

CUTS Centre for Consumer Action, Research & Training (CART)
Annual Report
Activities from April 1, 2015 to March 31, 2016

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1. A brief background of the Centre

CUTS was established in the year 1984 with the mandate of pursuing the cause of common consumers. With growth of the organisation, later the responsibility of moving forward with the inherited agenda of CUTS, i.e. consumer protection was handed over to CART, which was established in 1996. The programmes of the Centre are primarily aimed at generating awareness, creating a more responsible society and encouraging changes at the policy level by advocating with the government machinery and sensitising it to its issues of concern to the common man. The Centre has spearheaded several campaigns and pioneered consumer empowerment. It has created and trained over 1200 activists and helped establish over 300 independent groups in Rajasthan and elsewhere. Persistently, CART is having more than 1000 organizations in its network. Its mission is '*to enable people, particularly the poor and the marginalised, to achieve their rights to basic needs, sustainable development and good governance through a strong consumer movement*'.

2. Advisory Board

The Centre carries its activities under the guidance of an advisory board. The following are the members of the advisory board during the period 2015-16:

Members	<ol style="list-style-type: none">1. P N Bhandari, Chairperson of the Advisory Board IAS (Retd.) former Chairman, Rajasthan State Electricity Board (RSEB), Jaipur.2. Padma Bhushan V.S. Vyas, Professor Emeritus, IDS, Jaipur3. Justice V.S. Dave, Former Judge, Rajasthan High Court, Jaipur4. Sunny Sebastian, Sr. Media Person and Ex-Vice-Chancellor, Harideo Joshi University of Journalism and Mass Communication, Jaipur5. Anita Mathur, Social Activist, Jaipur6. Madhavi Joshi, Centre for Environment Education (CEE), Ahmedabad7. Dr. Gopakumar K. Thampi, Consultant, Partnership for Transparency Fund (PTF)8. Prof. K.B. Kothari, Managing Trustee, 'Pratham Rajasthan', Jaipur9. Shabnam Aziz, State Convener, Hunger Project, Rajasthan, Jaipur10. Rajendra Prasad Bora, Freelance Journalist, Jaipur
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3. Programmatic Areas of the Centre

- Consumer Empowerment
- Good Governance
- Sustainable Development

4. Projects (including main activities conducted during the period) under implementation

(covering the period 1st April 2015 to 31st March 2016)

4.1 **Project: National Environmental Awareness Campaign, R. R. A for Rajasthan**

Support: Ministry of Environment and Forest, GoI.

Theme: Combating Desertification, Land Degradation and Drought

Objective: To create awareness on issues related to biodiversity and taking appropriate action.

Project Period: April 2014-March 2015. (*No activity in 2015-16*)

Main Activities under the Project during the Period

- During the period, activities left over for the period under NEAC 2014-15 like payment to partners, monitoring of programmes, which partners had done and then second installment payments and submission of reports and NEAC newsletter were completed, which went upto August, 2015. The total sanctioned proposals of 2014-15 were 295 out of selected 378 with a total disbursement grant of Rs.29, 50,000. (http://www.cuts-international.org/CART/pdf/NEAC_2014-15.pdf)
- No activity was conducted during **2015-16** due to not sanctioning of proposal for the year from the side of Ministry.

4.2 Project: Improving Service Delivery by Urban Local Government in the City of Jaipur Through Enhanced Civic Engagement (MyCity-Phase III)

Support: The Asia Foundation (TAF)

Objective: Engaging Community in the Delivery of Key Urban Services in the City of Jaipur.

Project Period: October 2014-September 2015

Main Activities under the project during the Period

(http://cuts-international.org/cart/MyCity_Phase-III.htm)

- TAF approved MyCity **phase III** as extension for one more year. Agreement was signed on 23 September 2014 and sent to TAF with a total budget of Rs.21, 00,300/-.
The details of main activities of phase III during the reporting period are:
- Rajasthan Mayor's Conference on April 15, 2015
Under the project, Mayors' Conference was organised on April 15, 2015 at Hotel Country Inn, Jaipur. Nirmal Nahata, Jaipur Mayor; Mahesh Vijayvargiya, Kota Mayor; Shiv Singh Bhont, Bharatpur Mayor and Inderpal Singh, Deputy Mayor, Bharatpur attended the Mayors Conference and shared various issues of municipalities and their functioning. Prof. V.S. Vyas, Former Deputy Chairman, State Planning Board chaired the discussion, whereas Ramavtar Raghuvnashi, Director, Rajasthan Institute of Local Self Government shared some of the best practices of Municipalities in India. Manish Pareek, Ex Deputy Mayor of Jaipur shared his experiences with MyCity project.
- Community Meetings
Community meetings were organised with the purpose of maintaining regular interaction with the targeted public. Total 48 of such meetings were organised with the support of partner organisations in their respective wards during the period under the supervision of project team. Councilors, JMC officials, representative of RWAs, social workers along with local citizens of ward took part in the meetings and discussed their local issues. Resource material prepared was distributed to participants.
- Partners' Orientation Programme on April 29, 2015
An orientation programme was conducted on April 29, 2015 at Jaipur. Representatives of partner CSOs took part in the orientation. Brief was shared about Rajasthan Mayors' Conference with partners. Partners were also briefed about on-going ward level activities and response of stakeholders.
- Visit of The Asia Foundation, Delhi on May 18, 2015
GC & ADS visited New Delhi on May 18 mainly to discuss the ideas for continues support under urban governance after completion of MyCity project.
- Visit to National Institute of Urban Affairs (NIUA), New Delhi on May 18, 2015
ADS visited NIUA located at India Habitat Centre during Delhi visit on May 18. S.B. Jain, Advisor, NIUA arranged meeting with Dr. Debolina Kundu, Associate Professor. She shared some of the ULBs best practices from Bangalore and Surat.

- Public Service Index (PSI)
One of the project activities PSI was conducted during the period. The Public Services Index of each ward was prepared in such a way that it indicates quality of life in various wards by its quality of services and amenities.
- Citizen Report Card (CRC) Survey
Citizen Report Card is a participatory survey that solicits user feedback on the performance of public services. After orientation on CRC methodology, all partners conducted it on their respective wards and submitted dully filled questionnaires to CUTS. The methodology involved both qualitative (group discussions) and quantitative (survey) tools. The survey sought to examine citizens' satisfaction and experiences in case of services like water supply, sewerage facility, street lights, street roads and solid waste collection and amenities like parks, community halls etc.
- Interface Meetings
Interface meetings between community members and service providers including councilor, officials from JMC and other line department were conducted in all 16 targeted wards by the partner CSOs. The objective was to inform participants ward specific data of CRC and to generate discussion upon emerging issues to discuss possible measures to improve the situation of particular locality. It was helpful in establishing a line of communication between the community and service providers at the ward level. The feedback and comments gathered from the interface meetings were incorporated in the findings of the research.
- Dissemination cum Advocacy Meeting on August 27, 2015
Final advocacy meeting of MyCity year-3 was organised on August 27, 2015 at Jaipur to share the key findings of project among wider audience of targeted stakeholders. Purushotam Biyani (Director cum Joint Secretary) and Sanchita Bishnoi (Additional Director of Directorate of Local Bodies (DLB), GoR); Mohan Lal Gupta, MLA; Ramavtar Raghuvanshi (Director, Rajasthan Institute of Local Self Government); Bhawani Singh Rajawat, Chairman, Standing Committee (Slum Reforms), Jaipur Municipal Corporation were the special guests of the meeting. More than 90 participants took part including present and former councilors, many officials of JMC from head office and zone offices, representatives of CSOs, RWAs, other civic bodies and media. Monika Solanki of Jaipur Unites also made presentation in the meeting on JMC initiatives.
- Mayors' Conference on September 22, 2015
Second Mayors' Conference was organised on September 22, 2015 in Kota. Mahesh Vijay, Kota Mayor; Sunita Vyas, Kota Deputy Mayor, Sanchita Bishnoi, Additional Director of DLB, GoR; Yudhishter Chansi, Councilor, Kota; Vikram Singh, Councilor, Jaipur Municipal Corporation were the representatives of Municipal Corporations. Soumya Chaturvedula, Programme Officer-ICLEI and Sumit Singh, Regional Director, AIILSG were the resource persons and made presentations in the meeting.
- Partners' Meeting on September 24, 2015
Representatives of partner CSOs took part in the meeting held at CUTS Conference Hall on September 24, 2015. Meeting was called to share the experiences of implementing MyCity project and challenges faced by them in past. Team also shared their experiences working with partners CSOs. Discussion took place regarding the sustainability aspect of intervention.
- Study tour of Municipal Government Officials from Ulaan Bataar, Mongolia
15 officials from Municipal Government of Mongolia along with two representatives from TAF India visited Jaipur from December 7-11, 2015 on study tour on urban governance. CUTS organised this visit with the support of TAF, India. This tour included

