

Grassroots Reachout and Networking in Rajasthan through Consumer Action
(GRANIRCA)

Annual Progress Report

April 2010-March 2011



Supported by



Ministry of Consumer Affairs,
Food & Public Distribution
Government of India

सत्यमेव जयते

25 years
1983 2008
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International

#1213

About CUTS International

Established in 1983-84 as a rural development communications initiative, Consumer Unity & Trust Society (CUTS) is now at the cutting edge of the consumer movement in India as well as across the globe and has expanded into trade and development, competition, investment and economic regulation and human development. Today, CUTS International, with a staff of over 100, operates out of:

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

The organisation elects its Board/Executive Committee every fourth year, while the Secretariat is headed by the Secretary General. Over 1200 individuals and 300 organisations are its members. The organisation is accredited to the United Nations Conference on Trade and Development (UNCTAD) and the United Nations Commissions for Sustainable Development (UNCSD).

CUTS works with several other regional, national and international organisations, such as: Consumer International (CI); International Centre for Trade and Sustainable Development (ICTSD); South Asia Watch on Trade, Economics and Environment (SAWTEE); World Trade Organisation (WTO); the World Bank; International Finance Corporation (IFC); Organisation for Economic Cooperation and Development (OECD); the Commonwealth Secretariat, East Africa Community Secretariat; various development cooperation and trade ministries all over the world and, in India, various federal and state ministries and departments, National Bank for Agricultural and Rural Development (NABARD), the Consumer Coordination Council of India, etc. It also serves on several policy-making bodies of the Government of India.

CUTS International's vision is "consumer sovereignty" and mission is "consumer sovereignty is in the framework of social justice and equality, within and across borders". In all its work, it follows the method of research-based advocacy and connects the grassroots with the international policy making processes.

CUTS CART

Established in 1996, CUTS Centre for Consumer Action, Research & Training (CUTS CART) is a Programme Centre of CUTS. This programme centre was created as a result of the diversification of CUTS in order to move ahead with its inherited agenda consumer protection and education - and to create a more responsible society. Continuous pioneering work in the area of consumer protection found CART at the forefront of the consumer movement in India and beyond.

For more information please visit: www.cuts-international.org/CART/index.htm

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Implementing Organisation
CUTS International

With the support from:



Consumer Welfare Fund (CWF)
Department of Consumer Affairs,
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Government of India

Sanction No. : O-11011/23/2007-CWF dated: 06/01/2010

Project Period: January 2010-December 2012

Reporting Period: April 2010-March 2011

Project Area: 12 Districts of Rajasthan: Alwar, Banswara, Bundi, Chittorgarh,
Churu, Dausa, Dholpur, Jalore, Jodhpur, Kota, Tonk and Sikar

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Contents

Preface	i
1. Project Overview	1
2. Activities	3
2.1 Formation of Project Advisory-cum-Resource Group (PARG) ...	3
2.2 Formation of Grassroots Network	3
2.3 Dedicated Webpage	4
2.4 Field Research	4
2.5 Public Interface Meetings (PIMs)	5
2.6 District Level Training Workshops (DLTWs)	7
2.7 State-level Media Consultation	9
2.8 State Level Feedback Round Table Meeting	10
2.9 Monitoring Meeting 2010	11
2.10 Partner's Orientation cum Meet Workshop	14
2.11 Publications	15
3. Additional Activities	17
3.1 Training of Trainers	17
3.2 Complaint Handling, Information and Advisory Services (CHIAS)	17
3.3 Celebration of World Consumers Right Day	18

4. Networking & Representation	20
5. The Way Forward	22
Annexure A: List of State Advisory Committee Members	23
Annexure B: List of District Partners	25
Annexure C: Details of PIMs	28

Preface

Consumer satisfaction is key in the present competitive market economy. Taking clue from this aspect, Indian market is gradually being transformed from a predominantly *sellers market* to a *buyers market*, where exercised choice by the consumers depends on their level of awareness. Consumer rights could be protected in a competitive economy only when right standards for goods and services for which one makes payment are ensured by evolving a network of institutions and legal protection system.

The Consumer Protection Act (COPRA), enacted in 1986 is one of the benevolent social legislation, intended to protect the large body of consumers from exploitation. The 3 tier quasi-judicial grievances redressal mechanism is the backbone of the Act. The Act has come as a panacea for consumers all over the country and assumed the shape of practically the most important legislation enacted in the country during the last few decades. While the Act completes 25 years of its enactment in 2011, it is a good opportunity to assess its real impact on the ground and further strengthen it in addressing the new and emerging consumer issues.

In the present era, every consumer has to realise own role and importance in the right perspective. However, empowerment of consumers and the strengthening of the consumer movement in India has a long way to go. Keeping this aspect in mind, CUTS International is implementing a three-year project entitled '*Grassroots Reachout & Networking in Rajasthan through Consumer Action*' (GRANIRCA) to address these emerging challenges. This annual report of period 2010-11 is a product, designed to showcase the project progress in the financial year

along with outreach, observations, findings, assessments, and lessons learned on issues related to consumer protection from the perspective of the state of Rajasthan, as per the objectives and final outcomes envisaged in the project. This document can also be conceived as a ‘work in progress’ to encourage the exchange of ideas about issues of consumer protection.

I sincerely thank my colleagues – Deepak Saxena, Amarjeet Singh, Arjun Kant Jha and Dharmendra Chaturvedi for the successful implementation of the project activities during this period and also for preparing this annual report, and acknowledge the valuable guidance of Pradeep S Mehta, Secretary General, CUTS. We also gratefully acknowledge the guidance and support of the members of the Project Advisory and Resource Group.

