

CUTS Centre for Consumer Action, Research & Training (CART)

Report of Activities from April 1, 2007 to March 31, 2008

1. A brief background of the Centre

CUTS was founded 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 and sustainable development through a strong consumer movement.*

2. Advisory Board

The Centre carries its activities under the guidance of an advisory board. The following is the list of the advisory board.

Members	<ol style="list-style-type: none">1. Dr. Sharada Jain, (Chairperson of the committee) Educationalist and Director SANDHAN (Society for Education & Development), Jaipur.2. Prof. V S Vyas, Professor Emeritus & Chairman, Governing Board, Institute of Development Studies (IDS), Jaipur3. Dr C S Barla, Consulting Economist and Consultant for District Poverty Initiative Programme (DPIP), Jaipur,4. I C Shrivastava, IAS (Retd.) & Chairman, Human Well Being Foundation5. Dr Maya Tandon, Chairperson, Dr MN Tandon Memorial Charitable Trust (<i>Sahayata</i>), Jaipur6. Dr Kumkum Srivastava, Chief Executive Officer (CEO), VIHAN, Jaipur7. Justice V S Dave, former Judge of Rajasthan High Court and ex-Chairman of Rajasthan Law Commission8. P N Bhandari, IAS (Retd.) former Chairman, Rajasthan State Electricity Board9. Madhusudan D Mistry, Member of Parliament and the Managing Director of Disha-Pathey, Ahmedabad10. Sharad Joshi, Social Activist and CEO of Centre for Community Economics and Development Consultants Society (CECOEDECON), Jaipur11. Dr (Mrs.) Anita Mathur, Chairperson of Astha, Udaipur12. Madhavi Joshi, Programme Coordinator, Centre for Environment Education (CEE), Ahmedabad13. Dr A J James, Environmental and Natural Resources Economist, Gurgaon (Haryana)
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3. Functional Areas

The following are the core functional areas of the Centre:

- Consumer Education & Protection
- Investor Education & Protection
- Good Governance, which special focus on accountability & access to information

- Utility Reforms (Power & Water)
- Sustainable Mobility, which includes Road Safety
- Women & Child: Protection & Rights
- Sustainable Development, which includes MDGs, environment, livelihoods etc.

4. Projects

- 4.1 Involvement of Consumers in Power Sector Reforms in Rajasthan, India (CUTS-FES Programme Phase III)
- 4.2 Tobacco: Deadly in any form or disguise
- 4.3 Securities Market Awareness Campaign (SMAC)
- 4.4 National Environmental Awareness Campaign (NEAC): RRA for Rajasthan (2007-08)
- 4.5 Promoting greater role of the Panchayati Raj Institutions in Rajasthan to foster rural livelihood opportunities: Meeting the challenges of globalisation and economic liberalization
- 4.6 Combating Corruption in Rajasthan State by applying RTI as a tool
- 4.7 Investor Education and Protection Programme (IEPF)
- 4.8 Consumer Awareness Programme (CAP)
- 4.9 Assessing 2Qs (Quality & Quantity) Outputs of the ‘National Rural Employment Guarantee Scheme’ (NREGS) in Sirohi District of the Rajasthan, India'
- 4.10 Traffic Claming Strategies to improve Pedestrian Safety in India
- 4.11 Capacity Building on Electricity Reforms in Select South Asian Countries (RESA)

4.1 Involvement of Consumers in Power Sector Reforms in Rajasthan, India (CUTS-FES Programme Phase III)

While reforms were introduced in the electricity sector in Rajasthan state in the year 2000, it was realised that there was no institutional mechanism is in place to represent the consumers at large, and their concerns, in organised and professional manner. This is the context in which CUTS and FES jointly conceptualised and initiated the programme ‘Involvement of consumers in power sector reforms in Rajasthan’ in partnership with Friedrich Ebert Stiftung (FES India) in six districts of Rajasthan in August 2001. The first phase of the programme was held from August 2001 to March 2004. The second phase was held from May 2005 to June 2006. The third phase of the programme was held from May to December 2007.

The third phase implemented with a focused approach. Instead of just going with the general trend of orienting the public on power reforms and ensuring their participation in the overall regulatory processes, this phase was woven around one single programme ‘Feeder Renovation’, which is being run under the reform processes. The objective was to pursue more and more civil society groups to work on this issue and set up an informal network of such groups across the states to enable concerted action and sharing of experiences. The activities were implemented more intensively as well as at wider canvass so as to achieve critical mass in terms of presence of capable and well-equipped CSOs across the state. The following were the districts under each of the DISCOMs where the programme was implemented.

- a. **Jaipur Vidyut Vitaran Nigam Limited :** Bharatpur, Jhalawar, Tonk and Bundi
- b. **Jodhpur Vidyut Vitaran Nigam Limited :** Pali, Bikaner and Sirohi
- c. **Ajmer Vidyut Vitaran Nigam Limited :** Sikar, Banswara and Nagaur

In February 2005, the World Bank’s Water and Sanitation Programme-South Asia [WSP-SA] has identified the ‘CUTS-FES Model’ as one of the best practice in the entire country to enhance the

consumer voice and strengthen client power to ensure better service delivery to people. Independent research and documentation of this initiative was done for wide scale dissemination. The same was published in May 2007 by WSP-SA titled ‘Engaging with Citizens’ to Improve Services’.

