

History



With the aim of delivering institutional support to consumers, Consumer Unity & Trust Society (CUTS) was established in 1983 and has gradually risen to the forefront of the consumer movement in India as well as at the international level. Given the growth and multiplication in the scope and dimensions of consumer protection, CUTS also diversified and expanded its programme areas and activities.

To carry forward the agenda of CUTS, i.e. Consumer Protection and Education, CUTS Centre for Consumer Action, Research & Training (CUTS CART) was established as the first Programme Centre of CUTS in 1996. The Centre focuses on research, advocacy and networking for creating a more responsible society and encouraging changes at the policy level, by advocating with the government machinery and sensitising it to the issues of concern to the common man. It has spearheaded several campaigns and pioneered consumer empowerment.



Programme Areas

- Consumer Empowerment
- Good Governance
- Sustainable Development

Objectives

- Create and empower networks of people and rural social action groups
- Help people to achieve their rights through constructive engagement with government, polity, media and the judiciary

- Empower women & other marginalised sections and sensitise the society on gender issues
- Enhance the capacity of stakeholder groups
- Gather information from the grassroots on various issues for evidence-based advocacy

Activities

- Policy research
- Advocacy, campaign and networking
- Training & capacity building
- Publication and information dissemination

Recently Concluded and/or Ongoing Projects/Interventions

- Indian Consumers in the New Age: A Forward Looking Agenda to Address the Concerns of the Common Man
- Grassroots Reachout and Networking in Rajasthan through Consumer Action
- Financial Consumer Protection
- Mainstreaming Disability in Development
- Community of Practice on Social Accountability
- National Environmental Awareness Campaign
- Improving Services Delivery by Urban local Government in Jaipur City through Enhanced Civic Engagement (MyCity)
- Contributing towards Corruption Free and Transparent Service Delivery in MGNREGS through Civic Engagement in Jaipur and Tonk
- Community Monitoring of Roads under PMGSY
- Insights into Indian States (IS)
- Promoting Organic Consumption in Rajasthan (ProOrganic)



Special Intervention

- *Vidhayak Samvad* (a non-partisan forum of legislators in Rajasthan to discuss infrastructure, economic and centre-state issues etc. initiated by CUTS)



Values

- Developing and presenting training and professional education modules for government and other development agencies
- Providing consultancy in the field of consumer protection and education, investor protection and utility reforms; and in the use of internationally recognised Social Accountability tools



Resources

- 14 professional staff
- Affiliated to important national committees and international organisations
- A 10-member Advisory Board
- Working in conjunction with all centers of CUTS located in India and abroad
- Possessing vast networking in Rajasthan with over 1000 voluntary organisations and grassroot groups
- Networking at national and international level

Publications

- Catalyst (Quarterly e-Newsletter)
- *Gram Gadar* (Village Revolution)
- State of the Indian Consumer, 2012
- *Panchva Stambh* (Quarterly Newsletter in Hindi)
- Consumer Protection Act and the Supreme Court
- Using Consumer Law to Improve Governance
- CityMatters (Quarterly Newsletter)
- Several occasional and bi-lingual (Hindi and English) subject-specific newsletters, publications, guides, books and training manuals for grassroot groups



Achievements

- Received the Rhoda Karpatkin Consumer International Award for 2013 for contributions to welfare of consumers by The American Council on Consumer Interests (ACCI) in Portland, US
- Performing as Regional Resource Agency for Rajasthan under the NEAC by the Ministry of Environment & Forests, Government of India, since 2006
- Received the prestigious India Power Award 2008 for its outstanding networking and various outreach activities towards consumer empowerment by the Council of Power Utilities, in association with KW Conferences
- Established a prominent position and wide visibility in the area of good governance and is in high demand to work as a resource agency in the South and Southeast Asia region and elsewhere
- Member of the newly constituted National Road Safety Council of India and reconstituted Central Consumer Protection Council (2011-14)
- Empanelled as a consumer representative by the Central Electricity Regulatory Commission to protect the interests of electricity consumers
- Member of the Freedom of Information Advocates Network
- Continue to be a member of Sate Advisory Committee of Rajasthan State Electricity Regulatory Commission
- Global partner of the Global Partnership for Social Accountability (GPSA) of the World Bank and a member of Roster of Experts



Future Plans

- State-of-the art work to further accommodate new-age needs of consumers or citizens in diversified geographical areas through its interventions in programmatic areas

- Leadership role in the area of good governance and actions to develop the capacity of other organisations, to stimulate more interventions for improved governance with an expanded reach and visibility of the Centre
- Constructive engagement and key strategic alliances with the government, donor agencies in related programmatic areas for ensuring sustainability of its interventions
- Work towards building more synergy among centres for bringing inclusive growth and providing opportunity to all strata of people for sustainable and irreversible growth
- New global partnerships with various stakeholders for generating new ideas, networking, sustainability and visibility to enrich its work



Advisory Board

P N Bhandari* Former Chairman Rajasthan State Electricity Board, Jaipur	Madhavi Joshi Centre for Environment Education Ahmedabad
Padam Bhushan V S Vyasa Professor Emeritus, IDS Jaipur	Prof. K B Kothari Managing Trustee 'Pratham, Rajasthan', Jaipur
V S Dave Former Judge Rajasthan High Court, Jaipur	Shabnam Aziz Regional Manager ActionAid, Jaipur
Sunny Sebastian Vice-Chancellor, Harideo Joshi University of Journalism and Mass Communication	Dr. Gopakumar K Thampi Director, Economic Governance, The Asia Foundation, Sri Lanka
Anita Mathur Social Activist, Jaipur	Rajendra Prasad Bora Freelance Journalist, Jaipur

**Chairperson of the Committee*



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CUTS Centre for Consumer Action, Research & Training

To enable consumers, particularly the poor and the marginalised to achieve their right to basic needs, sustainable development and good governance through strong consumer movement

