

# Capability Statement

Consumer Unity & Trust Society

October 2016

# Capability Statement

Consumer Unity & Trust Society

## VISION

Consumer Sovereignty

## PROGRAMME AREAS

- Consumer Protection and Good Governance
- International Trade & Development
- Competition, Investment & Economic Regulation
- Human Development
- Consumer Safety
- Public Policy

## RESOURCES

- Six dedicated programme centres in India: four in Jaipur, one each in Kolkata and Chittorgarh; an advocacy centre in New Delhi; and five overseas centres in Lusaka, Zambia; Nairobi, Kenya; Accra, Ghana; Hanoi, Vietnam; and Geneva, Switzerland
- Approximately 20,000 sq. ft. of office space with necessary equipment for efficient functioning and timely delivery
- About 140 staff with great diversity, experience and dedication
- A well-developed and reader-friendly web site: [www.cuts-international.org](http://www.cuts-international.org), and others in programme and resource centres
- In-house editorial and desk top publishing
- Affiliated to important national committees and a number of international organisations
- Relevant and diverse Advisory Committees guide each programme centre

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

*Established in 1984, Consumer Unity & Trust Society (CUTS) is a non-profit, non-governmental organisation working on public interest issues. The following describes the Capabilities, which CUTS has developed over these 30+ years.*

## ATTRIBUTES & VALUES

- Adopting a centrist approach through research and advocacy
- Ensuring outcomes, rather than just outputs
- Focus on areas (subject and geographical areas) where a vacuum and need exists
- Carved a niche for itself in research, advocacy and networking on several issues of public interest (modelled on an evidence-based advocacy and capacity building approach)
- Providing capacity building support to various groups of stakeholders across Africa and Asia

## OUTREACH

- Publishing a wide spectrum of material for information dissemination for semi-literates to professionals in a reader-friendly format ranging from a wall newspaper to research reports
- Each programme centre has a flagship product: a periodic newsletter covering relevant issues
- Created sustainable networks from villages in India to the state, national, regional and international levels
- Extremely adept at organising campaigns, meetings and seminars from the village level comprising five-six participants to the international level with over 350 participants

# Consumer Protection

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*CUTS Centre for Consumer Action, Research & Training*

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

## MISSION

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

## RESOURCES

- A centre located in Jaipur having professional and result-oriented human resource trained in innovative tools and techniques
- Having vast and deep networking profile in Rajasthan, India and at global level
- Wide outreach through its quality and informative publications

## PROGRAMME AREAS

### Consumer Empowerment

- Advocated for the enactment and strengthening of Consumer Protection Act (COPRA) of India, 1986 and drafted National Consumer Policy
- Published 'State of Indian Consumer, 2012'
- Financial Consumer Protection and sustainable consumption by way of promoting organic food and farming
- Received the Rhoda Karparkin International Consumer Award 2013 for significant contributions to the welfare of consumers
- Elected to the Governing Council of Consumers International at Brazil on November 21, 2015

### Good Governance

- Improving the public expenditure outcomes, through community participation, using social accountability tools and cross learning
- Promoting community monitoring of delivery of various services and working on urban governance through enhanced civil engagement
- Global Partner of 'Global Partnership for Social Accountability' of the World Bank

### **Sustainable Development**

- Value addition in government's programmes at state, regional and national level
- Sustainable mobility on research in the area of traffic calming with emphasis on safety of vulnerable road users, including environmental and economic issues
- Awareness and action across states under National Environment Awareness Campaign of the Ministry of Environment, Forest and Climate Change, Government of India

## **OUTREACH**

### **Publications**

- Gram Gadar (Village Revolution): a monthly wall newspaper and rural development communication initiative being published in Hindi since 1983
- Panchva Stambh (5th Estate): a Hindi quarterly newsletter on issues of human development, governance and public service delivery
- Catalyst: quarterly e-newsletter in English covering news and events on the ongoing interventions of CART
- Publishing newsletters (bi-lingual), briefing papers, articles, guides and training manuals for targeted groups

### **Networking**

- Active networking with over 950 voluntary organisations from grassroot groups across Rajasthan
- Campaigning successfully on a wide spectrum of public interest issues

