
- Knowledge Enhancement Workshops
Udaipur and Kota, June 14 & 15, 2016
- Workshop on Water Conservation and Management
Chittorgarh, June 15, 2016
- Participation in Training Programme on Voice for Change project
Tamale, Northern Region, June 18, 2016
- Anti-Tobacco Campaign
Chittorgarh, July 31, 2016
- Orientation on Public Procurement
Rajasthan, August 22, 2016
- Consumers, Standards and Food Safety in Vietnam
Thanh Hoa, Vietnam, August 22-23, 2016

- Consumers, Standards and Food Safety in Vietnam
Kien Giang, Vietnam, August 29-30, 2016
- Mayors' Conferences
Udaipur and Jaipur, April 27 & September 14, 2016
- Green Action Week
Jaipur, September 16, 2016
- Consultation Workshop on the UNEP-ITC Draft Guidelines for Providing Product Sustainability Information
Hanoi, Vietnam, October 07, 2016
- District level Organic Farming Workshops and Exposure Visits
Pratapgarh and Chittorgarh, August & October 2016
- Clean India Mission campaign on sanitation in rural villages and urban slum
October 20- 27, 2016
- Mainstreaming Human Rights Based Approach
Jaipur, November 29-30, 2016
- National Consumer Day
Chittorgarh, December 24, 2016

ANNEX IV

Major Publications

TRADE

Research Studies

- Rethinking Perceptions: Agriculture, Water and Energy Scenario in South Asia
- Assessment of Bangladesh-India Trade Potentiality: Need for Cross-Border Transport Facilitation & Mutual Recognition of Standards
- Variable Geometry Perspectives on the WTO Ministerial Conference in Nairobi
- Non-Tariff Measures to Food Trade in India A Case Study of Selected Ports
- Trade in Services Negotiations and Developing Countries: Whether, Where and How to Negotiate?
- Innovating for Temporary Movement of Natural Persons in Africa: Leveraging the CFTA
- Accounting Guidance for Nationally Determined Contributions

Discussion Papers

- Compendium on Sustainable Agricultural Practices: Insights from the Indus, Ganges & Brahmaputra Basins
- 'Make in India' Re-imagined: A Case for Agri-industrialisation
- A Proposed Agenda for the South Asian Regional Standards Organisation: *Lessons from Regional Standardisation Organisations*
- Interrogating Energy-Water Nexus in Indian Agriculture: *Efficiency vs. Political Stability and Food Security*
- Agricultural Value Chains in India: *Prospects and Challenges*
- Interrogating South Asia's Hydro Politics: *Implications for Water Security and Hydro-Power Cooperation in the Sub-Continent*

Briefs

- Significance of Grid Connected Rooftop Solar Photo Voltaic in Kolkata and other Urban Spaces of West Bengal
- Connecting to Global Value Chains: Trade and the Post-2015 Development Agenda
- The BRICS New Development Bank & Civil Society Imperatives
- Pathways to Change in Agriculture, Water and Energy

- Tackling Adaptation Challenges: Critical Step towards Sustainable Energy Sectors in the EAC
- Services Trade Data in LDCs & LICs: Challenges, “better performers” and pathways for improvement
- New Zealand’s Recognised Seasonal Employer Scheme: An Object Lesson in Policy Making - But for Whom?
- Work Programme on Electronic Commerce: A Brief overview of its Evolution in the WTO
- Trade as a Tool for the Economic Empowerment of Women
- Leveraging Global Value Chain Analysis to Strengthen the Kenyan Tourism Sector
- Women Agro-Processors in East Africa: Success Stories and Ways Forward
- Trade in Services and Telecommunications in Vietnam
- The Continental Free Trade Area: Enhancing Economic Development in Africa
- What the Paris Climate Agreement Means to EAC Stakeholders: Reactions
- Gendering Agro-Processing in the EAC Region
- Policy Brief on the Non-tariff barriers and ‘complaints’ in the East African Community’s reporting process
- Agricultural Products’ Exports: Sanitary & Phytosanitary Barriers Faced by Exporters in Vietnam
- The WTO Trade Facilitation Agreement: Main Issues Faced by SMEs in Vietnams and Their Solutions
- WTO Agreements on Trade in Services: Main Issues Faced by SMEs in Vietnam and Their Solutions
- Manufactured Products’ Exports: Technical Barriers to Trade Faced by Exporters from Vietnam