the in-house sessions on urban governance and CUTS intervention in Hotel Ramada. Visits to Department of Local Bodies, Govt of Rajasthan, Jaipur Municipal Corporation were also arranged to meet the official and understand the scenario of urban governance. Group also participated in the International Conference on Sustainable and Smart Cities (Municipalika) organized by Government of Rajasthan, where they got chance to meet the Chief Minister Vasundhara Raje.

4.3 Project: Rajasthan City Mayors Learning Platform (RCMLP)

Support: The Asia Foundation (TAF)

Objective: Creating a Platform of Sharing and Learning Based Approaches to Enhance Knowledge of Mayors from various cities of Rajasthan.

Project Period: September 2015-September 2016

Main Activities under the Project during the Period

[http://www.cuts-](http://www.cuts-international.org/CART/Rajasthan_City_Mayors_Learning_Platform.htm)

[international.org/CART/Rajasthan_City_Mayors_Learning_Platform.htm](http://www.cuts-international.org/CART/Rajasthan_City_Mayors_Learning_Platform.htm))

➤ Inception cum Rajasthan Mayors' Conference

First Mayors' Conference under RCMLP was organised on February 17 at Jaipur. Out of 7 Mayors, 5 Mayors and two deputy mayors participated in the conference. Purushottam Biyani, Director cum Joint Secretary, Department of LSG; R.K. Vijayvargiya, Senior Town Planner; Dr. Himani Tiwari, Coordinator, CMAR; B.S. Rathore, Team Leader, SBM. Meeshan Tandon, Senior Manager, ICLEI presented urban intervention of ICLEI in Jaisalmer and Kishangarh and general issues of urban service delivery. Three ULB Chairman from Chittorgarh, Bundi and Baran also participated and presented cases namely Rangde Bundi and Sunehra Chittorgarh.

➤ Visit to Chennai and Coimbatore, Tamil Nadu to learn urban best practices

GC & ADS visited Chennai and Coimbatore cities of Tamil Nadu during March 7-12, 2016 for the learning on urban governance and best practices. They met with Dr. B. Chandra Mohan (IAS), Commissioner and R. Kannan (IAS), Deputy Commissioner of Health, Greater Chennai Corporation (GCC) and discussed urban issues and management during Chennai Flood, sanitation work and other interventions. They also visited Chennai based Citizen Consumer and Civic Action Group (CAG) and discussed their team about the urban governance work.

➤ GC & ADS also visited Coimbatore city and met with Dr. K. Vijaykartikayen (IAS), Commissioner, Coimbatore City Municipal Corporation (CCMC) and interacted about urban practices and interventions. They met with ICLEI team members and learn more about 'SUNYA Project'. During the visit, a visit of ward 23 was made, which is model ward and met with concern officials like Zonal Sanitary Officer (West Zone) and Sanitary Supervisor. SUNYA Project is based on zero waste management. They also visited Coimbatore Corporation and met with Dr. Santosh Kumar, Chief Health Officer, City Engineer and some other officials.

4.4 Project: Setting up of Procurement Observatory (ProOb) in Rajasthan

Support: The World Bank, New Delhi

Theme: Setting up a Public Procurement Observatory in Rajasthan

Objective: Defining the strategies, methodology and indicators for observing the procurement process in the selected departments in Rajasthan.

Period: 20th November 2014 to 19th November, 2015

Main Activities under the Project during the Period

[\(http://procurementobservatoryraj.in/\)](http://procurementobservatoryraj.in/)

- **Web Portal**
The dedicated web portal developed under the project (<http://procurementobservatoryraj.in/>) is active and media news items have been uploaded on it regularly and during the period.
- **Conference on Benchmarking of Public Procurement**
MSS visited Delhi to participate in the conference on Benchmarking of Public Procurement, organised by The World Bank dated April 08, 2015.
- Three briefing papers namely 'Legal Framework of Procurement in Rajasthan'; 'Monitoring the Implementation of the RTPP Act, 2012 in Rajasthan' and 'An Overview of Public Procurement in India' were published as part of outreach activities and these were circulated during the period and circulated to relevant stakeholders and others.
http://www.procurementobservatoryraj.in/Phase-I/pdf/An_Overview_of_Public_Procurement_Framework_in_Rajasthan.pdf
http://procurementobservatoryraj.in/pdf/Monitoring_the_Implementation_of_RTPP_Act-2012_in_Rajasthan.pdf
http://www.procurementobservatoryraj.in/Phase-I/pdf/Briefing_Paper-Key_for_Engaging_in_the_Public_Procurement_Processes.pdf
- **Workshop on Public Procurement**
The first round dissemination workshop was successfully organised on July 07, 2015. The workshop was well participated by the local concerned participants from various departments, CSOs and representatives from World Bank, Assam Procurement Observatory, Department of Finance including Sidhartha Mahajan (Special Secretary, Department of Finance, Govt. of Rajasthan), Shanker Lal (Senior Procurement Specialist, World Bank), Bulbul Sen (Former Chief Income Tax Commissioner and member Expert Group on Procurement in the UN Office of Drugs and Crime) and Dr. Mreeshi Agrawala, Assam Institute of Management (AIM), Guwahati and others took part actively.
- **Research and Data Analysis**
The first phase analysis of data and compiled report got completed and uploaded on the ProOb webportal as well. A research was also conducted to know about the general awareness of the public procurement framework among the common man during the period and the compiled report was completed. Details: http://www.procurementobservatoryraj.in/Phase-I/pdf/Report-Consumer_Awareness_Survey_About_Procurement_Framework.pdf
- **Second Round of Workshop**
Day long dissemination cum training workshop with key stakeholders on 'Public Procurement Experiences, RTPP Act, Rules and Way Forward' was held on November 30, 2015 at IGPRS, Jaipur. In the meeting, around 130 Public Procuring Officials of various government departments and agencies, entire State Procurement Facilitation Cell (SPFC) at Finance Department, officials from Asian Development Bank (ADB), Resource Person from Competition Commission of India (CCI) were present in the workshop. In the inaugural session, observatory findings were shared with the SPFC and present stakeholders. Hiroyuki Maruyama, Principal Resident Procurement Specialist, India Resident Mission, Asian Development Bank, New Delhi shared his experiences related to need of public procurement reforms in the South Asia. Arvind Deewan, Chief Accounts Officer and Yogendra Bagda, SPPP in-charge from SPFC team facilitated technical sessions on RTPP Act and Rules in a very effective and interactive way. Details at http://www.procurementobservatoryraj.in/Phase-I/pdf/Report-Second_Dissemination_cum_Training_of_Stakeholders.pdf

4.5 Project: Pilot project to promote organic consumption in the state of Rajasthan, India (ProOrganic)

Support: SSNC (Swedish Society for Nature Conservation)

Project Period: November 2013-October 2015

Objective: The project is to promote organic consumption in the state of Rajasthan covering six major agriculture potential districts by awareness generation, sensitization, capacity building and advocacy activities. The target districts are Jaipur, Dausa, Udaipur, Chittorgarh, Pratapgarh and Kota. There are total 51 blocks in these 6 selected districts having total 1757 panchayats.