4.2 Tobacco: Deadly in any form or disguise

“Tobacco: deadly in any form and disguise” school and community based Tobacco Control Intervention of CUTS CART in partnership with the World Health Organization (WHO-India) and the Ministry of Health & Family Welfare, Government of India and in active collaboration with the Dept. of Health & Family Welfare, Government of Rajasthan (GoR) formally took off on Dec. 20, 2006. The project was for a period of nine months from December 2006 up to August 2007 involving 50 selected schools in Jaipur city (both Government & private) and focusing on the section 6 of the tobacco control law in India, which says “*no person shall sell, offer to sale, or permit sale of, cigarette or any other tobacco product-*

- a) *to any person who is under eighteen years of age, and*
- b) *In an area within a radius of one hundred yards of any educational institution*

During the report year, under the project, a poster competition involving the partnering schools of Jaipur city was organised on Saturday, April 28, 2007 at Rotary club hall, Jaipur. The competition was based on the theme ‘Tobacco & Health’. 69 students representing 13 schools participated. In the meeting held at the end, Dr S.P. Yadav, Director, Family Welfare, GoR and Dr Malati Tiwari of Soni Hospital, addressed the students. In addition, 7 road shows also were organised during the month of April & May.

To mark the World No Tobacco Day (WNTD), Road show and Signature Campaign was organised on Wednesday, May 30, 2007. Signature campaign focused on the ‘ban of smoking in public places’. It was at Collectorate circle and at Chandpole Gate. Approx. 200 people including lawyers, policemen, Rickshaw pullers, students pledged their support to the campaign by signing the banner. Road show was also organised near Purana Pagal Khana, Chandpole Gate. Large number of people gathered to observe the show and gave their support by signing the banner.

A State Level Advocacy Seminar was organised on August 21, 2007. This event marked the culmination of the one-year project. It aimed at providing a platform for the representatives of various stakeholders to come together to raise their voice collectively on matters related to tobacco control initiatives. About 75 participants attended the event. Dr Rakesh Gupta (President, Rajasthan Cancer Foundation), Dr A U Rehman (Director, Tobacco Cessation Cell, *Bhagawan Mahavir Cancer Research Centre*) Dr Dharemveer Kateva (Indian Asthma Care Society), Satya Narayan Pareek (Gayatri Parivar Trust) Dr G C Jain, Chief Medical and Health Officer (CMHO 2nd), Jaipur were the guest and the speakers. 20 points for advocacy emerged out of the seminar. The project concluded in August 2007.

4.3 Securities Market Awareness Campaign (SMAC)- 5th Round

Though all consumers are not investors, all investors are consumers of financial services. Considering this aspect, CUTS-CART is actively involved in investor education and protection activities. CUTS is an Investor Association recognized by the Securities and Exchange Board of India (SEBI) and registered with Ministry of Company Affairs, Government of India under Investor Education and Protection Fund (IEPF). In the past, CUTS has implemented investor education and protection programmes with the support of IEPF and SEBI.

SEBI has been mandated to protect the interests of investors in securities and to promote the development of and to regulate the securities market so as to establish a dynamic and efficient Securities Market contributing to Indian Economy. However, many investors do not possess adequate expertise/knowledge to take informed investment decisions. In this backdrop, SEBI launched a comprehensive education campaign aimed at creating awareness among investors about securities market, which has been christened- SMAC. The motto of the campaign is – ‘An Educated Investor is a Protected Investor.’

The workshops are aimed at reaching out to the common investors and are being held primarily in small and medium towns and cities all over the country. The aim of these workshops is to acclimatize the investors with the functioning of the securities market, the basic fundamentals of investment and risk management and their rights and responsibilities. CUTS-CART is actively involved in the SMAC with the support of SEBI from May 2004. During the report year, under the fifth round of SMAC programmes the following 10 workshops were organised as per the details given below.

S. No.	Place	Date
1	Jhalrapatancity, Jhalawar	July 19, 2007
2	Rani, Pali	August 31, 2007
3	Didwana, Nagaur	October 4, 2007
4	Abu Road, Sirohi	October 22, 2007
5	Banswara	November 19, 2007
6	Kishangarh, Ajmer	December 21, 2007
7	Rajsamand	January 24, 2008
8	Dungapur	March 7, 2008
9	Keshwaraipatan, Bundi	March 10, 2008
10	Malpura, Tonk	March 29, 2008

The Centre also received a number of investment related complaints during the year and the same was forwarded to the Complaints handling cell of SEBI and the Ministry of Company Affairs, Government of India.

4.4 National Environmental Awareness Campaign (NEAC)

The Ministry of Environment & Forests, Government of India has appointed CUTS as the Regional Resource Agency (RRA) for Rajasthan under the National Environment Awareness Campaign (NEAC) for three years from 2006-07 to 2008-09. Within the CUTS family, CUTS CART was entrusted with the responsibility to performing as the RRA.

The Ministry of Environment & Forests, Government of India organizes the NEAC every year since 1986. It is the flagship campaign of the Ministry with the objective of creating environmental awareness at the national level. Thirty-four organizations located in different parts of the country have been designated as Regional Resource Agencies (RRAs) this year for assisting the Ministry in conducting and coordinating this Campaign.

‘Bio-diversity conservation’ was the theme for the campaign for the year 2007-08. Six Divisional Level pre-proposal open workshops were conducted in Bhilwara (Ajmer Division), Chittorgarh (Udaipur Division), Bundi (Kota Division), Pali (Jodhpur Division), Churu (Bikaner Division) and Jaipur (Jaipur Division) on 18th, 19th, 21st, 26th, 27th and 28th September, 2007 respectively with the assistance of various local organisations on the theme of NEAC. A total number of 494

proposals received for the NEAC programme during the reprt year. A meeting of the Regional Committee (MoE, GoI) was held on October 23-25 at Ahmedabad to scrutinise the proposals. The committee sanctioned a total of 349 proposals, covering all the 32 districts of Rajasthan, with a budget of Rs. 19,56,000/- . This is a big achievement comparing with the last year.