- Textile Articles’ Exports to the US Market: Technical Barriers to Trade Faced by Exporters in Vietnam

Case Study

- India’s Access to the Pharmaceutical Market in Argentina

SDPI - Advocacy Briefs

- Promoting Efficient Use of Resources through Regulations and Knowledge Sharing on Sustainable Agricultural Practices in South Asia
- Enhancing Farm Incomes and Economic Growth in BBIN Countries through Better Linkages and Stronger Value Chains
- Integrated Approach to Groundwater Regulation, Management and Conservation
- Development of Inland Waterways for Trade and Transit in BBIN
- Promoting Energy Cooperation among South Asian Countries
- Promoting Renewable Energy Technology Transfer, Trade and Knowledge Sharing in South Asia

Notes

- Integrating Micro, Small and Medium Enterprises in International Trade
- Investor-State Dispute Settlement Mechanism: Review of Developments and Issues of Concern for Developing Countries
- Climate Finance: Where are UNFCCC Parties at? Where Should They be Headed?
- Effective Consultation of Private Sector Representatives in Trade: Success stories

- The Specific Trade Concern Mechanism of the TBT Committee and the WTO TBT Agreement Implementation
- Work Programme on Electronic Commerce: A brief overview of its evolution in the WTO
- Taking Stock of INDCs: Potential Trade Impacts for East Africa
- Trade and Climate: Are their Interlinkages Taken into Account in the WTO and UNFCCC Systems?
- Effective Participation of Developing Countries and LDCs in Global Value Chains
- Technical Barriers to Trade in the WTO Context: Considerations for South & South-East Asian countries
- The Impacts of Information and Communications Technology (ICT) and E-commerce on Bilateral Trade Flows
- Domestic Regulations and Trade in Services Negotiations: Considerations for South & South-East Asian countries
- Effective implementation of INDCs: critical role of the Ad-hoc working group on the Paris Agreement (APA) and relevant actions to be taken by members
- The WTO Trade Facilitation Agreement Negotiations, Developments and LDCs & Developing Countries' Concerns
- Cotton, Textile and Apparel Sector in the EAC: Value Chain Analysis and Trade Concerns
- Sanitary & PhytoSanitary Issues in the WTO Negotiations: Developments and Developing Countries' Concerns
- Following the UNFCCC Paris Agreement: Next Steps for 2016
- The WTO Nairobi Ministerial Outcome: Reflections for East African Countries

REGULATION

Research Reports

- Competition and Regulation in India, 2015 Leveraging Economic Growth through Better Regulation
- Pursuing Competition and Regulatory Reforms for Achieving SDGs
- Regulatory Impact Assessment in the Insurance Sector in India: *Facilitating Investments and Enabling Access*
- Zambia Public Procurement Toolkit
- Leveraging Regional Policy Successes to Improve Interventions by the FRA and the performance of maize markets in Zambia
- Understanding Challenges and Opportunities for Implementing 'Route Allocation' in Lusaka's Bus Transport System
- Liberalisation of Maize Procurement in Ghana and Implication on Women's Economic Empowerment: Case-Study of Market Queens in Selected Regions
- Mobile Internet Services in India: Quality of Service
- Transforming Electricity Governance in India: *Consumer Participation and Protection in Regulatory Practice*
- Regulatory Impact Assessment in the Indian Financial Sector: *Improving Debt Recovery*
- Zambia Food Reserve Agency Pricing Mechanisms and the Impact on Maize Markets
- Understanding and Addressing Competition & Regulatory Barriers to Growth of Payments Banks in India
- Impact of Current Market Dynamics on Paddy and Wheat Farmers in Muzaffarpur, Bihar
- Sectoral Framework for Competition Reforms: *Staple Food*
- Sectoral Framework for Competition Reforms: *Bus Transport*

Discussion Papers

- Designing Effective Leniency Programme for India: *Need of the Hour*
- Cost of Monopoly in Bus Transport: *Case of Gujarat*
- Assisting Transition to Better Bus Transport Regulation in Select Countries: *A Review of Key Design Elements and Select Cases*
- Beyond a Band Aid Approach for Electricity Distribution Reforms in India