## **FUTURE PLANS**

- Strengthening the state of the Indian consumers
- Deepening work on good governance in India and in South Asia region and extending the governance agenda to Africa and MENA regions
- Engaging intensively in urban governance and sustainable livelihood sector in India
- Enhancing infrastructural reforms through regulations in South Asian countries ensuring active consumer participation

# International Trade & Development



*CUTS Centre for International Trade, Economics & Environment*

[www.cuts-citee.org](http://www.cuts-citee.org)

## MISSION

Pursuing economic equity and social justice within and across borders by persuading governments and empowering people

## RESOURCES

- Headquartered at Jaipur, India, with 14 experienced research and programme staff
- Close working relationship with several governments in Asia and Africa and in Geneva on trade and trade related developmental issues
- Developed a vibrant network of civil society organisations and other stakeholders working on trade and development issues
- Accredited to many inter-governmental and multilateral bodies such as WTO, UNCTAD, UNESCAP, UNDP, UNEP
- Serving on various trade and trade-related committees of the Government of India including having represented WTO Director General's informal NGO Advisory Body and Stakeholders Panel on the Future of Trade
- An international advisory board comprising of 11 members from diverse backgrounds
- A well-developed and reader-friendly web site: [www.cuts-citee.org](http://www.cuts-citee.org)
- In-house editorial and desk-top publishing

## PROGRAMME AREAS

### **WTO Issues & FTAs**

Conducting network-based research and advocacy for raising a range of civil society concerns, views and perspectives on the current round of multilateral trade negotiations at the WTO, the Bali package, the Nairobi package and the Post Nairobi work programme

**Regional Integration in South Asia**

- Working on various aspects of South-South economic and trade cooperation including multi-modal transport and transit connectivity in South and South East Asia

**Trade and Sustainable Development**

- Implementing a number of network-based and outreach-oriented projects on trade and poverty, trade and environment especially climate change, trans boundary cooperation in South Asia for food, water and energy security, sustainable value chains and pro-poor growth

**Capacity Building**

- Developing capacities of state and non-state actors in the developing countries on issues relating to liberalisation and globalisation including the functioning of the multilateral trading system, environment, management of water resources, energy and food security, transport and transit connectivity
- Helping them to learn from other's successful experiences, in formation of institutions, generation of human capital and development of growth enabling and poverty alleviating infrastructure

**OUTREACH**

- **Economiquity:** a quarterly newsletter on WTO issues, regional economic cooperation and developmental issues, which is sent out to 1500 interested readers worldwide
- **CITEE in Action:** a quarterly report of activities of CITEE
- **BRICS TERN Newsletter:** quarterly newsletter covering news on BRICS group of countries on issues, such as trade and investment
- **PTA Dossier:** quarterly dossier covering PTAs that India has entered into or expected to enter in future and PTAs of other countries and those that can have implications for the Indian economy in general and trade in particular
- **Trade Buzz:** quarterly e-newsletter on SAARC countries

**FUTURE PLANS**

- Cross-fertilisation of knowledge and experience on trade and trade-related development issues particularly to enhance South-South cooperation
- Regularly employ Track 2 dialogues for better regional integration in South Asia and also work towards enhancing the informed decision making power
- Diversify into new emerging areas together with other centres under the ambit of multilateral trade negotiations

- Leverage increasing recognition of the role of trade in addressing developmental/environmental concerns
- Focus on network and fieldwork based action research, evidence based advocacy targeting policy, dynamic outreach to multiple stakeholder groups
- Strive for environmental sustainability



# Competition, Investment & Economic Regulation



*CUTS Centre for Competition, Investment & Economic Regulation*

[www.cuts-ccier.org](http://www.cuts-ccier.org)

## MISSION

Promoting fair markets to enhance consumer welfare and economic development

## RESOURCES

- Headquartered at Jaipur with experienced research and programme staff
- Affiliated to various international/national organisations
- Guided by an international advisory board comprising 20 members from diverse backgrounds