Project Period: November 2013-October 2015

Main Activities under the Project during the Period

(<http://www.cuts-international.org/CART/ProOrganic/index.html>)

➤ **District Level Consultations (DLC):**

The objective of conducting these consultations in all six districts was to discuss the preliminary findings of this action research and to receive the inputs to be used in finalising and preparing the research report and the advocacy document as proposed in the project. The aim of the meeting was also to formulate the strategies for future with farmers so as to come out with much more focused work on the issue in future.

The first consultation was organised at Dausa on March 27, 2015. It was attended by 63 participants including KVK in-charge; Assistant Director, Horticulture; District Industries Officer; Deputy Director, Animal Husbandry; farmers; consumers and shopkeepers.

The second District Level Consultation was held at Pratapgarh on April 8, 2015. The DLC was good in terms of participation with little over 50 participants, which included consumers and farmers both. On 15th April, 2015, **the third** DLC in Udaipur was attended by more than 50 participants and experts including KVK officials, Agriculture officer, farmers, consumers and shopkeepers. Similarly, **the fourth** DLC at Chittorgarh on May 6, 2015, more than 55 participants from 6 blocks of Chittorgarh participated, which included farmers, resource persons and CUTS representatives from Jaipur & Chittorgarh. **The fifth** Kota DLC was organized on May 14, 2015. The programme was attended by around 63 participants consisting of consumers and farmers both. Radha Krishna Sharma, Agriculture Officer and Khalil Mohd., Gram Sevak and few other government officials spoke in the consultation. **The sixth and last** consultation at Jaipur on May 29, 2015 was attended by around 55 participants including famers, consumers, experts, researchers, representatives of CSOs from all the 13 blocks of Jaipur. Apart from CUTS team, the key speakers were Dr. B. D. Yadav, Sr. Scientist, Vegetable Department (RARI); Dr. S. Mukherjee, Professor of Horticulture (RARI); Dr S. S. Yadav, Professor, SKN Agriculture University Jobner and Mr. Nathu Lal Meena, (retired agriculture professor) representing Kisan Sangh.

➤ **Submission of entry for 'Best campaigns and advocacy from around the world' for CI**

ADS and VAS prepared two presentations on the successful campaigns for submission to Consumers International for showcasing. Presentations were prepared on GAW and Tobacco Control campaigns. Finally the presentation based on the Tobacco Control Intervention in Jaipur City titled 'Tobacco: Deadly in any form or disguise' implemented by CUTS was shared with CI. Presentations were solicited by CI from its member organisations.

➤ **Training cum Need Assessment of World Vision Staff**

ARS along with ADS and MSS, delivered a half day training cum need assessment session for World Vision (WV) Jaipur Team at Jaipur on April 30, 2015. The participants

included Dr. Josiah Daniel (JD), Programme Manager and Community Development Coordinators working for twenty slum areas of Jaipur city. First session was taken by ARS on need assessment in which he asked participants about their working area, problems and challenges. Based on the feedback on first session, ADS took second session on social accountability, its basics and how it is covered under Citizen Voice Action (CVA). He presented brief introduction of Community Score Card with example of ICDS and MyCity approach on urban governance specific. MSS talked about access to information and general approach of CUTS projects as well. World Vision was happy with the session and asked for a brief proposal for training, research on Child Protection and handholding for their CVA groups.

➤ **End Line Survey: Selection of Survey Agency**

At the end of project, there is an end line survey to assess the project effectiveness and also to collect evidence of change due to the project intervention. In response to call for bids, 5 bids were received. After shortlisting, on July 6, 2015 Partners in Development (PiD) team was selected for the work. The field survey by the agency was completed during the first half of August. Team members made monitoring visits during the survey. The data was later compiled and a final report was prepared and finalized.

➤ **Green Action Week (GAW) Campaign 2015 (<http://www.cuts-international.org/CART/Green Action Week 2015-Organic Food and Farming for All.htm>)**

• **Cottage Meetings**

During the month of September, 2015, a total number of ten cottage meetings were organised in ten different localities of Jaipur targeting urban consumers. In each of these meetings, consumers were made aware of the importance of consuming organic food. They were also informed about the simple technique of growing organic kitchen garden through the medium of tray cultivation. An expert from Rajasthan Agricultural Research Institute was called up to facilitate as a resource person on the theme of organic food and farming for all. The schedule of the meetings was as follows:

S.N.	Date	Partner	Venue	No. of Participants
1.	2015.09.03	Sri Agrasen Siksha Samiti	Parshuram Park, Subash Colony, Shastri Nagar, Jaipur	55
2.	2015.09.03	Manav Kalyan Vidyapeeth	MVG Public School, Sheopur, Pratap Nagar	38
3.	2015.09.05	Pravah	Inside Naila House, Moti Dungri	40
4.	2015.09.07	Parivar Seva Sansthan	Govt. Poly technique College, Gandhi Nagar	65
5.	2015.09.08	Maulik Sanstha	Tree House School, Bani Park	45
6.	2015.09.08	Hardev Sikshan Samiti	Karni Colllege, Karni Palace, near Vaishali Nagar.	58
7.	2015.09.10	Parivar Seva Sansthan	PSS Centre, Jawahar Nagar	105
8.	2015.09.10	Mahila Jagrati Evam Vikas Sanstha	Mansarovar	45

9.	2015.09.11	Centre For Social Development	Girls Sr. Sec. School, Gandhi Nagar, Jaipur	100
10.	2015.09.14	Manav Kalyan Vidyapeeth	Srinath Colony, Sanganer	49
Total No of Participants			600	

- **Street Play and Signature Campaign**

A total number of 10 street plays were organised at various market places to reach out to a wider audience in an attempt to modify consumer behaviour in favour of organic products. For conducting the plays, Ras Rang Manch, a Jaipur based street play group was given the responsibility. Along with that, a signature campaign was organised. The schedule of the street plays is as follows:

S.N.	Date	Venue	Staff attended
1.	2015.09.05	Naila Bagh	RKJ,GAK,RB, VAS
2.	2015.09.07	Govt. Polytechnic College Gandhi Nagar Jaipur	ADS, RB, VAS
3.	2015.09.08	Bajaj Nagar	VAS
4.	2015.09.08	Barkat Nagar	VAS
5.	2015.09.09	Ramganj Chopar	BNS
6.	2015.09.09	Gangori Bazar	BNS
7.	2015.09.10	Ghat Gate	BNS
8.	2015.09.10	Chandpole Bazar	BNS
9.	2015.09.14	Ghat ki Guni	RB
10.	2015.09.14	Jhalana Basti	RB

- **Survey**

A survey of 150 samples was conducted to gauge about the awareness, accessibility and the willingness to pay for organic food among the urban consumers of Jaipur. It was conducted along cottage meetings.

- **Stakeholders' Consultation**

To mark the conclusion of the Green Action Week Campaign, a State Level Stakeholder Consultation on the theme 'Organic Food and Farming for All' was organized on September 30, 2015 at Jaipur. The aim of the consultation was to advocate for a shift in policy towards organic consumption and production. More than 70 representatives from civil society/consumer organisations, farmers' group, media and government departments participated in the consultation. As speakers, Dr.A.K.Gupta (Rajasthan Agricultural Research Institute), Dr.S.R.Sharma (SKNAU) and Dr. S.S.Rathore from Krishi Vigyan Kendra participated in the consultation.