We also thank the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India for the funding support from the Consumer Welfare Fund and the Chairman and members of the Monitoring Committee of the Department of Consumer Affairs for valuable guidance and suggestions.

We thank both print and electronic media for providing wide coverage to project activities.

We are grateful to 12 district partners for providing their support in project implementation and that of concerned departments/ consumer fora in respective districts.

We also acknowledge the contribution of Madhuri Vasnani in editing and that of Mukesh Tyagi and Rajkumar Trivedi in the layout of the annual report. We express our sincere gratitude to all without whom the successful implementation of the project would not have been possible.

Jaipur
September 2011

George Cheriyan
Director, CUTS &
Head, CUTS CART

I. Project Overview

Lack of consumers' access to adequate information, improper understanding of the redressal mechanism/procedure as well as other socio-economic vulnerabilities of consumers are the reasons that, despite unique and very progressive laws for consumer protection, consumers are still struggling to get justice.

To address the problem, CUTS is partnering with the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India, under the Consumer Welfare Fund (CWF) to the implementation the project entitled, 'Grassroots Reachout & Networking in Rajasthan through Consumer Action' (GRANIRCA) in 12 districts of Rajasthan. The purpose of this project is to enhance strong consumer movement at the grassroots in seven divisions of the State by ensuring an enabling environment for protecting consumer interests, which will, in turn, contribute to national interest.

*For more information, please visit:
www.cuts-international.org/CART/GRANIRCA/index.htm*

Though the project is being implemented in only 12 districts on a pilot basis, but it intends to be a successful model for replication and scale up in other districts or states in India and elsewhere.

Expected Outcomes

- **Empowerment:** People will be assertive consumers to uphold their rights and fight for justice;
- **Questioning Society:** Civil society organisations (CSOs) will act as 'watchdogs';

- **Improvement:** Better service delivery and efficient redressal mechanism in place;
- **Enabling Environment:** Protecting consumer interests, which will ultimately create an enabling environment towards protecting the state interest;
- **Good Governance:** Contribute towards achieving the Millennium Development Goals (MDGs); and
- **Replicable Model:** Result in a model of empowering consumers, through networking, and thus offer a model for further expansion in the identified district and elsewhere.

Project Director

George Cheriyan, Director, CUTS

Project Team

1. Deepak Saxena
2. Amarjeet Singh Panghal
3. Arjun Kant Jha
4. Dharmendra Chaturvedi

2. Activities

2.1 Formation of Project Advisory-cum-Resource Group (PARG)

Project team contacted various categories of organisations, institutes and institutions, consumer activists, people from the judiciary and the media and bureaucrats having experience in dealing with consumer-related issues to be part of project advisory group. Even the local Department of Consumer Affairs was contacted for the said purpose. Convinced by the project outcome and output, eight people agreed to be part of the State Advisory-cum-Resource Group. Detailed information, is provided in Annexure A on page no 23.

2.2 Formation of Grassroots Network

Prior to partnering with the selected grassroots voluntary organisations of 12 districts, a capacity analysis survey was conducted.

CUTS organised the first district partners meeting under the GRANIRCA project at CUTS Conference Hall, on February 24, 2010. The objective of the meeting was to discuss the overall project activities, strategies and sign the Memorandum of Agreement (MoA). On behalf of the district partner organisations, their chief functionaries participated in the meeting and expressed their willingness to replicate the benefits in their respective districts.

The GRANIRCA team provided a brief overview of the project through a power point presentation. Budgetary provisions under the project were also disclosed in the meeting and the process for applying for honorarium and activity cost was discussed in detail with district partners. The meeting concluded after signing of MoAs. Detailed information about district partners is given in Annexure B on page no 25.

2.3 Dedicated Webpage

A dedicated webpage for the project was created and launched by Rajiv Agarwal, Secretary, Department of Consumer Affairs, during the project launch meeting on March 17, 2010. Regular updates regarding the project are being uploaded at the project web page: www.cuts-international.org/cart/GRANIRCA

2.4 Field Research

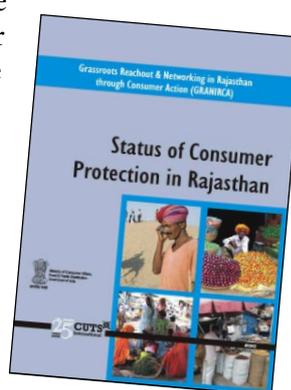
Objective

The primary objective of the research was to gauge the status and performance of the key authorities/institutions responsible for strengthening consumer protection at the district level (in all the 12 project districts).

The secondary objective was to build the capacity and make the district partners aware of the functions and schemes, etc., of these departments as well as to initiate communication among them. It further resulted in good participation of these officials in Public Interface Meetings (PIMs) held in these districts.

Surveyed Key Authorities at the District Level

- District Consumer Disputes Redressal Forum
- Collector of the District
- District Supply Officer



- Drug Control Officer/Inspector
- Chief Medical and Health Officer
- District Weights and Measures Inspector

Detailed report on the ‘State of Consumer Protection in Rajasthan’ is also available at the project webpage.

2.5 Public Interface Meetings (PIMs)

The objectives of PIMs are to:

1. raise consumer awareness at the grassroots by strengthening the capacity of networkers in selected blocks of respective districts in Rajasthan;
2. build a strong consumer movement at the grassroots level in Rajasthan;
3. establish a contact institution in projected district to guide and motivate buyers as well as sellers;
4. share the existing appropriate mechanisms for exchange of information on measures of consumer protection, nationally and regionally;
5. empower the urban and rural populations to make informed choices and thereby protect their health and safety and get more value for money; and
6. obtain feedback from the people about the existing redressal mechanism condition, environment and accessibility.