Approach Paper

- Gujarat Inter-city Transport Regulatory Authority

Vision Document

- Pursuing Strategies for Energy Sector: A Vision Document

Viewpoint Papers

- Importance of Competition and Regulatory Reforms in Achieving the Sustainable Development Goals
- Pivoting Indian Manufacturing Policy Differently

Briefs

- Understanding the Role of Maize Market Queens in the Procurement of Maize
- Ease of Doing Business in Haryana
- Ease of Doing Business in Rajasthan
- Ease of Doing Business in Himachal Pradesh

- Ease of Doing Business in Punjab
- Ease of Doing Business in Uttarakhand
- Ease of Doing Business in Uttar Pradesh
- Competition Issues in the Re-Introduction of TV Licence Fees
- Scaling Up the Demand for Renewable Energy and Energy Efficiency In Kenya

Notes

- Competition Policy at the WTO: A Snapshot

GOVERNANCE

Research Studies

- Enhancing Civic Participation to Improve Urban Governance
- Right to Choice of Consumers of Financial Services: Mis-selling and Financial Incentives in Indian Banks
- International Conference on Cooperative Federalism: National Perspectives and International Experience
- Self-Help Groups: A Catalyst for Women Empowerment
- Rethinking the Agenda of Education Reforms

Briefs

- Civic Awareness: Key for Engaging in the Public Procurement Processes: Some Evidences from Rajasthan
- Analysis of Procurement Practices in Selected Government Departments in Rajasthan: Proactive Disclosure of Tendering Information Needs to be Promoted

- Is There an Opportunity to Develop a Whole-of-Government M&E Framework in India?

Bill Blow-up

- Land Bill: Is it a step in the right direction?
- The Tribunals, Appellate Tribunals and Other Authorities (Conditions of Service) Bill, 2014
- Motor Vehicle (Amendments) Bill, 2017

Communiqué

- ProOrganic

Other Newsletters

- CityMatters
- Tradequity
- India in Africa
- Economiquity
- Dossier on Preferential Trade Agreements
- BRICS-TERNewsletter
- CITEE in Action
- CITEE Annual Publications Digest 2014

- CUTS Dossier on Women's Economic Empowerment through Trade
- Trade Buzz
- ReguLetter
- PolicyWatch
- CCIER Activity Report
- Competition Distortions in India: A Dossier
- CCIER Annual Publications Digest 2014
- Gram Gadar
- CRC Activity Report
- CUTS Geneva in Action
- CUTS Africa in Action
- PACE
- Catalyst
- Panchwa Stambh
- Consumer Watch
- What.s New At CUTS
- GSK Alert
- HRC Activity Report
- Competition Distortions Dossier, Hanoi

ANNEX V

Audit Report

GOYAL DINESH AND ASSOCIATES
Chartered Accountants



C-97, JANPATH, LAL KOTHI SCHEME JAIPUR,
JAIPUR RAJASTHAN 302015
Ph. 9414042635, 141-2740583

FORM NO. 10B

[See Rule 17B]

**Audit Report under section 12A (b) of the Income-tax Act, 1961 in the case of
charitable or religious trusts or institutions**

We have examined the balance sheet of CONSUMER UNITY AND TRUST SOCIETY AAATC0869P [name and PAN of the trust or institution] as at 31/03/2016 and the Profit and loss account for the year ended on that date which are in agreement with the books of account maintained by the said trust or institution

We have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion, proper books of account have been kept by the head office and the branches of the above-named trust visited by us so far as appears from our examination of the books, and proper Returns adequate for the purposes of audit have been received from branches not visited by us subject to the comments given below:

As Informed by the management that there is Calcutta, Delhi, Chittorgarh Branches/Offices only. Accounts of these has been merged in head office and Audited with Head Office Accounts.

In our opinion and to the best of our information, and according to information given to us the said accounts give a true and fair view; -

- i. in the case of the balance sheet of the state of affairs of the above-named trust as at 31/03/2016
- ii. in the case of the profit and loss account, of the profit or loss of its accounting year ending on 31/03/2016

The prescribed particulars are annexed hereto.