## PROGRAMME AREAS

### Competition Policy & Law

- Advocacy campaign for the adoption of World Competition Day on 5th December
- Developed Competition Impact Assessment Toolkit
- Assessing benefits of competition reforms on consumers and producers
- Drafted Competition Law for Ghana & Laos
- Biennial review of competition and regulation in select economic sectors in India and globally
- Closely involved with the process of developing the new competition regime in India
- Involved in adopting and implementing competition regimes in developing and least developed countries

### Economic Regulation

- Undertaking research on Regulatory Impact Assessment
- Prepared NVGs for the pharmaceutical and foundry sector to ensure responsible business behaviour
- Increasing awareness/capacity of consumers to demand for a regulatory and policy ecosystem to further clean energy sources

- Modelled an approach to ensure consumer/citizens' participation in reforms in utility sectors in Asia/Africa

### **Investment Climate**

- Promoting responsible business behaviour in India
- UNCTAD identified CUTS as a strategic partner on investment issues
- Undertaken assessment of the investment environment in India, Vietnam and Zambia
- Researched on issues pertaining to responsible business behaviour of India's investment in select sectors in Africa
- Implementing an initiative drawing linkages between regulatory/policy uncertainty with investment flows

### **Consumer Policy**

- Drafted a Consumer Protection Regime for Royal Government of Bhutan on request
- Advised the Government of South Africa in drafting a consumer protection framework
- Prepared 'State of Consumers' for Government of India in 1999; a sequel is expected soon
- Supported the Government of Vietnam and Ghana in drafting a consumer protection law
- Participated and provided inputs towards amendment of consumer protection guidelines at UNCTAD level

## **OUTREACH**

### **Publications**

- ReguLetter: the flagship quarterly newsletter on competition and regulatory issues
- PolicyWatch: a quarterly newsletter dealing with economic policy issues in India
- Competition Distortions Dossier: It analysis policy issues which have an impact (positive/negative) on competition in India
- CCI Watch: It reviews and highlights the performance of CCI through the lens of media

## **FUTURE PLANS**

- Deepen work on competition policy and economic development; business regulation/private sector development
- Strengthen work on issues pertaining to responsible business behaviour; clean and renewable energy, and regulatory impact assessment
- Strengthen work on issues pertaining to payments industry in India

# Human Development

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*CUTS Centre for Human Development*

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

## MISSION

To be an innovative centre for strategic interventions to raise the living standards of people

## RESOURCES

- A Centre in Chittorgarh with programme and field staff and working in over 300 villages in several districts of Rajasthan
- Affiliated to important state and national organisations and district committees
- An advisory board comprising 10 members (of which 40 percent are women) from related fields

## PROGRAMME AREAS

### Empowerment

- Community-based action projects to improve the status of women and enhance livelihood security in rural areas
- Leadership development of minority (on the basis of religion) women
- Women development through SHGs
- Life skills education to adolescent girls
- Social inclusion programme for disabled people
- Legal awareness to women equality and justice

### Good Governance

- Creating awareness among consumers and facilitating the process of good governance
- Community mobilisation programmes on *Panchayat Raj* and advocacy for basic rights of people
- Rights-based advocacy for downtrodden people, especially women, disabled and children

**Environmental Education and Protection**

- Encourage and contribute to the conservation and enhancement of biodiversity by the community through land and water management
- Promote organic consumption
- National Environmental Awareness Campaign

**Health and Sanitation**

- Creating health awareness among mother, child, adolescent and disabled people
- Community-based rehabilitation for the disabled
- Community empowerment to avail emergency obstetric care

**Child Rights**

- Reach out to every child in need of care and protection
- Stronger voice to excluded children in NGO policies and programmes
- Improving the quality of elementary education

**OUTREACH****Publications**

- Participation and Action towards Community Empowerment (PACE – a quarterly e-newsletter in English covering news and events on the ongoing interventions of CHD)
- Publishing newsletters (bi-lingual), monographs, research reports and training manuals for targeted groups

**FUTURE PLANS**

- Mobilisation for women-active participation in *Panchayati Raj* Institutions
- Promote good governance with participation of community
- Strengthen the SHG movement, promoting micro-credit for livelihood activities, creating federations
- Strong advocacy for child rights and the disabled
- Raise awareness on conserving natural resources and climate
- Establish a District Level Resource Centre