- **Partner's Feedback Meeting**
Partners Feedback Meeting has been conducted on Tuesday, October 27, 2015 at Hotel Royal Orchid. A total number of 8 representatives from our partners have attended the meeting. Partners took active participation in the discussion regarding future activities under ProOrganic.
- **State Level Advocacy cum Dissemination Meeting**
State Level Advocacy cum Dissemination Meeting was conducted on October 28, 2015 at Hotel Country Inn & Suites, Jaipur. Total 85 participants had attended the meeting. Dr Shital Prasad Sharma, Director, State Institute of Agriculture Management (SIAM), Govt. of Rajasthan; Dr A K Gupta, Professor and Head, Department of Agronomy, SKNA University, Jobner; Dr S. Mukherjee, Professor and Head, Department of Horticulture, Rajasthan Agricultural Research Institute (RARI), Govt. of Rajasthan; Vardhaman Bapna, Director, Morarka Foundation, Jaipur shared that organic vegetables shops should be established at the Gram Panchayat Level.
- **Strategy Planning Meeting in Stockholm**
GC visited Stockholm from October 5-9, 2015 mainly for the strategy planning meeting of SSNC (Swedish Society for Nature Conservation). The meeting was attended by about 40 participants, 20 representatives of partner organisations and 20 staff members of SSNC. Staff from SIDA also attended the meeting in between. The meetings started with a informal meeting on October 5, 2015 afternoon with 'Sustainable Consumption Group'. The Strategy Planning Meeting was held on October 6-8, 2015. The meeting venue was 'Grillska Huset' in the Old Town, Stockholm, Sweden. The strategy meeting was an important part of the strategic planning of SSNC for the Global Program 2017-2020. On October 9, 2015, the whole day was spent in SSNC office, as the SC group, discussing about GAW 2015 and about theme of the GAW for next phase.
- **Under Documentation and Outreach:** Four handouts in Hindi were printed for distribution during farmer orientation meetings and other awareness activities. All these handouts and news were uploaded at project webpage, which is being updated at regular and constant level by way of uploading other project related information like event reports, media releases and other documents.

4.6 Project: Grahak Suvidha Kendra

Support: Department of Consumer Affairs of Ministry of Food and Consumer Affairs, Govt. of India, New Delhi

Project Period: July 2015-June 2018

Objectives: Grahak Suvidha Kendra (GSK) is a new initiative of the Department of Consumer Affairs, Government of India as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. The portal will function as an extended arm of a common IT platform of National and State Consumer helplines.

Main Activities under the Project during the Period

(http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm)

- Deepak Saxena attended *Grahak Suvidha Kendra* MoA signing ceremony held at DoCA, Ministry of Food and Consumer Affairs on June 30, 2015 as CUTS representative, which was attended by representatives of four other GSKs namely Bhavishya, Kolkata; Savera, Patna; CERC, Ahmedabad and Karshan Technologies, Bangalore.
- **Formal Launch event of Grahak Suvidha Kendra**
After the start of formal functioning of GSK wef 1st July, 2016 and fulfilling all formalities like putting a sign board, installation of telephone and fax lines etc., Grahak Suvidha Kendra was formally launched in a public event on September 15, 2015 held at

Jaipur. Justice V. S. Dave, former Judge Rajasthan High Court & ex-President Rajasthan State Consumer Disputes Redressal Commission was the Chief Guest and delivered the inaugural address. Pradeep S. Mehta, Secretary General CUTS, Anant Sharma, Convenor, State Consumer Helpline and member, CCPC and Sanjay Jhala, Deputy Director, Department of Consumer Affairs, Govt. of Rajasthan. About 50 representatives of various VCOs, CSOs, Telecom service providers and government agencies attended the event.

➤ **Formation of Advisory Committee**

The advisory committee of GSK as required under the MoU with the Ministry was formed with one president and one member from District Consumer Forum and one each from NGO and VCO completing the forum.

➤ **GSK web-page**

The web-page of GSK is developed and is being updated regularly. A user id and password were received from IIPA in the name of five members of GSK team for using IT portal of IIPA

➤ **Grahak Suvidha Kendra Facebook Page**

For wider dissemination and outreach through social media, a FB page of GSK was developed. Regular postings related to consumer issues and consumer information on the page is being done on routine basis.

➤ **Meeting of Advisory Committee**

First Advisory Committee Meeting for GSK was held at CUTS conference hall on 30th December 2015, which was chaired by Mrs Geeta Pareek, member DF, Jaipur III in the absence of Mr. O P Singh Gurjar, President, DF, Jaipur III. Other members present were Ms. Seema Joshi from Jaipur and Rakesh Parmar from Dholpur.

➤ **First Status Review Meeting**

DS attended the first status review meeting of GSK organised by Department of Consumer Affairs at Krishi Bhawan, New Delhi on 28th January, 2016 and presented the status last six months of GSK. Four other GSKs along with officials from the department and few State Consumer Helplines were also present in the meeting.

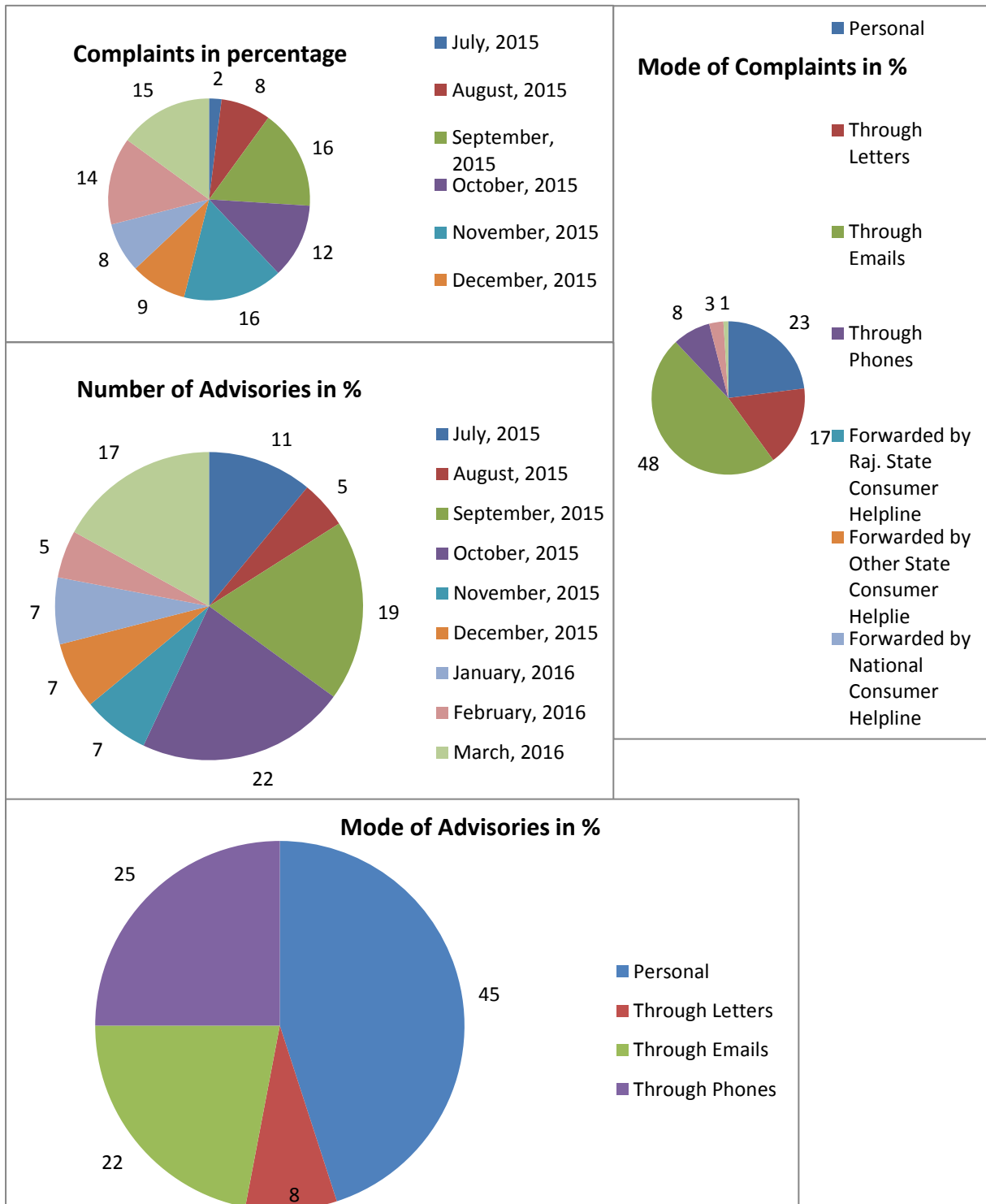
➤ **Consumer Outreach Programmes
(July, 2015 to March, 2016)**