State Level Workshop was held on January 21, 2008 at Rotary Club, Jaipur. Shri Satish Kumar Jain, Forest Officer and Shri Sohan Lal Saini, Forest Guard, Deprt. of Forest, Govt. of Rajasthan were resource persons. More than 250 representatives of NGOs from all over Rajasthan participated in the workshop. The campaign on the ground was held between January 25 and March 15, 2008. Out of 349 sanctioned NGOs, 344 participated in the campaign. Monitoring visits also was held during this period and the activities of a total of 91 NGOs were monitored directly.

4.5 Promoting Greater Role of the Panchayati Raj Institutions in Rajasthan to Foster Rural Livelihood Opportunities: Meeting the Challenges of Globalisation and Economic Liberalisation”

CUTS-CART in partnership with the Canada Fund Local Initiative (CFLI), Canadian High Commission, New Delhi conceptualized and started a project titled “Promoting greater role of the Panchayati Raj Institutions in Rajasthan to foster rural livelihood opportunities: Meeting the challenges of globalisation and economic liberalization” from December 2006. The project concluded in December 2007.

The Canadian High Commission, New Delhi under the Canada Fund for Local Initiatives (CFLI) supported this project. The overall objective of the project was to strengthen the *Panchayati Raj* Institutions (PRIs) and grassroots organisations in Rajasthan, so that they could help in sustaining the livelihood, keeping in view the challenges posed by globalisation and economic liberalisation to the rural sector.

After identifying the handcraft items, conducting a baseline survey and identification of key issues, training for rural artisans and PRI members were conducted as per the schedule mentioned below.

S.No.	Tentative Date	District	Identified Handicraft item
1	July 13-14, 2007	Jaipur	Training of Trainers (ToT)
2	July 19-25, 2007	Jaipur	Leather Accessories
3	July 31-August 6, 2007	Bharatpur	Reed Stalk
4	August 8-14, 2007	Bikaner	Hand tufted & knotted carpets
5	August 30 – September 5, 2007	Tonk	Bamboo work
6	September 08 – 14, 2007	Bundi	Stone carvings
7	September 18 – 24, 2007	Dungarpur	Aratari work
8	September 27 – 03 October, 2007	Jodhpur	Cotton Carpets

A meeting, to discuss the future plan of action and sustainability of the interventions made through the project and also to facilitate the evaluation process was organized in Jaipur on November 23, 2007. Team of Evaluators from Handloom and Handicraft Development Organisation (HHDO) conducted an external evaluation of the project as required under the project in December, 2007.

Four issues of the newsletter *titled 'Ajeevika Samvaad-A forum for livelihood dialogue'* were published during the project period. Out of this three issues were published during the report year.

Ms. Gail Cockburn, Counselor & Head Aid, Canadian High Commission visited target villages near Jodhpur and spoke in the training for the local artisans on Sept. 28, 2007. Ms. Gail again visited another target location Udaipuria village near Jaipur to meet with the artisans and members of PRI on October 26, 2007. The project concluded by December 31, 2007.

4.6 Combating Corruption in Rajasthan State by using RTI as a tool

CUTS CART in partnership with the Partnership for Transparency Fund (PTF), an international NGO based in Washington DC, USA dedicated to helping civil society to play an effective role in the design, implementation and monitoring of national anti-corruption programs, conceptualised a project titled 'Combating Corruption in Rajasthan State, India, by Applying RTI Act as a Tool'.

The overall objective of the unique project was to generate awareness in the rural areas, provoking/encouraging the common citizens towards application of RTI Act; empowering the CSOs and the vulnerable sections at the grassroots supporting in improving functioning of the existing accountability mechanisms; and advocating with the policy makers for effective implementation of RTI Act for ensuring good governance and accountability. The project was implemented in two administrative districts of Rajasthan state viz., Jaipur and Tonk with a rural community based approach from March 1, 2007.

The project was formally launched on April 18, 2007. The dignitaries participated in the event were Shri. Wajahat Habibullah, Central Chief Information Commissioner, New Delhi, Shri C.D. Arah, Chief Information Commissioner Andhra Pradesh, Shri J.V.R. Murty, The World Bank, Mumbai and Ms. Sonal Thacker, Commonwealth Human Rights Initiative (CHRI), Gujarat. Shri Wajahat Habibullah, Chief Information Commissioner of India, who was the Chief Guest in the meeting, formally launched the project and delivered the inaugural address.

The base line survey, to assess the level of awareness under the project was conducted during July 4-16, 2007. The two days divisional level workshops (DLWs) were organized in Jaipur and in Tonk during July 27-28 and August 6-7, 2007 respectively. The formation of Consortium Group for Combating Corruption (CGCC) also was completed in each of the divisions immediately after the DLWs. 17 Block Level Consultations (BLCs) were organized during August and September 2007. Out of this, 11 was in Jaipur district and 6 in Tonk district. The Mid-Term Dissemination meeting was organized on October 10, 2007 at RICEM conference hall to disseminate the issues emerged out of the baseline survey.

RTI Advisory & Facilitation Stall was put up at the Pushkar Fair Exhibition venue from November 20-24, 2007 to provide necessary information and advice to the rural people on RTI Act and to facilitate rural people to file their applications. Advice and counseling was provided to file a total of 139 RTI Applications in Different Departments. The processes of filing of the applications were facilitated during November 2007 to January 2008. A total of 779 applications were filed under the project facilitated by the members of the CGCC.

The day long Final Dissemination meeting (FDM) was organized on Friday 15, 2007 at the HCM-RIPA, Jaipur with an aim to disseminate achieved outcomes of the project. The key participants were MD Kaurani, the Chief Information Commissioner (CIC), Rajasthan; AK Pandey, Additional Chief Secretary & Development Commissioner, Government of Rajasthan;

Ms. Sohini Paul, Project Officer, RTI Project, Commonwealth Human Rights Initiative, New Delhi and representatives from various “right base advocacy groups”, CGCC members from Ajmer & Jaipur divisions, *Panchayati Raj* members from Tonk & Jaipur districts including Manju Saini, the *Pradhan* (Head) from Shapura block, Jaipur district; academicians; lawyers, media persons and NGOs working on RTI.