# Consumer Safety

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*CUTS Safety Watch*



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

## MISSION

Promote economic equity and sustainable development within and across borders through evidence-based advocacy and consumer empowerment

## RESOURCES

- The Centre has a dedicated team comprising of a mix of people from disciplines such as Economics, Development Studies, Energy Engineering and Business Management
- Active networking with many eminent and key experts in the region who guide its work on the focus issues

## PROGRAMME AREAS

The Centre focusses on the following programme areas:

### **Regional Integration**

- Working on various aspects, such as connectivity, trade, cooperation in South and Southeast Asia

### **Energy and Sustainability**

- Working on various aspects, such as Electricity Reforms, Energy Security, Energy Trade, Renewable Energy & Sustainability issues within BBIN countries

### **Consumer Empowerment & Safety**

- Working with Bureau of Indian Standards towards enhancing consumer's knowledge on various safety standards and issues

## OUTREACH

### **Publications**

- Published several books, monographs, briefing papers, articles and training manuals under different projects

**Networking**

- Strong networking and association with different CSOs in East and North Eastern India (West Bengal Bihar, Assam, Tripura, Mizoram, Arunachal Pradesh and Meghalaya)

**Field & Policy Research, Programmes Implementation and Events**

- Capable team to conduct field and policy research and implement projects across the eastern and north eastern parts of India; and organise summits, dialogues, meetings, workshops and training programmes of national and international levels on its focus areas

**FUTURE PLANS**

- Work towards Regional Economic Cooperation and Integration in Eastern South Asia
- Promote sustainable development with emphasis on energy security
- Build civil society capacity on regulatory and policy issues to enhance their participation in policy making
- Strengthen work on consumer empowerment and safety with focus on consumer awareness and capacity building

# Accra

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[www.cuts-international.org/arc/accra](http://www.cuts-international.org/arc/accra)

## MISSION

Function as a resource Centre for information on trade, regulation and governance, competition law and policy with sustainable development being the cross-cutting thread, in the West African region

## RESOURCES

- Well-equipped office with professionals
- Network of local and international experts
- Support of CUTS HQ and global offices on programmatic and developmental issues

## PROGRAMME AREAS

### Trade and Development

- Developed a strong working relationship with the ECOWAS commission. Currently, a MoU between the two is being signed
- Established a permanent resident representative in Abuja, Nigeria

### Competition and Regulatory Policy

- Advocating for evolution and effective implementation of the national competition regime in Ghana
- Served as a knowledge resource to the Ministry of Trade and Industry on issues bordering on Competition Law and Policy
- Published a book on Competition Policy and Law entitled, "Competition Regime in Ghana: a need of the nation"

### Economic Regulation

- Pioneered quarterly policy roundtable discussions on national and regional issues pertaining to the importance of Economic Regulation and having an enabling business environment for businesses to thrive successfully



## **ACTIVITIES**

- Research-based Advocacy
- Capacity Building of State and Non-State Actors
- Information Dissemination and Outreach
- Issue-based Networking

## **OUTREACH**

- Tradequity: quarterly newsletter with relevant news and analysis on Africa

## **FUTURE PLANS**

- Financial literacy and inclusion
- Renewable energy policy and practice
- Trade facilitation reforms
- Cost of regional non-integration to consumers and producers
- Agriculture and food security
- Trade and climate change linkages
- Competition reforms in the Public-Private Partnership (PPP) Procurement process

# Lusaka

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[www.cuts-international.org/arc/accra](http://www.cuts-international.org/arc/accra)

## MISSION

Function as a regional (Southern African) centre of excellence for action (policy) research, advocacy and networking on issues of trade and development, economic regulations, and governance

## RESOURCES

- Well-equipped office with professionals
- Network of local and international experts
- Support of CUTS HQ and global offices on programmatic and developmental issues