Participation and Representation

Print as well as electronic media actively participated and provided wide coverage to the programme. Locally available resource persons pertaining to line departments, advocates, members of legislative assembly (MLA), *panchayat* representatives and consumer activists were involved, apart from the district partners. Simultaneously, President and Members of the District Consumer Forum, District Supply Officers, Medical and Health Department and Weights and Measures Department officials were key speakers during the meetings. More than 2146 participants attended 48 PIMs, detail of the same is available at Annexure C on page no 28.

Some Highlights

Apart from other departments, the District Consumer Forum and the Weights and Measures Department of targeted districts actively participated in the PIMs. At a few places, *Zila Pramukh*, Additional Collector, *Zila Up Pramukh*, Chairman and Members of District Consumer Forum, DSO, CMHO and Drug Inspector actively participated.

Major Outcomes

- i. Majority of the rural participants were unaware of the availability of redressal mechanism and procedure of filing complaints in their respective districts.
- ii. The functioning of other line departments, such as Chief Medical Health Office (CMHO), Weights and Measures and Drug Inspectors, was reported as non-consumer-friendly.
- iii. Those who were aware were unsatisfied with the present trend of functioning of foras, the way the redressal is given and the time consumed, which ultimately discourage the consumers.
- iv. Public Distribution System (PDS) emerged as one of the main problematic areas among other district-level departments.
- v. Still, goldsmiths use the traditional practices of weight, which is illegal and the concerned department has never taken measures and actions.
- vi. Misleading advertisements emerged as biggest source of befouling consumers.



2.6 District Level Training Workshops (DLTWs)

Objectives

- Understanding the consumer protection issues and status of redressal mechanisms and awareness generation among the common consumers, especially in rural areas;
- Building up of a large group of aware and literate grassroots activists, who, in turn, can mobilise and assist illiterate and helpless consumers to access consumer justice and uphold their rights;
- Creating a vibrant network of small consumer organisations, groups and interested individuals, extending down to the block level;
- Enhancing the capacity of identified CSOs to handle emerging and relevant consumer issues woven around basic needs, ensuring improvement in service delivery and playing the “watchdog” role in their respective districts; and
- Building blocks for strengthening and sustaining consumer movement at the grassroots.



Methodology

- a. Lecture-cum-discussion
- b. Group exercises
- c. Case studies
- d. Panel discussion
- e. Demonstration
- f. Practice



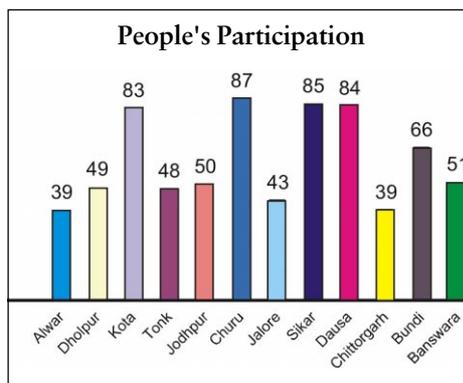
- g. Role play
- h. Mock exercises
- i. Brainstorming group exercises presentations
- j. Reading material

Resource Persons

Apart from the GRANIRCA team members (Deepak Saxena, Amarjeet Singh, Arjun Kant Jha and Nikita Shrivastava), CUTS also availed the services of locally available subject experts, along with the District Partner.

Outcome

- a. Increase in number of people having the capacity, skill and knowledge to support consumer rights in project districts; and
- b. Building of a network of like-minded people, which will further support the consumer movement.



Feedback

- a. Continuity of such programmes with short duration and specific issue-based information to avoid stress of over burden of information;
- b. Expansion of consumer forum at sub-district level so that overburdened district consumer forum may work smoothly; and
- c. Incorporating the local government in the movement.

Highlights

- a. Officials from various departments actively participated in the programme and provided the contact information for registering grievances.
- b. Participants, especially women and youth, were active and sincere towards the workshop.

2.7 State-level Media Consultation

Objectives

Consultations and involvement of the media has been on the forefront of all activities implemented under the project and, to give it more focus, a state-level consultation workshop was organised in Jaipur. The main objectives of the workshop were to sensitise the state and district-level media representatives, both



Grassroots Reachout and Networking in Rajasthan through Consumer Action (GRANIRCA)

from print and electronic, to consumer protection issues and discuss the possible intervention to strengthen and take the consumer movement effectively to common masses.

Participation

More than 51 representatives of print and electronic media attended the workshop from Jaipur as well as 12 project districts. District-level project partners and representatives from concerned government departments and the project team were also part of this consultation.

Outcome

- a. The media was sensitised to the importance of consumer protection issues in the state and their role in the overall consumer protection regime. This is likely to result in more space to consumer issues in the media and joint advocacy on the issues.
- b. CUTS was able to share the findings of the research done on the status of consumer protection in Rajasthan and other activities before the media, so that the media can highlight the issues and build pressure for action on the same.

2.8 State Level Feedback Round Table Meeting

Objectives

The objective of the Feedback Roundtable was to consolidate and share the key learnings gained from various districts and stakeholders and identify points for advocacy. Another objective was to critically review the activities carried out under the project for effective implementation of the project activities in the coming years.

Participation

More than 52 representatives of print and electronic media, the judiciary, civil society organisations (CSOs) from Jaipur, 12 project district partners, along with two members of Legislative Assembly (MLAs) and two presidents of District Consumer Forum participated.