The first phase pf the project, formally concluded on February 29, 2008. PTF has appointed Mr. Vinay Bhargava (recently retired as Director, External Relations, World Bank, Washington DC and since then volunteering for PTF, Washington DC) to do an assessment of the project's outcome and impact, and to discuss future project ideas. In this context, Vinay visited Jaipur on March 10-11, 2008 and had detailed discussions with the project staff and management team and also met few members of the CGCC. As a result of the evaluation, an extension phase of the project was proposed to do better analysis of the impact and outcomes of the project.

4.7 Investor Education and Protection Programme

The project was supported by the Ministry of Corporate Affairs, Government of India under the Investor Education and protection Fund (IEPF) and primarily envisaged building of a network of investor protection organisations at the grassroots, by identifying potential individuals and organisations working at the grassroots and building their capacities through training workshops. These workshops created a platform for the rural investors and investor protection organisations to interact with members of the stock exchange, representatives from the regulatory authorities and other subject experts who were invited to the workshops as resource persons and thus helped in creating a culture of investment in the Capital Market.

CUTS proposed a three pronged approach to address the situation by working in and for rural investors of ten different district headquarters of Rajasthan. Three major activities were part of the project.

Firstly, CUTS identified nodal grassroots consumer organisations in 10 selected districts, namely, Jodhpur, SawaiMadhopur, Jalore, Churu, Ajmer, Bikaner, Jhunjhunu, Alwar, Bharatpur and Kota. Two representatives each (mainly the key persons) from these organisations were imparted training by CUTS in Jaipur. The training cum project launch was organized on 22nd December 2007 at the Pink City Press Club, Jaipur in association with ‘The Economic Club’ being managed by a leading newspaper ‘Nafa Nuksan’.

In the *second part*, training workshops of one and a half-day each were conducted in each of the ten identified districts (total of ten workshops) as per the schedule given below with a close involvement of the nodal organisations identified and trained in phase one. Apart from CUTS own subject experts, other resource persons like representatives of local chambers of commerce, stock exchange, businesses, chartered accountants, district administration and lawyers formed the core of the resource team and the workshops were combination of lectures and group work. Booklets, handouts and other relevant literature pertaining to investments were distributed to the participants.

1. Ajmer, December 26-27, 2007
2. Jodhpur, January 21-22, 2008
3. Jalore, January 26-27, 2008

4. Sawaimadhopur, February 8-9, 2008
5. Churu, February 22-23, 2008
6. Jhunjhunu, February 28-29, 2008
7. Bikaner, March 20-21, 2008
8. Kota, March 24-25, 2008
9. Alwar, March 26-27, 2008
10. Bharatpur, March 28-29, 2008

In the third part, there were special lectures/sessions of half day at each place immediately after the workshop for the participants of the workshops under phase two and also for the general public. The keynote speakers to these open houses were eminent persons from the investor protection area. The project concluded on March 31, 2008.

4.8 Consumer Awareness Programme (CAP)

This was the first project implemented by CUTS, with the financial assistance from the Dept. of Consumer Affairs, Government of Rajasthan, after the awareness activities supported from the Consumer Welfare Fund managed by the Ministry of Consumer Affairs, Government of India was transferred to the state Government. The objective of this project was to spread the consumer awareness at the grassroots by strengthening the capacity of the networkers' in 20 selected blocks in Rajasthan within 12 months and to build up a strong consumer movement. The activities were in the following four border categories.

Skill Training Programmes- Part I

The objective of skill training was to impart awareness and skill training to networkers and other volunteers of the block, who were interested to undertake the training. The skill training was particularly in networking, office management and legal issues with emphasis on Consumer Protection Act, 1986 (with special focus on amended provisions of 2002), consumer rights, right to information and other related laws etc.

Consumer Friends Training- Part II

The purpose of organising consumer friends training workshops under phase two of the project was to create a team of networkers/activists, who would in turn take up litigation on behalf of aggrieved poor consumers in the consumer forums. The training was targeted at local employed or unemployed youth, networkers, volunteers, activists and interested persons from any class, profession or area.

Awareness Meetings on specific issues related to Consumer Protection- Part III

Under the third phase, small meetings were organised with focus on specific consumer issues like adulteration, mis-leading ads, right to information etc. The purpose of these is to educate and train the masses in these issues.

Awareness Rallies- Part IV

The purpose of organising these rallies was to invite attention of the local administration and resolve the problems pertaining to the local and second generation consumer issues like PDS, water, electricity, roads, adulteration etc. The participants participated were the volunteers, representatives from government departments, citizens, school children and corporate and sellers. This was the final of the activities of the project conducted at the district headquarter level.

The project was formally launched on 7th April at CUTS-CHD. The participants in the launch were the district co-coordinators of all the ten selected districts, representatives of consumer clubs including their nodal officers, representatives of the consumer groups of all the 14 blocks and

representatives of DSO, Chittorgarh, media and local volunteers. Mr Rajendra Singh Shekhawat, Assistant Collector, Chittorgarh was the chief guest in the launch meeting.

The following 17 trainings were conducted during the report year.

S.N.	Name of the District	Blocks(selected under the project)	Date of the training
1.	Ajmer	Pisangan, Bhinay,	Nov. 21-23 & December 28-30, 2007
2.	Kota	Sultanpur, Itawa	May 9-11 & 29-31, 2007
3.	Alwar	Behror, Alwar	May 19-21 & June 13-15, 2007
4.	Sawai Madhopur	Gangapur, Bonli	July 25-27 & Sept. 12-14, 2007
5.	Bundi	Keshoraipatan, Bundi	August 8-10 & Sept. 19-21, 2007
6.	Bhilwara	Bhilwara, Gulabpura	Oct.16-18 & 24-26, 2007
7.	Pali	Sojat, Rani	Oct. 29-31, 2007 & January 17-19, 2008
8.	Jalore	Jalore, Ahore,	January 29-31 & Feb.25-27, 2008
9.	Nagour	Nagour	March 17-19, 2008

The awareness rallies were held in each of the districts around March 15, 2008, which is the World Consumer Rights Day.