## PROGRAMME AREAS

### Trade and Development

- Filling gaps in coordinated policy making and implementation among Southern African Development Community (SADC) and Common Market for Eastern and Southern Africa member states on issues related to agriculture, climate change, food security and trade
- Capacity building of Southern African civil society and government institutions on various perspectives on the EPA negotiations process
- Agriculture in development of selected African countries (Kenya, Malawi, Tanzania, Uganda, and Zambia): Linkages with trade, productivity, livelihood and food security
- Assessment of the status of the Zambia's agriculture sector development framework and its impacts and contribution to improvement of small scale producers' livelihoods

### Competition and Regulatory Policy

- Collated CSOs and private sector views to feed in the formulation of the competition and consumer protection policy/law
- Collaborated with the Competition and Consumer Protection Commission under a project called Capacity Building for Private Sector Development in raising awareness on the benefits of competition regimes to the consumer welfare in four provincial capitals in Zambia (Chipata, Luapula, Kitwe and Livingstone)

### **Consumer Protection and Governance**

- Conducting a consumer perception study for Fixed Line and Landline services for Zambia Information & Communications Technology Authority
- Implemented projects in the SADC region on competition issues to ensure inclusive and sustainable growth in the region

### **ACTIVITIES**

- Research-based Advocacy
- Capacity Building of State and Non-State Actors
- Information Dissemination and Outreach
- Issue-based Networking

### **OUTREACH**

- Tradequity: quarterly newsletter with relevant news and analysis on Africa

### **FUTURE PLANS**

- Financial literacy and inclusion
- Renewable energy policy and practice
- Trade facilitation reforms
- Cost of regional non-integration to consumers and producers
- Agriculture and food security
- Trade and climate change linkages
- Competition reforms and implications on consumers and producers (key sectors)

# Nairobi

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[www.cuts-international.org/arc/nairobi](http://www.cuts-international.org/arc/nairobi)

## MISSION

Function as a resource, coordination as well as networking Centre to promote South-South cooperation for sustainable, people-centered economic and social development

## RESOURCES

- Well-equipped office with professionals
- Network of local and international experts
- Support of CUTS HQ and global offices on programmatic and developmental issues

## PROGRAMME AREAS

### Trade and Development

- Filling gaps in coordinated policy making and implementation among East African Community (EAC) member states on issues related to agriculture, climate change, food security and trade
- Capacity building of Eastern African civil society and government institutions on various perspectives on the EPA negotiations process
- Analysed the interplay of agro-processing with climate change, trade and food security in each EAC bloc which informed advocacy activities towards developing lasting policy solutions
- Contributed to trade reforms and their impact on food security in the EAC

### Consumer Awareness and Education

- Building consumer demand for milk safety and loss reduction in the dairy sector in Kenya
- Enhanced understanding among ESA civil society, government and business on competition concerns
- Contributed to the Establishment of the Africa Competition Forum
- Empowered marginalized consumers to demand their rights and actively participate in ensuring good governance in the Kenyan service sectors
- Competition and Economic Regulation
- Building Demand for Renewable Energy and Energy Efficiency in Kenya

### **Regional Integration**

- Assessed the challenges in the implementation of the EAC Competition Policy and Law in each of the EAC Partner State
- Examined the lessons for poverty reduction to East African integration and how benefits from it could be maximised

### **OUTREACH**

- Tradequity: quarterly newsletter with relevant news and analysis on Africa

### **FUTURE PLANS**

- Financial literacy and inclusion
- Renewable energy policy and practice
- Trade facilitation reforms
- Cost of regional non-integration to consumers and producers
- Agriculture and food security
- Trade and climate change linkages
- Competition reforms and implications on consumers and producers (key sectors)

# Hanoi

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<http://cuts-hrc.org/en/>

## MISSION

To be a catalyst in transferring objective knowledge and advocacy skills to the Southeast Asian Nations (ASEAN) towards an inclusive development process

## RESOURCES

- A Resource Centre in Hanoi with research and programme staff and working in association with various programme and resource centres in India and overseas
- A bilingual website (English and Vietnamese) with information on all projects, activities, research studies, papers, etc. for public use