S.N.	Date	Programme	No. of Beneficiaries
1.	15.07.2015	Consultation with Consumer Organisations working in Electricity Sector with Shri Vishwanath Hiramath, Chairman, RERC	20 CSOs
2.	15.09.2015	GSK Launch Meeting at Hotel Om Tower, Jaipur	45
3.	11.11.2015	Awareness Programme at Nehru Yuva Kendra, Tankarda, Chomu	30
4.	19.11.2015	Seminar on Power Sector- Jointly organized by GSK and Samata Power	102
5.	27.11.2015	Talk at Govt. Maharani Girls Sr. Sec. School, Banipark, Jaipur	213 Girls
6.	05.12.2015	Awareness Programme at Rural Development & Self Employment Training Institute (RUDSET), Vidhyadhar Nagar, Jaipur	52
7.	12.12.2015	Talk with 'Surbhi Parivar' at VKIA, Jaipur	25 Women
8.	25.12.2015	Talk at Govt. Maharani Girls Sr. Sec. School, Banipark, Jaipur with NSS camp	100 Girls and Teachers
9.	15.03.2016	World Consumer Rights Day at Hotel Jaipur Palace, Jaipur	68

➤ **Consumer Complaints Handling, Information & Advisory Services under Grahak Suvidha Kendra**

GSK is basically an “advice giving and informal complaints handling mechanism” between the common consumer and three-tier quasi-judicial complaints redressal system that is prevailing in the country. This is basically facilitating an interface (over phone, through e-mail/letter or direct) between the service provider/businesses and the consumer, where grievances are discussed. As a result of such interventions several complaints are settled directly without going to the DCFs. If complaints are not sorted out up to the satisfaction of the consumers, then the centre also provide advice for filing of complaints in the DCFs, State Commissions and National Consumer Dispute Redressal Commission (NCDRC).

During the period, GSK attended complaints and advises as demonstrated through graph below:



4.7 Project: Strengthen Consumer Safety in India and to publish the ‘State of Consumer Safety in India Report’ (ConsumersUp-2)

Support: Department of Consumer Affairs of Ministry of Food and Consumer Affairs, Govt. of India, New Delhi

Project Period: October 2015-September 2016

Objectives: The overall objective of the project is to enhance consumer safety in India and promotion of consumer interest contributing towards the national interest. Under the project, the main activity is to conduct comprehensive research on the state of consumers’ safety in selected sectors and come up with a research report on the ‘State of the Consumer Safety Report.

Main Activities under the Project during the Period

(<http://cuts-international.org/cart/consumersUp-2/>)

➤ **Web Page Development**

Under the project, a separate project web page has been developed and is being updated at constant level.

➤ **Call for Bids for National Survey**

For the national survey under the project, more than 10 potential bidders across country were sent out the bids for participation in the tendering process. Bid document was also uploaded on the CUTS and CART’s website as well for wider dissemination of the same. Shortlisted bidders gave their presentation on 27-28 November, 2016 and Vimarsh Development Solutions Pvt. Ltd. was finally selected after a process for doing the national survey under the project.

➤ **Signing of the MoU**

As a statutory requirement, Vimarsh and CUTS signed the MoU. Vimarsh on December 23, 2015.

➤ **Tools Design and Finalisation Meeting on January 05, 2016**

A brief meeting was fixed up by Vimarsh dated January 05, 2015 at CUTS conference hall at 3:00pm. In the meeting, research tools were discussed and decided. Project team consolidated inputs to the Vimarsh team regarding the same. Project team shared the questionnaires with the assistance of Simi TB.

➤ **Rolling Out of the Activities under National Survey by Vimarsh**

Tools were designed and questionnaires for service providers and common consumers were prepared in consultation with project team. Vimarsh organised training for research coordinators from all the selected six states on January 28-29, 2016 at its Gurgaon office. All the five coordinators took part in the training programme. MSS also took part on its day two to share his ideas, give suggestions and explain the project background. In this two day training programme, both the questionnaires were discussed one by one to understand its meaning and purpose.

➤ **Signing of the MoU Input Chapters Writers**

As part of the final report, five input chapters need to be written by various authors. Five Terms of Reference as per the selected service sector as well as five MoAs has been prepared separately and sent to all the five shortlisted writers who are Simi TB (For Public Amusement Services and Safety), S Saroja (For Energy Services and Safety), Ashim Sanyal (For Transportation Services and Safety), Pritee Shah (For Housing Services including Fire, Earthquake and Lifts and Safety) and R C Sharma and K K Bajaj jointly (For Energy and Safety).

➤ **Monitoring Survey Activities**

During the month, team visited various states to monitor the qualitative survey with the service providers and officials and common consumers. MSS visited Jalpaiguri, West

Bengal on March 01-04, 2016; DS visited Bhopal, Madhya Pradesh and Gaziabad, Uttar Pradesh on March 08-10, 2016 and GC and ADS visited to Chennai and Coimbatore, Tamil Nadu on March 07-12, 2016.

5. Special Endeavors & Highlights

➤ **Gram Gadar Award for Journalism**

Gram Gadar award was announced on 13th April, 2015. Surendra Chirana, reporter of Dainik Bhaskar, Sikar has been selected for the award for the year 2014. Press releases were sent in all English and Hindi News Papers. (http://www.cuts-international.org/CART/pdf/List_of_Gram_Gadar_Award_Winners_2014.pdf)

➤ **MoU with Dept. of Local Self Government (LSG), Govt. of Rajasthan**

CUTS signed MoU with Department of Local Self Government, Govt. of Rajasthan for capacity building of ULBs on October 12, 2015 at the office of State Minister for Urban Development & Housing. PSM and Director-Local Bodies signed the MoU in the presence of Rajpal Singh Shekhawat, Minister UDH and Dr. Manjeet Singh, Principal Secretary LSG.

➤ **Appraisal for Registration by Reserve Bank of India**

Subsequent to the application for registration, an appraisal visit was made by representative from Reserve Bank of India (RBI). The designated officer, Dharmendra Azad (AGM, Banking Supervision) made visits to CUTS office on two days on June 20 & 21 and assessed the organization on various parameters.

➤ **Consultation on Power Sector Reforms**

([http://www.cuts-international.org/CART/pdf/CUTS-](http://www.cuts-international.org/CART/pdf/CUTS-Jaipur_Discom_Consultation_22nd_February_2016.pdf)

[Jaipur_Discom_Consultation_22nd_February_2016.pdf](http://www.cuts-international.org/CART/pdf/CUTS-Jaipur_Discom_Consultation_22nd_February_2016.pdf))

A consultation of CSOs with RERC Chairman was organised on power sector reforms on July 15, 2015 at CUTS Conference hall, Jaipur. Around 20 CSOs from Jaipur and other districts took part in the consultation and interacted with Vishwanath Hiremath, Chairman of RERC. The consultation was woven around the ways to utilize the fund, which RERC has allocated to discoms for consumer education. Many ideas and suggestions came out from the discussion, which will further be imparted to RERC. In addition, several issues such as lack of awareness, grievance redressal mechanism, consumer advocates etc. were discussed in detail.