Methodology

- a. Power Point Presentation: Brief information was provided about the activities conducted so far, along with their expected outcomes.
- b. Resource Kits: Publications (newsletters, research report, training manual, brochure and informative pamphlets) were distributed to participants, which provided detailed information of the activities and the project.
- c. Speech: Key experienced resource persons, representing various positions in government bodies delivered speeches.
- d. Open Discussion: Special session was held in the meeting for participants to provide their assessment of the activities conducted so far.

2.9 Monitoring Meeting 2010

Objective

The first monitoring meeting with the Ministry was held at *Krishi Bhawan*, New Delhi on January 12, 2011. The objective of the meeting was to review the progress of activities during first year and recommend release of grant for the second year and also to consider redesign, mid-course corrections or reallocate funds

within the approved outlay of the project, subject to GFR guidelines, if proposed and required.

Proceedings and participation

The meeting was chaired by G N Sreekumaran, Joint Secretary, Consumer Affairs. George Cheriyan Director, CUTS while welcoming members provided a brief introduction of the progress of the project. He mentioned about the dedicated website of the project comprising the updated information of the project activities, event reports, media clippings, publications etc.

The entire budget for Training Manual was allocated in first year. Though the Manual in English was published in first year, the consolidated and updated version in Hindi would be published in second and third year respectively. Hence, these amounts need to be carried forward. Cheriyan thanked all the members and DoCA for the timely support and guidance, especially Rajiv Agarwal, Secretary, Consumer Affairs for his participation in the launch meeting of the project held in Jaipur on March 17, 2010.

On behalf of the GRANIRCA team, Amarjeet Singh made a power point presentation detailing the project objectives, expected outcomes, activities, outputs, highlights and problems encountered during first year. The presentation illustrated comparative as well as analytical overview of the project during the first year.

G N Sreekumaran raised certain queries regarding the number of participants in the Public Interface Meetings (PIMs), District Level Training Workshops (DLTWs) etc. It was explained to him by the project team that as per the approved proposal, the target was only 24 PIMs covering 1,200 participants, but in actual 48 PIMs were conducted covering 2146 participants. Apart from district headquarters, PIMs were conducted at the blocks as well.

The GRANIRCA webpage was also shown to members. The members were very much impressed by the webpage and requested to provide the web address to link it with the

Department's website. They also requested to provide photos of Rajiv Agarwal during his participation in the launch meeting for the purpose of including it in the Annual Report of the Department.

Further, Cheriyan presented the financial overview of the project and mentioned the extra activities conducted, such as Orientation to Partners, Training of Trainers, and Observation of National Consumers Day etc. within the approved budget. Simultaneously, request for release of second year was also presented. Cheriyan clarified that overheads is inclusive of 10 percent of CUTS contribution, in response to a query raised by H S Saini. The committee agreed to the proposal of CUTS to carry forward the balance amount of Training Manual (₹3,04,100) and full budgeted amount of Advocacy Document (₹1,50,000). The committee recommended releasing the grant (₹21,54,800) for second year, subject to submission of audited statement of expenditure and utilisation certificate (UC) by CUTS, which was agreed.

The following were the suggestions with regard to activities of second year:

- Provide proof and numerical figures regarding impact of the project, in mid term evaluation, such as enhanced capacity of district partners, increase in number of cases filed at district forums, number of consumer activists with enhanced capacity etc. as a result of the project interventions.
- Submission of UC at the earliest possible, for release of second year grant.

Other officials from the Ministry – T K Murugan, Director, CWF; H S Saini, Deputy Secretary and Prema Bhatt, Under Secretary were present. From the GRANIRCA team, besides, Amarjeet Singh, Deepak Saxena and Arjun Kant Jha also participated.

2.10 Partner's Orientation cum Meet Workshop

Objective

The primary objective was to review the activities of first year, discuss the sequence of activities of second year with the district partners and to get feedback on questionnaire after field-tested with the assistance of partners.

Marking the beginning of the activities of second year of GRANIRCA, a two-day partners' meet workshop was organised on March 16, after celebrating World Consumer Rights Day and continued on March 17, 2011 in Jaipur. Out of 12 districts, 11 district partners' representatives with project team attended the orientation.

Technical Sessions for Partners' Orientation

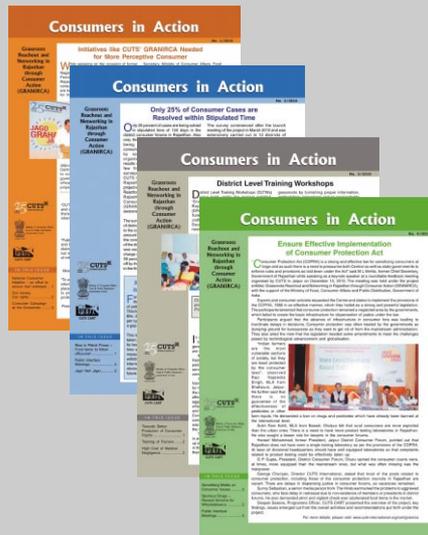
Technical sessions were held to build the capacity of representatives of district partner organisations. Technical sessions were taken by GRANIRCA team on Resource Mobilisation, Basic Advocacy and Communication Skills, Complaint Handling Information and Advisory Services (CHIAS), Basic IT and Documentation Skills, Basic Training & Mobilisation Skills, etc.