4.9 Assessing 2Qs (Quality & Quantity) Outputs of the ‘National Rural Employment Guarantee Scheme’ (NREGS) in Sirohi District of the Rajasthan, India’

After signing the agreement with the World Bank on the May 30, 2007, the project activities formally started from the June 1, 2007. The main objective of the project was to assess the qualitative and quantitative outcomes of the NREGS implementation in Sirohi, with an aim to test the effectiveness of social accountability approaches in influencing the public expenditure outcomes. The assessment mainly looked at three main aspects of the scheme, highlights of implementation of the scheme; gaps, if any, in the implementation and a set of recommendations to address the gaps.

A scoping visit was made to Sirohi on June 7, 2007. The purpose of the visit was to establish contact with the districts officials, officials responsible for implementation of NREGS, various other stakeholders and also to get a feel of the work carried out under NREGS by visiting a couple of sites.

The formal launch of the project was held on August 9, 2007 at Zilla Parishad Hall, Sirohi. The dignitaries participated in the event were: Siddharth Mahajan, District Collector, Sirohi; Ashfaque Hussain, CEO, *Zilla Parishad*; Anna Ram Borana, *Zilla Pramukh*; Loomba Ram Chaudhary, *Pradhan*, Sirohi *Panchayat Samiti*; and O P Chauhan, Executive Engineer (NREGS) etc. The event witnessed an active participation of around 60 relevant stakeholders representing various civil society organizations (CSOs), PRIs, Government Officials of concerned departments, media persons and beneficiaries of NREGS from the grassroots.

A criterion for Survey sampling was developed and four different set of questionnaires prepared in consultation with the concerned officials at the World Bank and also after getting feedback and inputs from the faculty of research institutions such as Institute of development Studies (IDS), Jaipur. Thee questionnaires were field tested and finalized. An orientation workshop for Field Surveyors (OWFS) was oraganised on Sept. 19, 2007. The final orientation meeting of surveyors was held in Sirohi on October 23, 2007 and questionnaires were distributed to the investigators.

The actual field survey as part of the Citizen's Report Card (CRC) was held between last week of October and December, 2007. The data entry, analysis and consolidation of the findings were done during January-March, 2008.

An exposure Visit to Andhra Pradesh was held during March 1-6, 2008. A team consisted of 6 persons from Sirohi, consisting of Govt. officials, PRI members and representatives of NGOs including O. P. Chauhan, Executive Engineer (NREGS), Sirohi. In addition to visiting various NREGS work sites in two Mandals in Medak district, as arranged by the EGS section, Dept. of Rural development, GoAP, the team also met with concerned officials of the EGS section, including Director EGS, Murali and other stakeholders. The main purpose was to do a comparative study of implementation of NREGS in the states of AP & Rajasthan.

An orientation workshop cum field exercise on Community Score Card (CSC) from March 12-15, 2008. People of Rajasthan are familiar with the usage of the tools such as Social Audit and Right to Information for ensuring social accountability. But first time in the history of the state the Community Score Card (CSC), a high breed technique among the available social accountability tools, was used to assess the implementation of the National Rural Employment Guarantee Scheme (NREGS). The CSC process is a community based monitoring tool that is a hybrid of the techniques of social audit and citizen report cards.

Prof. Santosh Kumar, who was invited as a resource person from the Mahatma Gandhi Labour Institute, Ahmedabad, facilitated the entire process of CSC along with CART team. The CSC tool was applied in *Wateria* and *Rohida Gram Panchayats* (GPs), in *Pindwara* block of the district, in close consultation with concerned officials of the district. The orientation workshop was held in a community center in the *Rohida GP*, where the relevant stakeholders from both GPs were assembled consecutively for four days i.e. March 12-15, 2008. In addition to the *Sarpanchs* of both GPs, *Upa-Sarpanch of Rohida GP*, Ward members of both the GPs, member of the *Zilla Parishad* attending the workshop full-time, O. P. Chauhan, Executive Engineer (NREGS) also attended the workshop briefly. The entire process and outcome of the exercise was documented for wider dissemination.

4.10 Traffic Calming Strategies to improve Pedestrian Safety in India

After revising the project proposal by reducing the target interventions from four cities to one city, the project formally started from November 1, 2007. The project aims to highlight the key flaws in design of Indian road and develop a manual, first of its kind in India. The manual will contain suggestions/recommendations up on "remedial traffic calming strategies" for concerned policy/decision makers, primarily in the departments of Police, Transport, Municipal Corporation, Development Authority and Public Works. Experiences from Sweden and other countries clearly demonstrate the relevance of these strategies. Under this project twenty-four sites out of six locations shall be studied for a detail investigation of road crashes involving pedestrians.

After putting in place a project management team and doing necessary preparations on the ground and establishing contacts with the concerned departments/agencies the project was formally launched on March 3, 2008 in Jaipur. Along with CUTS Secretary General Pradeep S. Mehta, the other dignitaries, who attended the meeting were: Jagdish Chandra, Transport Commissioner of Rajasthan; Kumar Indu Bhushan, Dy. I G Police, Traffic; Prof. Christer Hyden from Lund University, Sweden, Dr. Dinesh Mohan and Prof. Geetam Tiwari from Transportation Research and Injury Prevention Programme (TRIPP), IIT Delhi. Shri Jagdish Chandra formally launched the project and delivered the keynote speech, which was followed by the expert comments by DIGP Traffic Shri Kumar Indu Bhushan. Representatives from various line departments and

stakeholder groups such as Transport Department, Nagar Nigam, Jaipur Development Authority Traffic Police Department etc. and NGOs working on road safety issues attended the meeting.