## PROGRAMME AREAS

### Competition & Regulation

- Improved the institutional capacity of the Vietnamese competition authorities in competition administration
- Deepened the application and implementation of competition policy and law in Vietnam
- Promoted substantive dialogues in the ASEAN on issues related to unfair business practices
- Played a vital role in the development of competition policy and law in the Southeast Asia region through research, advocacy and networking

### Consumer Protection

- Supported the Government of Vietnam in drafting the Law on Protection of Consumers' Rights 2010
- Strengthened the consumer movement in the country through fruitful collaboration with government agencies, institutions and CSOs

### Trade and Economics

- Undertook a number of research papers and studies on WTO issues, Vietnamese investment climate, and development challenges in the GMS region
- Built institutional capacity within the Southeast and South Asia regions on standard setting and standard implementation

## OUTREACH

### Publications

- A Competition Distortions Dossier on a quarterly basis to disseminate information and raise stakeholders' awareness on anticompetitive practices in Vietnam
- A newsletter on Standards & Quality on a quarterly basis to provide an updated summary of related news not only in Vietnam but also in the regional and international context
- Policy briefs, briefing papers, research reports

### Networking

- A database of more than 600 contacts of relevant stakeholders/experts/donors/partners
- An e-forum on Unfair Trade Practices maintained so that a network of people and institutions which have interests on the issues can exchange views and knowledge in the ASEAN region and beyond

## FUTURE PLANS

- Continuously advocating for the elimination of anticompetitive practices and policies in Vietnam
- Raising stakeholder awareness and building their capacity on Standards and Standardisation in the Southeast Asia region
- Deepening research on competition law and policy issues in Vietnam and in Southeast Asia
- Raising the ante of consumer protection in Vietnam and in the Southeast Asia region, using information technology and internet resources
- Kick-starting work programme on governance issues

# Geneva

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[www.cuts-geneva.org](http://www.cuts-geneva.org)

## MISSION

To establish and promote a pro-trade pro-equity credible Southern NGO voice linked with the grassroots, and with a holistic multi-stakeholder approach in the policy-making circles working on trade and development-related issues in Geneva

## RESOURCES & PARTNERS

- Observer status to the WTO, UNCTAD and UNFCCC and excellent working relationships with ITC, FAO, UNEP etc.
- Experienced staff including former government officials and WTO negotiators
- Strategic alliances and partnerships with like-minded organisations in over 50 countries, including African and LDCs
- Ability to leverage CUTS centres on three continents, for fast and cost-efficient operations with access to an extensive network of partners and experts

## PROGRAMME AREAS

### ***Global South & Multilateral Trade***

- Assist developing country negotiators in the WTO

### ***Regional Integration & South-South Cooperation***

- Support regional integration and promote experience-sharing through inter-regional cooperation projects in the South

### ***Regulatory Reforms***

- Support policymakers in crafting balanced, transparent regulations on services, competition, investment, consumer protection etc.

### ***Linkages for Holistic Policies***

- Analyse and develop capacity of stakeholders on the linkage across economic sectors and trade, agriculture, the environment etc.

### ***Empowering Stakeholders***

- Adopt a bottom-up approach in designing and implementing economic development policies, from the national to the international level



## IMPACT & OUTREACH

- Linkages between climate change, food security and trade were built in several national policies and inter-ministerial committees as a result of the PACT EAC project
- Successfully established several forums for developing country WTO delegates and Ambassadors, who are regularly updated by stakeholders on the ground
- Increased stakeholder inclusiveness of a number of policy-making and implementation processes across Western, Southern and Eastern Africa as well as South Asia
- Since the Building an Inclusive East African Community (BIEAC) project and the resulting institutionalisation of CSO-government dialogue on East African trade integration, CSOs now sit in various governmental bodies
- Over 3300 stakeholders around the world receive regular research and advocacy communications
- Established national and regional networks

## FUTURE PLANS

- Pursuing more climate-aware, trade-driven and food security-enhancing agro-processing in East Africa
- Improving inclusiveness in the formulation/implementation of trade, investment, competition, environment and other related policies
- Upscaling support to developing countries in trade negotiation, including on new issues, WTO regular work and monitoring plurilaterals



### Consumer Unity & Trust Society

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