After technical sessions, evaluation of activities of first year and outcomes consisted of overall & district specific activities, sharing of experience & case studies of project outcomes by partners, feedback from partners and survey methodology were discussed. The project team including Deepak Saxena, Amarjeet Singh, Arjun Kant Jha and Dharmendra Chaturvedi facilitated the sessions.

2.11 Publications

Consumers in Action

A bilingual printed publication targeted to keep the people and policy makers of the project informed.



Project Brochure

To provide in brief overview of the project and its activities, objectives, expected outcome and outreach.



Consumer Dialogue

A E-newsletter published to reach the wider audience (national as well as international). for presenting the emerging regime of consumer protection and also to update project progress



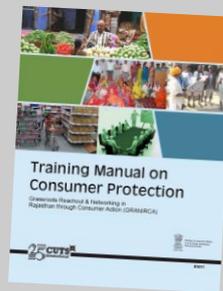
Briefing Papers

Two briefing papers, entitled *Advertising: Challenges and Future Prospects* and *Consumer Protection in the Financial Sector: Challenges and the Way Forward*, were prepared with the objective of informing the readers about the overview of consumer protection in the fields of advertisement and the financial sector in India, especially the challenges faced by consumers and suggestions to move ahead to ensure stable, secure and services to consumers.



Training Manual on Consumer Protection

To impart effective training to grassroots consumer activists on various issues related to consumer protection and provide maximum information related to problems faced by them in their day-to-day life.



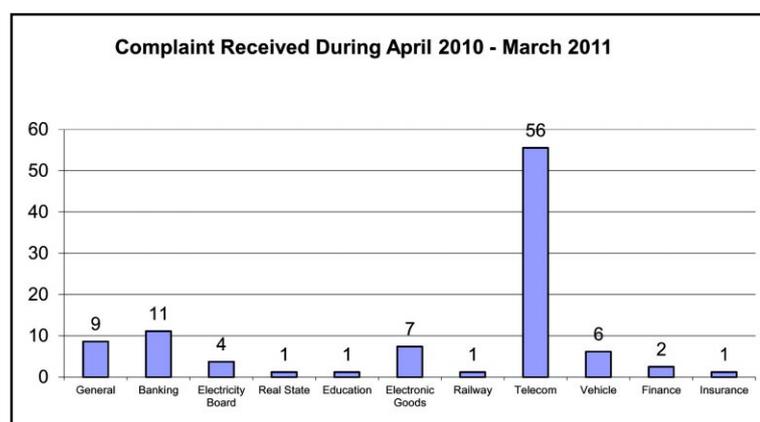
3. Additional Activities

3.1 Training of Trainers

A two-day Training of Trainers was organised with selected Rajasthan-based consumer activists at CUTS conference hall on July 27-28, 2010, prior to conducting District Level Training Workshop (DLTW). to create a pool of resource people who can actively take part in orienting the participants of the DLTW.

3.2 Complaint Handling, Information and Advisory Services (CHIAS)

Over a decade, Complaint Handling Information and Advisory Service (CHIAS) Cell has been an inherent and vibrant activity of CUTS, which CHIAS has been activated and incorporated as an activity under the (GRANIRCA) project in 12 districts of Rajasthan to enhance strong consumer movement at the





grassroots in the state by ensuring an enabling environment for protecting consumer interests, which will, in turn, contribute to national interest.

3.3 Celebration of World Consumers Right Day

The main objective was to join consumers around the world to demand access to safe, fair and competitive markets in financial services for all and also to show solidarity within the international consumer movement.

CUTS organised a public event on the occasion of World Consumer Rights Day (WCRD) with the theme 'Consumers for Fair Financial Services' at Jaipur on March 16, 2011.

The event was enlightened by S N Panda, General Manager, Reserve Bank of India (RBI), Jaipur circle; K Sundari Deputy General Manager, Office of Banking Ombudsman (BO), Jaipur; Justice Vinod Shankar Dave, former Chairman, Rajasthan State Consumer Disputes Redressal Commission; S N Senapati, AGM, Banking Ombudsman Office, Jaipur and George Cheriyan, Director, CUTS and Head CUTS CART as the privileged and honoured speakers. More than 75 stakeholders attended the meeting.

On occasion of WCRD, district partners of GRANIRCA project celebrated the function at their respective districts. Local authorities, elected *panchayat* representatives, voluntary organisations, insurance & non-banking financial representatives and common people, attended the events. As per the international agenda theme of the meeting was “Consumers for Fair Financial Services”. The celebration was widely covered by media. Related media clippings can be viewed at project webpage.

4. Networking & Representation

- Involved in the joint campaign, along with CI and other consumer organisations around the world, in calling for the G-20 to take urgent action to protect consumers of financial services.
- Training on Advocacy: As part of the capacity building, GRANIRCA team member, Amarjeet Singh, attended a special training on '*People Centred Advocacy*' conducted by National Centre for Advocacy Studies, Pune from June 15-18, 2010.
- George Cheriyan, Director CUTS International, attended the meeting on 'Financial Services Campaign', organised by the Consumers International (CI), in the London office on November 29-30, 2010.
- During the year, GRANIRCA team members participated as a resource agency in various open house meetings organised by telecom service providers.
- GRANIRCA team members attended the Telecom Regulatory Authority of India (TRAI) open house discussion on consumer issues. Celebrated National Consumer Day on the theme "Consumers! Discharge your Responsibilities: Assert Your Rights." The GRANIRCA team, along with all the 12 district partners, organised meetings, rallies, exhibitions and distributed literature in the form of pamphlets, handbills and posters in order to educate people on their rights.
- On March 01, 2011, project team was invited by J C Mohanty to give power point presentation about the organisation and the project in Secretariat of Government of Rajasthan, Jaipur after resuming office in February 2011 as Secretary, Food and Consumer Affairs. Deepak Saxena, Amarjeet Singh,

Dharmendra Chaturvedi and Arjun Kant Jha participated in the meeting. From the government, apart from Secretary, Additional Commissioner, Food; Deputy Commissioner, Food and DSO, Jaipur were also present.