A training programme for Indian team also was held on March 3-4, 2008 at the CUTS conference hall on the identification of the sites. The objective of this two days training was to guide site selection process to the Indian team. Prof. Christer Hyden along with Prof. Geetam Tiwari and Prof. Dinesh Mohan explained various issues important for selecting a site. They shared their experiences gained through studies in different states of India and abroad. To identify the high accident risk zones, a detail study of total number of pedestrian accidents in a year, was suggested as the first step. The study of human behaviour in different traffic conditions shall also be an integral part of this project. The data regarding

4.11 Capacity Building on Electricity Reforms in Select South Asian Countries (RESA)

CUTS International with the support of the Norwegian Agency for Development Cooperation (NORAD) undertook an initiative over two years (2008-2010) in Bangladesh, Nepal and 2 states of India i.e. West Bengal and Rajasthan to build capacity of consumer groups/CSOs to enable them to deal with the issues involved, take-up action oriented research and carryout advocacy with policymakers and regulatory agencies to effect pro-consumer changes in the electricity regulatory/policy processes. CUTS C-CIER in partnership with CUTS CART (Rajasthan), CUTS CRC (West Bengal), Unnayan Shamannay (Bangladesh) and South Asia Watch on Trade, Economics and Environment (SAWTEE, Nepal) is responsible for the implementation of the project.

The project formally started from March 1, 2008. The formal launch of the project was held in Calcutta from March 13-15, 2008. Sunil Mitra, Principal Secretary, Department of Power, Govt. of West Bengal; N F Tankariwala, Honorary Consulate (Norwegian), Kolkata, as the representative of NORAD, A K Basu, State Planning Board, West Bengal were the guests and resource persons in the launch meeting along with Pradeep S. Mehta. H D Charan (ex- CMD of Jodhpur Discom); R C Sharma (Joint Secretary, RERC) and H P Yogi (CSO representative) from Rajasthan attended the workshop along with Deepak Saxena and other staff from CUTS.

5. Special Endeavors & Highlights

5.1 Gram Gadar Awards

Gram Gadar Awards are given every year for outstanding rural journalists for their work in various sectors. The Gram Gadar Awards for 2006 were distributed by Smt Sumitra Singh, Speaker of the Legislative Assembly, in a small function arranged in her Chamber on July 17, 2007 to the following persons on the respective topics.

1. Right to Information – Mr. Sikader Parik (Rajasthan Patrika, Sikar)
2. Management of Natural Resources – Mr. Gourav Kumar Jain (Rajasthan Patrika, Sikar)
3. Economic Development of Rajasthan – Mr. Vimal Jain (Rajasthan Patrika, Jaipur)

5.2 Vidhayak Samvad

Vidhayak Samvaad is a non-partisan forum of legislators in Rajasthan to discuss issues such as infrastructure, economic, center-state issues etc. initiated by CUTS. The launch of the *Vidhayak Samvad* was held on April 27, 2007 in a meeting at the Legislative Assembly premises. Smt. Sumitra Singh, the honorable Speaker of the Rajasthan Legislative Assembly launched the forum and delivered in the inaugural address.

Highlighting the need and importance of the '*Vidhayak Samvaad*' forum meeting, Pradeep S Mehta, Secretary General, CUTS, said that a need was felt to create such a forum in order to raise

the issues of public importance, and hence, the first meeting of this forum was organised. The subject of the ‘*Samvaad*’ was water and electricity. In the inaugural meeting, 25 MLAs representing all the political parties participated and shared their viewpoints and suggestions on issues related to water and electricity.

The second meeting of the Vidhayak Samvad was held on Sept. 18, 2007 in the conference hall of the *Vidhana Sabha*. 20 *Vidhayaks* actively participated in the *Samvaad*. Smt. Sumitra Singh, Speaker of the State Assembly presided over the event. The participated *Vidhayaks* were representing different political parties. In continuation to suggestions that emerged out in the first *Samvaad*, for “water” and “electricity” sector by the *Vidhayaks*, the second meeting succeeded in forming a consensus through intensive discussions and was decided to form an all party committee to take the initiative forward.

5.3 Consumer Complaints Handling, Information & Advisory Services

During the report year, the Consumer Information Cell (CIC) situated in CART office handled a total of 55 main complaints, in addition to providing information and advisory services to a large number of consumers through direct counseling, and also through e-mail and telephone. Out of the total complaints handled 22% was related telecom services; 13% related to Banking services; 9% related to post/courier; 11% related transport/parking; 8% was related insurance; 15% was related to the sale of inferior quality of goods; 7% related to power services and 15% unsatisfactory services in other miscellaneous areas. In addition, information and materials about consumer protection was provided by the cell to a large number of people, including researchers during the year.

5.4 Involvements in the area of Governance & SAc

5.4.1 Mission to Bangladesh

As part of the International resource team on social accountability with the World Bank Institute on Sustainable Development (WBISD), Washington DC, George Cherian visited Dhaka (Bangladesh) to facilitate a ToT on ‘Social Accountability & Community Score Card’ from May 9-18, 2007. The training for the facilitators was held in Dhaka from May 9-12, 2007 and the ToT was held at the BRAC Centre for Development Management, Rajendrapur, about 65 kms away from Dhaka, from May 13-17. Social Development Foundation (SDF) was the local organiser along with the World Bank-Bangladesh, and the participants were the staff and community members from the World Bank supported projects.

5.4.2 Learning Event on SAc in Paris

George Cherian attended a Learning Event on 'Generating Genuine Demand with Social Accountability Mechanisms' organised by Communication for Governance & Accountability Program (CommGAP) of the World Bank on November 1 – 2, 2007 at World Bank Office, Paris. GC presented a paper on 'Analyzing the public sphere/political context: Learning from India'. The workshop was aimed at drawing lessons from the experiences of practitioners, researchers, government officials and policymakers from around the world in using various Social accountability tools.