➤ **Participation in Consumers International World Congress, Brasilia, November 18-21, 2015**

([http://www.cuts-international.org/CART/pdf/Press_Release-](http://www.cuts-international.org/CART/pdf/Press_Release-CUTS_Elected_to_Governing_Council_of_Consumer_International.pdf)

[CUTS Elected to Governing Council of Consumer International.pdf](http://www.cuts-international.org/CART/pdf/Press_Release-CUTS_Elected_to_Governing_Council_of_Consumer_International.pdf))

The 20th Consumers International (CI) World Congress took place in Brasilia, Brazil from 18-21 November 2015 under the theme '**Unlocking Consumer Power: A New Vision for the Global Marketplace**'. GC participated in the Consumer International World Congress. He participated in the side event under Green Action Week on November 18, 2015 and spoke in two sessions on strategies for Green Action Week and also attended the sessions on Eco-labeling.

On November 19, Her Excellency the President of Brazil Dilma Rousseff inaugurated the World Congress. More than 700 delegates attended the World Congress. C Viswanath, Secretary, Ministry of Consumer Affairs, Government of India, represented Government of India at the CI World Congress in Brazil and spoke in a session. George spoke in the session

on 'How Do We Root Out Bad Practices and Drive Responsible Lending' on November 20, 2015.

➤ **CUTS Elected to Governing Council of Consumer International**

Consumer Unity & Trust Society (CUTS), a Jaipur based consumer advocacy group has been elected to the governing council of Consumers International and shall be represented by George Cheriyan, Director, CUTS. Cheriyan as CUTS representative got elected for the Council in the General Assembly held in Brasilia, capital city of Brazil on 21st November, 2015. Consumers International (CI) headquartered in London is the world federation of consumer groups that serves as the only independent and authoritative global voice for consumers having over 240 Member organisations in 120 countries. In addition to the President, 13 members from across the region are elected to the council. Besides, CUTS has also been represented by George earlier, who as a member of Consumers International (CI) international expert group on 'financial services' and 'Consumers in the Digital Age', was actively involved in CI's campaign on financial services, especially with the G20 countries. He has worked on consumer education and protection at national and international level and thus making significant contribution to protect the interest of consumers in India and at the international level. George, as a CUTS' authorised representative was part of the three member Government of India delegation to the Third Ad Hoc Expert Group Meeting on revision of United Nations Guidelines on Consumer Protection (UNGCP) organised by UNCTAD in Geneva in January, 2015 and actively participated in the deliberations and is representing the organisation as member at various other platforms like Central Consumer Protection Council (CCPC) of Government of India since 2007; the Central Advisory Committee (CAC) of Food Safety and Standards Authority of India (FSSAI) and the Inter Ministerial Monitoring Committee (IMMC).

➤ **National Consumers Day on December 24, 2016**

Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India organised the National Consumer Day 2015 with the theme "Safe & Healthy Food: Combating Food Adulteration." on December 22, 2015 at Vigyan Bhavan, New-Delhi. GC and DC participated in the event. The programme inaugurated by Ram Vilas Paswan, Union Minister of Consumer Affairs, Food and Public Distribution. Justice D.K. Jain, President, National Consumer Disputes Redressal Commission, New Delhi delivered the key note address, Ashish Bahuguna, Chairman, Food Safety Standards Authority of India delivered the theme address. C. Viswanath, (Secretary, Department of Consumer Affairs, Govt. of India) and Virdha Swarup (Secretary, Dept. of Food & Public Distribution) also were present on the dais.

Similarly, George along with Deepak, Dharmendra, Renu, Deepika and an intern Eeti Garg attended State Level Function on National Consumer Day on December 24, 2015 at Indira Gandhi Panchayati Raj and Gramin Vikas Sansthan, Jawahar Nagar, Jaipur Rajasthan organized by the Dept. of Consumer Affairs, Government of Rajasthan. The theme of the programme was Safe and Healthy Food: Combating Adulteration. Hem Singh Bhadana (Hon'ble Minister for Consumer Affairs, Food and Civil Supplies) was the Chief Guest. Hanuman Singh Bhati (Divisional Commissioner, Jaipur) chaired the function.

➤ **Road Safety Week, January 18-24, 2016**

http://www.cuts-international.org/CART/pdf/Workshop_on_Section_134_of_Motor_Vehicle_Act-1988-19Jan2016.pdf

Marking the commemoration of road safety week 2016, Department of Transport of Govt. of Rajasthan vide its work order no pa11/pari/prapa/sasus/2015/278-283 dated 13.01.2016 approved an activity for CUTS, which was initially an activity of Nukkad Natak, but CUTS decided to conduct this workshop in place of sanctioned activity with prior approval and permission of official of department. The workshop was organised on January 22, 2016 at Hotel Om Tower, Jaipur. Transport Department, Government of Rajasthan supported to conduct the workshop, which provided platform for around 35 representatives of NGOs, Media, Medical Practitioner, Advocates, Traffic Police, Health Department and Academician to actively take part in the workshop. During the week, DC and DPR participated in 27th Road-Safety Week Launch Event, organised by Department of Transport, Government of Rajasthan at Birla Auditorium, Jaipur on January 19, 2016. DC attended the concluding function of the road safety week on January 31, 2016 and also received a certificate on behalf of CUTS.

➤ **Joint Consultation of Jaipur Discom and CUTS**

Jaipur Vidyut Vitaran Nigam with the help of CUTS-CART facilitated meeting held at Vidyut Bhawan, Jaipur to discuss present financial position and ways to improve the overall status of electricity sector in Rajasthan on January 22, 2016. DS along with DC and DPR represented CUTS-CART at the meeting held at Vidyut Bhawan, Janpath, Jaipur on January 22, 2016. Besides, two networkers Hari Prasad Yogi from Sawai Madhopur and Atma Ram Sharma from Jobner, Jaipur accompanied CUTS team in the. See the report at: http://www.cuts-international.org/CART/pdf/CUTS-Jaipur_Discom_Consultation_22nd_February_2016.pdf

➤ **Best NGO Award**

CART staff along with Secretary General, Pradeep S. Mehta and other CUTS Staff participated in Zee Rajasthan Award Ceremony on February 24, 2016 at Hotel Marriot, Jaipur. CUTS was awarded in the category of Best NGO-working for Consumer Rights. It was presented by Arun Chaturvedi, Minister Social Justice and Empowerment and Suman Sharma, Chairman, Rajasthan Women Commission. PSM received the award along with other staff.

➤ **World Consumer Rights Day, 2016**

http://www.cuts-international.org/CART/pdf/Antibiotics_Off_the_Menu-An_Event_Report_of_World_Consumer_Rights_Day_15March2016.pdf

A public event was organised to commemorate WCRD on March 15, 2016 at Jaipur. The theme was “Antibiotics off the Menu”. The event was attended by around 60 representatives of CSOs, academics and media. The key resource persons for the event were Dr. N.K. Gurbani, Professor, IIHMR, Dr. Ashok Gupta, Superintendent, J.K.Lon Hospital, Sanjay Jhala, Deputy Director, DoCA, GoR., Dr. Kanika Varma, University of Rajasthan. About 60 participants attended the event. The media had given good coverage. At the national level commemoration of WCRD, on March 22, 2016, GC participated in the event to observe the World Consumer Rights Day organized by the Dept. of Consumer Affairs, Government of India at Vigyan Bhawan, New Delhi.

➤ **A CUTS-RAI Survey**

(http://www.cuts-international.org/CART/pdf/Press_Release-CUTS-RAI_Survey.pdf)

Almost half of the online-shoppers have no clue who the ultimate seller is, finds- a CUTS survey Jaipur: 2015.10.07 Online shopping has become a global phenomenon. In India too we see its adoption grow leaps and bounds. In order to understand the shopping behaviors of consumers, Jaipur-based Consumer Unity & Trust Society (CUTS International), with the support of Retailers Association of India (RAI), Mumbai, recently conducted a survey on the Consumer Buying experiences in three metros viz. Chennai, Kolkata and Jaipur. The survey sample size included 90 consumers with an equal men to women ratio. It was found that as many as 84% consumers shopped both from online and offline marketplaces while just 4% consumers shopped everything online. About 11% consumers preferred only shopping offline. About 62% respondents came to know of the online portals they shopped at through advertisements, 37% through word-of-mouth and 11% from other sources.