5. The Way Forward

In order to ensure that the knowledge and experience gained by the project partners is developed further outside the project in the projected district, efforts are being made by CUTS to encourage partner organisations to come up with 'implementable' project ideas on specific consumer issues. CUTS would assist the partner organisations in developing these project ideas further and identify development partners who might be interested in supporting such initiatives.

CHIAS initiative of CUTS was incorporated as a activity under the project in 12 districts of Rajasthan to enhance strong consumer movement at the grassroots in the State by ensuring an enabling environment for protecting consumer's interests, which will, in turn, would contribute towards the national interest. The initiative gained overwhelming responses. Thus, the model will be replicated in other districts of the state. At the same time efforts will be made foe continuity of existing CHIAS.

Annexure A

List of State Advisory Committee Members

S. No.	Name & Address	Contact
1.	Justice V.S. Dave, (Retd.) A-102, Dave Apartments C/22, Sawai Jai Singh Highway, Bani Park, Jaipur – 302 016	Mobile: 9829014993 Phone: 220 2643 Fax: 0141-2202619 E-mail: kansas@datainfosys.net
2.	P.N. Bhandari (Retd. IAS) Ex-Chairman - RSEB 307, Ganpati Plaza M.I. Road, Jaipur	Phone: 5115556, 2363587 (O) 2552311, 2552350 (R) Mobile: 93511 52311 Fax: 0141-2389351 E-mail: pkajaipur@paraskuhad.com
3.	Sunny Sebastian Special Correspondent 'The Hindu' 33-A, Dhuleshwar Garden Sardar Patel Marg, C- Scheme, Jaipur	Phone: 2377704 (R) Fax: 2375979 Mobile: 9829067181 E-mail: sebastian.sunny@gmail.com thehindujaipur@dataone.in
4.	Justice N.N. Mathur Vice-Chancellor National Law University NH-65, Nagaur Road, Mandore Jodhpur – 342001 Rajasthan	Phone: 0291-2577530, 2577526, 5121594, 5121702 Fax: 0291-2577540 E-mail: nlu-jod-rj@nic.in Website: www.nlujodhpur.ac.in

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5.	Mridula Srivastava Principal, Law College University of Rajasthan C-364, Malviya Nagar, Jaipur	Phone: 141-2522221 Mobile: 9829068389 Email: m- srivastava@uniraj.ernet.in
6.	Vimal Jain Chief Sub-Editor Rajasthan Patrika A- 350, Kothari Marg Malviya Nagar, Jaipur	Phone: 141-39404142/2520088 Fax: 141-2709331 Email: vimal.jain@epatrika.com Mob.: 98290 62789
7.	Shirish V. Deshpande Chairperson Mumbai Grahak Panchayat Grahak Bhawan, Sant Dnyaneshwar Marg (Behind Cooper Hospital), JVPD Scheme Juhu Ville Parle (West), Mumbai – 400 056	Phone: 2226288624/1832/39 Fax: 22 2625 0916 Email: shirish50@yahoo.com mgpanchayat@hotmail.com
8.	Pragya Paliwal Gaur Director, News Doordarshan 99, Mohan Nagar, Gopalpura Bypass, Jaipur	Phone: 2705880 (O), 2762727 (R) Fax: 2711490 Mobile: 9414051285 E-mail: pragyapaliwalgaur@gmail.com
9.	George Cheriyan, Director Consumer Unity & Trust Society (CUTS) Jaipur	Phone: 91-141-2282062, 2282821 Fax: 91-141-4015395 Email: granirca@cuts.org; gc@cuts.org Web: www.cuts- international.org

Annexure B

List of District Partners

S. No.	District	District Partner	Nodal Person	Contact No.
1.	Banswara	Vagad Vikas Sansthan 3/16, Ratti Talai, Banswara – 327 001	Nemraj Shehlot	Phone: 02962-244781 Mobile: 9414103139/ 9887144675 Fax: 02962-244781 Email: vagad_vikas@rediffmail.com; malotavdhesh@gmail.com
2.	Chittorgarh	CUTS Centre for Human Development (CUTS CHD) Rawla, Senth, Chittorgarh - 312 025	Ashish Tripathi	Phone: 01472-241472 Fax: 01472-247715 Mobile: 9829285938, 0983167608 E-mail: chd@cuts.org; at4@cuts.org
3.	Bundi	Richmonds' Kala Sahitya and Shikshan Society Tilak Chowk, Old Post Office Street, Bundi - 323 001	Rajeev Saxena	Phone: 0747-2444124 Mobile: 9461332814 Email: rajivshawari@yahoo.co.in
4.	Kota	Oxford Shikshan Prashikshan Vikas Sansthan House of Munshi Mohd.	Anwar Ahmed Khan	Phone: 0744-2501712 Mobile: 93514 99789/ 9314629282 Email: anwar.kotasw@gmail.com

Contd...