5.4.3 SAc Curriculum Development in South Asia

The World Bank Institute organized a two-day brainstorming Workshop on ‘Social Accountability (SAc) Curriculum Development in South Asia’ on November 19-20, 2007 in New Delhi. The World Bank is planning to support the efforts of several institutions in the South Asia region to develop certificate or post diploma -learning programs in the area of Social Accountability (SAc). The larger context for the workshop was aimed to assist a select number of

training institutions to establish training programs on the topic of Social Accountability (SAc). George Cherian actively participated in the workshop on both the days.

5.5 World Bank: NGO (Health Focus) Consultation

The World Bank jointly with CUTS CART organised a consultation of NGOs in Rajasthan working in the health sector, primarily on centrally sponsored programmes such as RCH, TB, HIV/AIDS etc., on Monday, February 4, 2008 in Jaipur. The following were the focus of the discussions.

1. Extent to which CSO advocacy has led to improved accountability in general, and in health.
2. How can one make health managers (and elected officials) pay close attention to the tracking (methods adopted by the government or by the project itself) of the performance of a particular programme/project, what roles are played by the community and the local NGOs.

A total of 20 participants from 17 prominent organizations participated and shared their views and experiences. Tekabe Belay, Senior Economist, The World Bank, Washington DC and Kumar Amrendra Singh, Social Development Specialist, World Bank, New Delhi facilitated the discussions along with CUTS CART team.

5.6 Observation of World Consumer Rights Day -Lunch Box Challenge Survey, Mar. 15, 08

CUTS CART conducted a survey titled 'Lunch box challenge', among the school children in Jaipur city, on the eve of the World Consumer Rights Day (WCRD) to assess their preference of food in the lunch box. The survey revealed that 65 percentage children like junk/fast food as their preferred item in the lunch box and 43 percentage of children prefer aerated and canned drinks. The sample survey was conducted among the students of classes 4 to 9 in the age group 9-14. 269 students from 8 schools in Jaipur city participated in the sample survey. Out of the total students participated in the survey, 58 % were boys and 42 % were girls.

Every year, the World Consumer Rights Day (WCRD) is observed on March 15, and this year the theme is 'Junk Food Generation', to call the attention of the international community to the campaign against the marketing of unhealthy food to children. Unhealthy diets are a major cause for several diseases. The World Health Organisation (WHO) has identified being overweight as a global problem, pointing out that more than 300 million people are obese. About 22 million children around the world under the age of five are already overweight or obese and there is a need to act to prevent the spread of the childhood obesity epidemic. The survey finding clearly shows the need for the advocacy and campaign for an international code on the marketing of junk food to kids.

6. Outreach activities (including publications)

In addition to *Gram Gadar*, the following are the regular publications of CUTS-CART, which is the main tool for outreach activities:

- *Paanchwan Stambh (in Hindi)*,
- *Catalyst (E-newsletter in English)*

In addition, the following articles, research paper and study reports also were published.

- Rajasthan, India: An Assessment of the Mid-Day Meal Scheme in Chittorgarh District, August 2007 (internet version), Social Accountability Series (Case Study No.3), South Asia Sustainable Development Division, The World Bank (GC & KCS)

- ‘Generating Genuine Demand with Social Accountability Mechanisms - Learning from the Indian Experience’ (internet version) paper presented at the Learning Event organized by the World Bank on November 1-2, 2007 at the World Bank Office, Paris (GC)
- Changing face of Governance (edit page article), Deccan Herald, February 28, 2008 (GC)

7. Mini Retreat, July 28, 2007

CART Mini Retreat was held on Saturday, July 28, 2007 at RICEM. In addition to reviewing the ongoing projects, detailed discussions were held regarding the funding strategy, positive developments and the critical limitations. All the 10 staff members of CART attended the retreat.

8. Meeting of the Advisory Committee of CART, January 19, 2008

During the report year the Advisory Committee met once. The meeting was held on Saturday, January 19, 2008 at 11.00 a.m. in the CART office. In the absence of the Chairperson, Dr. Sharada Jain, on request, Mr. I.C. Srivastava, chaired the meeting. Prof. C. S. Barla, Dr. (Ms.) Maya Tandon, Dr. (Ms.) Anita Mathur, Mr. Sharad Joshi and Mr. P.N.Bhandari attended.

9. Representations

Date & Place	Events & Organiser	Issue/objective	Participant(s)
April 16-17, 2007, Delhi, India	Two days workshop on ‘ISO 26000 Guidance Standards on Social Responsibility: its implications for Developing Countries’ organised by: BIS, New Delhi and VOICE, New Delhi in association with Ministry of Consumer Affairs, Govt. of India.	Social Responsibility	• DS
April 23, 2007, Jaipur, India	IDSJ Silver Jubilee National Seminar on “Rain fed Agriculture in India-Perspectives and Issues in the Changing Economic Environment	Rain fed Agriculture	• GC • RKS
May 2, 2007, Jaipur, India	Regional consultation organised by the National Commission for Enterprises in the Un-organised Sector (NCEUS) in collaboration with the Institute of Human Development, Delhi and Institute of Development Studies,	Enterprises	• MD6
May 9-10, 2007, Jaipur, India	Two days workshop on ‘Rajasthan Aajeevika Anveshan’ in Jaipur organized by Rajasthan Mission on Livelihoods (RMoL) in partnership with Association for Rural Advancement through Voluntary Action & Local Involvement (ARAVALI).	Rural Livelihoods	• MD6
May 9-18, 2007, Dhaka, Bangladesh	Training of Trainers on ‘Social Accountability & Community Score Card’	Social Accountability	• GC
May 17-18, 2007, Delhi, India	Two days ‘National workshop for capacity building on Bloomberg Global Initiative to Reduce Tobacco Use’ organised by HRIDAY (Health Related Information Dissemination Amongst Youth)-SHAN (Student Health Action Network) in partnership with Ministry of Health and Family Welfare, Government of India.	Reducing Tobacco use	• RA
May 23, 2007, Delhi, India	3 rd Civil Society Review Meeting of the National Common Minimum Programme (NCMP) organised by <i>Wada Na Todo Abhiyan</i> (WNTA).	Civil Society Review	• RKS
June 13-21, 2007, Bangalore, India	Nine days training course in ‘Leadership and general Management for Bloomberg Global Initiative to Reduce Tobacco Use’ organised by India Resource Centre (IRC)	Reducing Tobacco Use	• RA
June 11, 2007, Mumbai, India	Quarterly meeting of the Investors’ Associations (IAs) registered with SEBI	Investor Education	• GC