6. Outreach Activities (including publications)

(covering the period 1st April 2015 to 31st March 2016)

1. Catalyst (*four issues of quarterly e-newsletter*)_Fourth one was out in April 2016
2. Gram Gadar (*Twelve issues of wall newspaper*) _Twelfth was out in April 2016
3. Panchva Stambh (*four issues of quarterly newsletter in Hindi*)_Fourth one was out in April 2016
4. City Matters (*four issues of quarterly newsletter*) _ Fourth one was out in April 2016
5. Consumer Dialogue (*six issues of quarterly e-newsletter in English*)_Sixth one was out in April 2016
6. GSK Alert (*three issues of e-newsletter*)
7. IEC material published and printed under ProOrganic and Green Action Week
8. IEC material, pamphlets, posters and stickers published and printed under GSK
9. Three briefing papers under ProOb.
10. Bill Blow Up on Consumer Protection Act, 2015.

7. Staff Representations *(covering the period 1st April 2015 to 31st March 2016)*

- Madhu Sudan Sharma participated in the conference on Benchmarking of Public Procurement, organised by The World Bank at New Delhi, on April 08, 2015.
- Amrat Singh along with Deepak Saxena made a presentation on the ‘Study on Structural Factors behind Food Inflation’ bid submitted to DoCA on April 15, 2015.
- Amrat Singh, Amar Deep Singh and Madhu Sudan Sharma delivered a half-day training-cum-need assessment session for World Vision Jaipur Team at Jaipur on April 30, 2015. The participants included Dr. Josiah Daniel, Programme Manager and Community Development Coordinators working for 20 slum areas of Jaipur city.
- Amar Deep Singh and Dharmendra Chaturvedi attended ‘World No Tobacco Day’ programme jointly organised by various organisation including Health Department, Rajasthan Voluntary Health Association, Indian Asthma Care Society, *Gayatri Parivaar* at Statue Circle, Jaipur on May 31, 2015.
- Deepak Saxena and Arjun Kant Jha participated in a conference ‘Save Kids Lives: Child Safety on Roads’ organised by Centre for Road Safety under Sardar Patel University of Police, Security & Criminal Justice, Jodhpur at Rajasthan Police Academy, Nehru Nagar, Jaipur on May 06-07, 2015.
- Amarjeet Singh attended the National Seminar on “e-Commerce and Consumers: Issues and Challenges” organised by Indian Institute of Public Administration (IIPA) in collaboration with DoCA at New Delhi on May 8, 2015.

- Arjun Kant Jha participated in the National Seminar on “Financial Services and Consumer Protection” organised by IIPA at New Delhi on May 15, 2015.
- Arjun Kant Jha, Dharmendra Chaturvedi, Vipin Chawla and Varidhi Singh participated in the Dainik Bhaskar-CUTS Campaign against gas cylinder hawkers in Jaipur city on May 19, 2015.
- Deepak Saxena and Dharmendra Chaturvedi participated in an open house organised by Tata Docomo on May 26, 2015. Chaturvedi participated in similar meetings organised by BSNL and MTS on May 16 and 21, 2015 respectively.
- George Cheriyan attended 14th meeting of the Central Advisory Committee of Food Safety and Standards Authority of India meeting at New Delhi on June 04, 2015.
- Deepak Saxena was part of BIS team for ‘Fact-finding and Evaluation’ for Rajiv Gandhi National Quality Awards for the year 2013 at M/S Manu Yantralaya, Sitapura, Jaipur on June 18, 2015.
- Dharmendra Chaturvedi participated in a consultation on promoting rights of children focusing on natural stone sector organised by ARAWALI at Jaipur on June 18, 2015.
- Varidhi Singh attended the conference on ‘Clean Water for All’, organised by PHD Chamber of Commerce and Industry at PHD House, Jaipur on June 18, 2015.
- Deepak Saxena and Amarjeet Singh participated in a conference on ‘Green Growth and Energy Security in India: Political Economy Transformation and Challenges’ organised by CCEIR-FES at Jaipur on June 19, 2015.
- Dharmendra Chaturvedi and Vipin Chawla attended a half-day roundtable meet to discuss on the existing situation of Lead in paints organised by Toxics Link, New Delhi in association with Health, Environment and Development Consortium HEDCON, Jaipur on 30 June, 2015.
- Amar Deep Singh represented in the conference on the *Swachh Bharat Mission* organised by Centre for Advocacy & Research jointly with City Managers’ Association of Rajasthan at Directorate of Local Bodies, Jaipur on July 15, 2015.
- George Cheriyan and Gajendra Khichi attended a meeting on Indian Financial Code conducted by Ashish Aggarwal and Bhargavi Zaveri from National Institute of Public Finance and Policy at CUTS on July 21, 2015.
- Amar Deep Singh represented CUTS in a consultation on Social Waste Management organised by Institute of Chartered Waste Management and Institute of Development Management at Jaipur on July 24, 2015.
- George Cheriyan, Madhu Sudan Sharma, Amarjeet Singh and Amar Deep Singh, along with other colleagues from CUTS attended a session on ‘India’s Foreign Trade Policy’ by C. Raja Mohan at CUTS conference on August 1, 2015
- Deepak Saxena represented CUTS in the West Zone regional meeting of CAGs and Telecom Service Providers conducted by TRAI at Udaipur on August 07, 2015.
- A Training Programme for Coordinators and Counsellors of GSKs and State Consumer Helplines was organised by Centre for Consumer Studies at IIPA, New Delhi from August 24-26, 2015. Representing CUTS GSK, Deepak Saxena, Dharmendra Chaturvedi and Gajendra Khichi participated in the training.
- GAK participated in Customer Outreach Programme organised by Idea Cellular Limited on September 3, 2015. The workshop and Open House on consumer awareness was organised by the Idea Cellular Ltd. as part of customer outreach programme.
- GAK also participated in Customer Outreach Programme organised by TRAI at Banswara, Rajasthan on September 9, 2015. Regional Customer Outreach Programme was organised by TRAI, to create awareness among the general public. The programme

was attended by all the stake-holders viz. Consumer Advocacy Groups (CAGs) Telecom Service Providers (TSPs) and general public.