S. No.	District	District Partner	Nodal Person	Contact No.
		Yasin, Hiran Bazar, Chandra Ghata 50, Kota – 324 006		
5.	Jodhpur	Native Institute of Desert Awareness and Knowledge Society (NIDAN) 9B/2, Opp. Bishnoi Dharmashala, Near Mangal Tower, Ratanada Jodhpur – 342 011	Tejveer Choudhary	Phone: 291-2227907 Mobile: 94132 49745 Email: nidanjodhpur@gmail.com; c_tejveer@rediffmail.com
6.	Jalore	‘SANKALP’ Sansthan Hospital Road P. - Ahore, Jalore – 307 029	Mahendra Kumar Ojha	Phone: 02978-222312 (R) 222147, Fax: 222966 Mobile: 9414534193 Email: sankalpsansthan6@gmail.com
7.	Churu	Manav Pragati Sansthan Usmanabad Colony Behind New Bus Stand, Churu – 331 001	Pradeep Poonia	Phone: 01562-258054 Mobile: 9414665855 Email: mpsrajgarh170@yahoo.co.in
8.	Tonk	MMM Sikshan Evam Jan Seva Sansthan Khoja Bawari, Near Police Line, Tonk – 304 001	Gopal Lal Saini	Phone: 0143-2687730 Mobile: 9829347200/ 9214167972 Email: mmmsansthan_tonk@rediffmail.com

Contd...

S. No.	District	District Partner	Nodal Person	Contact No.
9.	Dholpur	Samajik Vikas Samiti VP- Attarsuma (Baseri) Distt. Dholpur – 328 022	Rakesh Kumar Parmar	Phone: 05646-272012 (O) Fax: 05646-266263 Mobile: 9784016835/ 9460646335 Email: svsdholpur@gmail.com
10.	Alwar	Shubham Mahila Prashikshan Sansthan Aate Wali Gali Alwar- 301 001	Sushila Devi	Mobile: 09352606266 (Sushilaji) 09783376432 (Vikas) Email: smahilasansthan@yahoo.com
11.	Dausa	K.B. Social Welfare Society Nidhivan Colony, Near Shyam Mandir, Nai Mandi Road, Dausa – 303 303	Kamlesh Kumar Bohra	Phone: 01427-220684 Mobile: 9414271208 Email: kbmsvskamlesh10@gmail.com
12.	Sikar	Jila Upbhokta Jagaran Samiti H. No. 548, Sector 10 Anand Nagar, Sikar – 332 001	Satya Narain Sikhwal	Phone: 01572-252705 Mobile: 9414039705 Email: mukesh.sikhwal@yahoo.com

Annexure C

Details of PIMs

Status of Participants in PIM 2010					
Districts	PIM-1	PIM-2	PIM-3	PIM-4	Participant No
Dausa	10 June,	Sept. 28	Oct. 05	Dec.30	251
Chittorgarh	10 June,	Sept. 26	Sept.27	Dec.26	192
Alwar	11 June,	Sept. 22	Sept.30	Dec.24	153
Banswara	11 June,	Oct. 06	Oct. 8	Dec.24	145
Sikar	24 June,	Sept. 25	Sept.28	Dec.23	200
Jodhpur	24 June,	Sept. 30	Oct. 2	Dec.24	191
Churu	25 June,	Oct. 06	Oct. 9	Dec.24	167
Jalore	25 June,	Sept.22	Sept.26		164
Bundi	28 June,	Oct. 06	Oct. 9		94
Kota	29 June,	Oct. 05	Oct. 7	Dec.24	165
Tonk	30 June,	Sept. 29	Oct. 6	Dec.24	163
Dholpur	02 July,	Sept. 26	Sept.30	Dec.25, Dec.31 & Jan.02, 2011	261
Total Participants					2146



GOYAL DINESH & ASSOCIATES
CHARTERED ACCOUNTANTS

C-97, Janpath Lalkothi
Behind New Vidhan Sabha
Jaipur - 302015

Tel 91 141 2740583
91 141 5112550

e-mail taxesindia@hotmail.com

AUDITOR'S REPORT

We have examined the attached Balance Sheet of *CONSUMER UNITY & TRUST SOCIETY, BHASKAR MARG, BANIPARK, JAIPUR* as at 31st March 2011 and the annexed Income & Expenditure Account for the year ended 31st March 2011, which are in agreement with the books of account. These financial statements are the responsibility of the Society management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing then accounting principles used and significant estimates made by management as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

We have obtained all the information and explanation which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion proper books of accounts have been kept by the society so far as appears from our examinations of the books.

In our opinion and to best of our knowledge, and according to explanations given to us, the said accounts subject to our comments given in the annexed Accounting policies and Notes of accounts- annexed with Balance Sheet, give a true and fair view: -

- (i) In the case of the Balance Sheet of the state of affairs of the above named society as at 31 March, 2011 and
- (ii) In the case of the Income and Expenditure Account of the Excess of Income over Expenditure for the year ended on 31st March 2011.