For GOYAL DINESH AND ASSOCIATES
Chartered Accountants



(DINESH KUMAR GOYAL)
PARTNER

Membership No: 072959
Registration No: 003884c

Place :JAIPUR

Date : 15 OCT 2016

Consumer Unity & Trust Society, Jaipur
Balance Sheet as at 31st March, 2016

		<i>Amount in 'INR'</i>			
<i>Figures as at 31.03.2015</i>	<i>Liabilities</i>	<i>Figures as at 31.03.2016</i>	<i>Figures as at 31.03.2015</i>	<i>Assets</i>	<i>Figures as at 31.03.2016</i>
440,01,883.42	Reserves & Funds (As Per Schedule "A")	518,55,966.47	439,35,915.12	Fixed Assets (As Per Schedule "E")	435,21,739.12
56,25,678.00	Secured Loans (As Per Schedule "B")	29,83,878.00	369,75,854.07	Cash & Bank (As Per Schedule "F")	612,53,208.01
2,07,783.00	Current Liabilities (As Per Schedule "C")	1,80,000.00	78,46,125.00	Advances & Deposits (As Per Schedule "G")	86,87,282.00
389,22,549.77	Grant In AID (As Per Schedule "D")	584,42,384.66			
887,57,894.19		1134,62,229.13	887,57,894.19		1134,62,229.13

Significant Accounting Policies and Notes on Accounts

Sch. "H"

AUDITORS' REPORT

In terms of our report of even date annexed hereto
For Goyal Dinesh & Associates
Chartered Accountants

Dinesh K Goyal
Partner
M N 072959



For Consumer Unity & Trust Society

Secretary General

Treasurer

Jaipur
Dated :

15 OCT 2016

Consumer Unity & Trust Society, Jaipur

Income & Expenditure account for the year ended on 31st March 2016

				Amount in 'INR'			
Previous year	Expenditure	Anx.	Current year	Previous year	Income	Anx.	Current year
179,32,505.91	To Awareness Camp/ Seminar/Workshop/ Conference	"A"	148,33,089.86	15,439.00	By Contribution for Publication	"M"	2,790.00
467,96,155.40	To Research	"B"	372,86,622.55	1165,14,672.61	By Grant & Donation	"N"	940,54,356.90
108,60,416.11	To Welfare of the Physically & Mentally challenged		-	19,05,596.21	By Interest Received	"O"	25,72,484.40
53,81,414.63	To Climate Change	"C"	33,05,170.30	5,000.00	By Membership Fees		5,000.00
8,57,267.19	Welfare/Empowerment of Women	"D"	8,04,147.09	3,21,199.79	By Miscellaneous Income	"P"	5,12,238.65
81,63,867.53	To Rural Development	"E"	202,67,780.15	2,06,263.93	By Excess of Expenditure Over Expenditure		2,31,707.24
23,12,684.11	To Agriculture Activities	"F"	17,21,567.74				
12,02,479.00	To Public Accountability	"G"	15,03,378.00				
8,07,750.00	To, Welfare of Children	"H"	4,20,000.00				
22,99,976.00	To Socio-economic & other Welfare programme	"I"	54,34,268.00				
148,02,752.23	To Capacity Building	"J"	60,47,721.36				
6,85,044.00	Microfinance projects, including setting up banking cooperatives and self help groups	"K"	3,08,085.60				
11,01,064.50	Child Rights	"L"	21,22,526.35				
25,88,655.70	To Office cost		6,70,224.90				
31,76,139.23	Depreciation		26,53,995.29				
1189,68,171.54			973,78,577.19	1189,68,171.54			973,78,577.19

Significant Accounting Policies and notes on Accounts

Sch. "H"

AUDITORS' REPORT

In terms of our report of even date annexed hereto

For Goyal Dinesh & Associates
Chartered Accountants

Dinesh K Goyal
Partner
M N 72959



For Consumer Unity & Trust Society

[Signature]
Secretary General

[Signature]
Treasurer

Place
Dated

Jaipur

15 OCT 2016



Consumer sovereignty in the
framework of social justice,
economic equality and
environmental balance, within
and across borders



Consumer Unity & Trust Society

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