- RKJ attended a Conference on “Increasing Access to Reliable and Affordable Solar Products in Rural Rajasthan” organised by International Finance Corporation (IFC) on September 14, 2015 at Jaipur.
- MSS participated in a pre-bid meeting at Dept. of Administrative Reforms & Public Grievances (DoAR & PG), GoI, New Delhi on September 15, 2015.
- GC attended the National Consumer Convention in Hyderabad on September 26, 2015 organised by Consumer Coordination Council, New Delhi. GC delivered the Keynote address on theme ‘Consumer Empowerment in India: Challenges, Opportunities, and Strategies’ technical session.
- GAK participated in Customer Outreach Programme organised for Consumer Forum members by MTS in Jaipur on September 27, 2015. It was the first ever workshop for consumer forum Members to enhance their technical knowledge on telecom sector disputes. CAG’ representatives were present and shared their thoughts.
- MSS represented CUTS in a seminar on International Business Opportunities organised by the Asian Development Bank (ADB) on September 29, 2015 at Jaipur.
- DC attended BSNL open house programme on October 05, 2015 at Mansarovar, Jaipur.
- MSS participated in a seminar ‘10 Years of RTI in India: Current Status and Way forward’ organised by Transparency International India Rajasthan Chapter to celebrate the 10 years of enactment of RTI act in India at Conference Hall, Prakrit Bharati Academy, Malviya Nagar, Jaipur on October 14, 2015.
- DS, DC & GAK attended World Standards Day celebration organized by BIS, Jaipur on 17 October, 2015.
- ADS, GAK, MSS & RKJ attended a seminar on ‘Adoption of Regulatory Impact in India: Political Economy Challenges – How to Overcome’ held on October 30, 2015 at Hotel Country Inn & Suites, Jaipur.
- VAS attended a reception programme of Loic Fauchon, President-World Water Council, organised by Jal Bhagirathi Foundation on October 31, 2015 at S.M.S Function Centre, Jaipur.
- DS, VAS & GAK participated in Power Sector Seminar organised by Institution of Engineers, Rajasthan in association with the SAMTA POWER and RSEB Retired Abhiyanta Evam Adhikari Jan Kalyan Trust on November 19, 2015 at Jaipur.
- GC & MSS visited to Delhi on December 21, 2015 and visited DoCA and had detailed discussions with Mr. C. Vishwanth, Secretary, Consumer Affairs regarding various topics and also met with Dy. Secretaries G.C.Rout & Ravindra Kumar.
- GC participated in the International Conference on “Education as a Driver for Sustainable Development Goals”, organised by CEE, Ahmadabad on January 12, 2016. As part of the working group on Sustainable production and Consumption under SDG, he has presented the paper on “Need and Ways of educating the Consumers”.
- MSS participated in a session on ‘Start-up India, Stand-up India’ on January 16, 2016 at SMS Convention Centre, Jaipur. The session was organised jointly by FICCI Rajasthan State Council and Department of Industrial Policy & Promotion, Govt. of India.
- DS attended a conference, which was organized on January 14, 2016 at Delhi organized by Ministry of Road Transport and Highways, Govt of India. This event was organized under the RSW organized by MORTH in Delhi during January 10-16, 2016.
- GC participated in the 16th Meeting of the Central Advisory Committee meeting of the Food Safety and Standards Authority of India (FSSAI) at New Delhi on February 3, 2016, chaired by Ashish Bhahuguna, Chairman, FSSAI

- RB participated in the workshop on Managing Information and Communication in Digital Age, New Delhi, February 3-5, 2016 organized by Centre for Science and Environment. Ashutosh Soni, Arundhuti Biswas, Sheetal Maheshwari and Sweepthish Jayan were the others, who attended the workshop from CUTS.
- GC attended the Pre-budget consultation with the Chief Minister at IGPRS on February 8, 2016 along with MSS
- MSS participated in a three day workshop on Car Crash Safety in Chennai from February 9 to 11, 2016 organised by Consumers International.
- GC attended the meeting of the Council of Consumer International held in Hotel Thistle, London on February 10-11, 2016. The meeting was attended by 17 members of the council, including the co-opted members. In addition, from CI secretariat, Amanda Long (DG-CI) along with 4 senior staff and CI legal and governance advisor also attended the meeting.
- VAS participated in a half-day long training programme on Internet Safety organised by VOICE in association with Google on February 10, 2016 at New Delhi.
- ADS attended workshop on Budget Analysis organised by Chetna Sansthan, Ahmedabad held on February 22-24, 2016 at Jaipur.
- MSS participated in the Talk on Payments Industry by Balachandran Unni, organised by CCEIR on February 25, 2016 at CUTS conference hall.
- DC attended workshop on E- Waste management on February 29, 2016, which was held at PHD Chamber of Commerce and Industry Jaipur.
- MSS participated in the conference on Startup India on March 12, 2016 at Hotel Clark Amer. It was organised by PHD Chamber of Commerce and Industries, Rajasthan Chapter.
- DPR represented CUTS at ITU-TRAI Training on Consumer Protection from March 21, 2016 to March 23, 2016 at New Delhi, India. The International Telecommunication Union (ITU) and the Telecom Regulatory Authority of India (TRAI) jointly organized the Training on Consumer Protection.
- MSS participated in an international discussions organised by Rajasthan Knowledge Corridor dated March 23, 2016 at its office at Jhalana Institutional area, Jaipur.
- DS, DC & DPR represented CUTS at Consumer Outreach Programme organised by Telecom Regulatory Authority of India (TRAI), Regional Office, Jaipur at Sikar, Rajasthan on 29th March 2016.

8. Visits made at CART Office

- Lavina Rathore from CIF visited CUTS, Jaipur on May 11, 2015. GC met with her and had detailed discussions about continued collaboration with CIF.
- GC along with ARS, MSS, ADS and VAS participated in the meeting with the Anil Khandekar (Director-North) along with Dr. Josiah of World Vision India on May 13, 2015, who visited CUTS. The meeting was held in continuation to the on-going working collaboration and capacity building support to various ADPs of World Vision India.
- Dr. Joy Elamon, CEO of Intercooperation Social Development India (ISDI) and Senior Advisor (Local Governance) of HELVETAS Swiss Intercooperation visited CUTS on July 3, 2015.
- University of Florida (USA), 'Study Abroad Group', consisting of 18 students along with faculty, Prof. Dr. Muthusami Kumaran & Dr. Mrs. Leela Kumaran, visited CUTS on July 23 to know 'About CUTS' and also interacted on the topic 'NGOs & Development'. The programme was co-ordinated by GC.

- GC & GAK attended conference on Indian Financial Code conducted by Ashish Aggarwal and Bhargavi Zaveri from National Institute of Public Finance and Policy (NIPFP) on July 21, 2015 at CUTS Conference Hall.
- GC, MSS, AJS & ADS, along with other colleagues from CUTS attended a session on 'India's Foreign Trade Policy' by C. Raja Mohan at CUTS conference on August 1, 2015
- GC along with RKJ & ADS met with Amala Devi and Anjana Agarwal from World Resource Institute (Bangalore office), who visited CUTS on Sept. 16, 2015 afternoon and discussed about clean energy options and demand in Rajasthan.
- MSS participated in the Talk on Payments Industry by Balachandran Unni, organised by CCEIR on Feb 25, 2016 at CUTS conference hall.
- Lecture on Urban Energy Poverty
The lecture was delivered by Prof. Hippu Nathan from National Institute of Advanced Studies on March 16, 2016. GC, MSS, VAS attended the lecture along-with other CUTS Staff.

9. Internship at CART

1. Ishita Maikhuri from Nirma Institute of Law, Ahmedabad, Gujrat from May 14-June 13, 2015
2. Anshika Patria from Subodh Law College, Jaipur from June 10-July 10, 2015
3. Ashwinder Kaur Gujral from Subodh Law College, Jaipur from June 10-July 10, 2015
4. Rohit Goyal from Subodh Law College, Jaipur from June 10, 2015 to July 10, 2015
5. Eeti Garg from O P Jindal Global University, Sonipat, Haryana from December 15, 2015-January 14, 2016
6. Harshita Ghiya from National Law University, Patiala, Punjab from January 06 - January 28, 2016.
- 7.

10. CART at Social Network

CART is managing four face book pages, one each for MyCity, Insight into Indian States (I3S), ProOb & CoPSA (Community of Practice on Social Accountability) and GSK and three dedicated web portals, for (ProOb), COPSA and I3S

Besides, CART is also responsible for moderating three yahoo groups:

CUTSConsumersUp: for Consumer Empowerment in India to take the issues of consumer protection forward.

CUTSGovForum: to discuss news and views on Governance issues and challenges in India.

CUTSRajGovForum: to discuss governance issues in Rajasthan.

11. Affiliations

- State Advisory Committee of the Rajasthan Electricity Regulatory Commission
- Central Consumer Protection Council, Government of India.
- Advocacy Forum for Tobacco Control, India.
- Telecom Regulatory Authority of India as Customer Advocacy Group.
- Bureau of Indian Standards as recognised consumer organisation.
- Global Partner of Global Partnership for Social Accountability
- Member of Roster of Experts and Roster of Practitioners of GPSA
- Consumer Policy Advocacy Committee of BIS
- Reserve Bank of India as affiliated NGO.
- Consumer Advisory Committee of FSSAI.