For Goyal Dinesh & Associates
Chartered Accountants

Place: Jaipur
Dated:

26 SEP 2011

Dinesh Kumar Goyal
(Partner)
MN 072959



Consumer Unity & Trust Society, Jaipur

Balance Sheet as at 31st March, 2011

							Amount in 'Rs
Figures as at 31.03.2010	Liabilities	Sch.	Figures as at 31.03.2011	Figures as at 31.03.2010	Assets	Sch.	Figures as at 31.03.2011
3,040,395.50	Corpus Fund		3,040,395.50	17,309,393.88	Fixed Assets	'C'	16,702,673.12
3,509,079.47	Capital Reserve		3,840,084.47	51,914,274.09	Cash & Bank	'D'	57,983,260.31
53,362,179.80	Grant In Aid (Net)	"A"	61,410,643.03	3,229,724.69	Advances & Deposits	'E'	8,398,403.56
12,590,270.32	Depreciation Fund B/F	12,590,270.32		1,094,215.43	Income Exp. A/c B/F	1,094,215.43	
	Add: Addition during the year	699,452.97			Less: For the year	206,330.32	887,885.11
	Less: Dep. On sold/disposed assets	538,243.19	12,751,480.10				
200,000.00	Employee Welfare Fund		200,000.00				
845,683.00	Advances	"B"	2,729,619.00				
73,547,608.09			83,972,222.10	73,547,608.09			83,972,222.10

Significant Accounting Policies and notes on Accounts

Sch. F

AUDITORS' REPORT

In terms of our report of even date annexed hereto

For Goyal Dinesh & Associates
Chartered Accountants



Dinesh K Goyal
Partner
M N 72959



For Consumer Unity & Trust Society


Secretary


Treasurer

Jaipur
Dated

26 SEP 2011

Consumer Unity & Trust Society, Jaipur
Income & Expenditure A/C for the year ended on March 31, 2011

						Amount in 'Rs.'	
Previous year	Expenditure	Ann.	Current year	Previous year	Income	Ann.	Current year
18,139,569.39	To Salary & Honorarium	"A"	22,688,094.00	10,000.00	By Donations & Contributions		5,000.00
63,691,453.25	To Research & Investigation	"B"	48,527,073.56	42,437.38	By Contribution for Publication		19,138.50
22,297,522.89	To Seminar & Workshop	"C"	17,720,811.99	116,936,691.51	By Grant in Aid(Utilised)		101,900,841.27
11,466,027.66	To Other Costs	"D"	10,367,267.95	3,863,491.34	By Interest received	"G"	2,065,126.02
1,624,752.00	To Training & Networking	"E"	2,113,191.00	10,783.00	By Training Fees		295,337.00
2,341,773.32	To Publication	"F"	2,285,149.00	254,428.00	By Miscellaneous Income	"H"	321,928.00
	852,908.02 To Depreciation		699,452.97				
	703,824.70 To Excess of Income		206,330.32				
121,117,831.23			104,607,370.79	121,117,831.23			104,607,370.79

Significant Accounting Policies and notes on Accounts

Sch. F

AUDITORS' REPORT

In terms of our report of even date annexed hereto

For Goyal Dinesh & Associates
Chartered Accountants

Dinesh K Goyal
Partner
MN 72959

Jaipur
Dated

26 SEP 2011

For Consumer Unity & Trust Society


Secretary


Treasurer



Ministry of Consumer Affairs, Food, Civil Supplies & Public Distribution, Department of Consumer Affairs
Project: Grassroots Reachout and Networking in Rajasthan through Consumer Action (GRANIRCA)
Ref. Sanction letter dated 08/01/2010 No. 0-11011/23/2007-CWF
Statement of Expenditure for the Financial Year 2010-11

in INR

S. No.	Activity	Balance b/f	Expenses Apr'10 to Mar'11	Balance c/f
1	2	3	4	5(3-4)
1	Total Personnel cost	1,619,400.00	574,800.00	1,044,600.00
1.1	Project Coordinator/Asst Project Coordinator @ 35000	1,155,000.00	420,000.00	735,000.00
1.2	Honorarium to District Project Partners @ 1075 X 12	464,400.00	154,800.00	309,600.00
2	II. Programme Costs	4,750,701.00	1,576,563.00	3,174,138.00
2.1	State Launch cum Partners' Orientation	21,501.00	20,850.00	651.00
2.2	Field Research (25,000 x 3 years)	75,000.00	31,500.00	43,500.00
2.3	Printing & Distribution of the Research Document	100,000.00	47,850.00	52,150.00
2.4	Public Hearings/Outreach Meetings @ 2 rounds X Rs. 15,000	1,080,000.00	363,392.00	716,608.00
2.5	Media Workshops at District @ Rs. 15,000 X 12	300,000.00	56,412.00	243,588.00
2.6	State Level Feedback Roundtable @ Rs. 75,000	225,000.00	68,940.00	156,060.00
2.7	District Level Workshops @ 20,000x12	720,000.00	261,104.00	458,896.00
2.8	Advocacy, Networking & Representation	294,200.00	137,925.00	156,275.00
2.9	Printing & Distribution of Newsletters (e- newsletters @ 5,000 and Newsletter @ 50,000)	685,000.00	288,500.00	396,500.00
2.10	Printing & Distribution of Briefing Papers @ Rs. 25,000x3	200,000.00	52,388.00	147,612.00
2.11	Printing & Distribution of the Advocacy Document, including final report	200,000.00	-	200,000.00
2.12	Printing & Distribution of the Training Manual (3000 copies x Rs. 150/-)	450,000.00	145,900.00	304,100.00
2.13	Monitoring by SCU (1,00,000 x 3 years)	300,000.00	101,802.00	198,198.00
2.14	Evaluation (mid term & final)	100,000.00		100,000.00
	Total	6,370,101.00	2,151,363.00	4,218,738.00
2.15	Overheads	360,000.00	266,573.00	93,427.00
	Grand Total	6,730,101.00	2,417,936.00	4,312,165.00
	Grants Received (3), Expended (4) and Balance (5) E&OE	2,221,831.00	2,417,936.00	(196,105.00)

For S.Mohnot & Company
Chartered Accountants



Sameer Mohnot
M N 79118

Date: 20.10.2012
Place : Jaipur



For Consumer Unity & Trust Society



G C Jain
Asst. Director (F&A)





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