July 11, 2007, Jaipur, India	Rajasthan Social Watch First Report Planning meeting organised by CECOEDECON	Social Watch	• AB3 • OPA
August 20-21, 2007, Kuala Lumpur, Malaysia	CI Regional Members Meeting for Asia and the Pacific organised by CI Regional Office for Asia and the Pacific (ROAP) to formulate global strategic plan	Global Strategy on consumer issues	• DS
August 23-25, 2007, Jaipur, India	A three days workshop on "Gender Approach to Health Care in Rajasthan" was organised by Indian Institute of Health Management Research (IIHMR) and Rajasthan Health Systems Development Project (RHSDP) GoR.	Gender Approach to Health Care	• ST • GC
August 24, 2007, Jaipur, India	Training for the senior officials of various Co-operative Societies organized by Rajasthan Institute of Co-operative Education and management (RICEM).	Consumer Protection & Good Governance	• RKS
August 30, 2007, Jaipur, India	Workshop on RTI organized by HCM-RIPA and the IC Centre for Governance New Delhi for the PIOs of various Govt. Depts.	Right to Information	• GC
August 28-30, 2007, Delhi, India	Indo-US Workshop on Motor Vehicle Injury Prevention and Control	Injury Prevention	• DS
September 5, 2007, Delhi, India	Workshop on 'Future Vistas for Food Safety' organised by the Quality Council of India (QCI) jointly with the Ministry of Food Processing Industry (MFPI), Government of India	Food Safety	• GC
September 6-7, 2007, Jaipur, India	Western-Central India Regional Workshop on 'Biodiversity, Regulation: Legality and Reality' co-organised by the CECOEDECON, Rajasthan along with FTN-Asia, <i>Kalpavriksh</i> , New Delhi and in collaboration with GRAIN, New Delhi.	Bio-diversity Regulation	• RKS
September 22, 2007, Jaipur, India	Meeting with NGOs on Convention of Child Rights orgnasied by the Institute of Development Studies at the IDSJ	Child Rights	• ST
November 1-2, 2007, Paris, France	Learning Event on 'Generating Genuine Demand with Social Accountability Mechanisms' organised by Communication for Governance & Accountability Program (CommGAP) of the World Bank	Social Accountability	• GC
November 6, 2007, Jaipur, India	Consultative Meeting with NGOs organized by Rajasthan State Human Right Commission (SHRC).	Human Rights	• DC
November 19-20, 2007, New Delhi, India	Two-day brainstorming Workshop on 'Social Accountability (SAc) Curriculum Development in South Asia' organised by the World Bank	Social Accountability	• GC
November 28-30, 2007, Indore, India	Sensitization programme on Juvenile Justice (Care and Protection of Children) Act, 2000 and its Amendment in 2006 at National Institute of Public Cooperation and Child Development (NIPCCD), Western Regional Centre	Juvenile Justice	• DC
November 30, 2007, Delhi, India	Working meeting organised by WSP, World Bank to discuss collectively and refine the proposed Urban Water & Sanitation Services (UWSS) community monitoring strategy.	Community Monitoring	• OPA
December 20, 2007, Jaipur, India	Core group meeting of the 'Rajasthan NGO Alliance' at the Save the Children office, Jaipur	NGO Alliance	• RKS
December 8, 2007, Jaipur, India	Public Dialogue on Good Governance & Access to Information with special focus on RTI Act (2005) organised by Center for Advocacy and Search organized.	Good Governance	• ABP
December 17-19, 2007	Restitution workshop as part of the Core Country Program Evaluation (India) of the Oxfam Novib	Core Country Programme evaluation	• GC

December 29, 2007, Jaipur, India	National workshop on 'Empowering Mineworkers: Actions Taken and the Road Ahead' at Hotel Holiday Inn, Jaipur on Dec. 29, 2007. The workshop was organized by the GRAVIS jointly with its network alliance.	Empowering Mineworkers	• RKS
January 24, 2008, Jaipur, India	Brainstorming session during the inception meeting on Rural Business Hubs (RBHs) organized by ACCESS Development Services	Rural Business Hubs	• OPA
January 29, 2008, Jaipur, India	Core group meeting of the 'Rajasthan NGO Alliance' at IDSJ.	NGO Alliance	• GC
February 12-13, 2008, Lucknow, India	Two day 'consultation for state action plans to counter Child Abuse' organised by NIPCCD (National Centre for Public Cooperation and Child Development) and MWCD (Ministry of Women and Child Development)	Child Abuse	• ST
February 19, 2008, Jaipur, India	Workshop on 'Development Initiatives led by Older People and the Way Forward' organised by <i>Gramin Vikas Vigyan Samiti</i> (GRAVIS) and Help Age International (HAI)	Initiatives led by Older People	• RKS
February 22, 2008, Jaipur, India	Orientation on the Asian Development Bank's Accountability Mechanism: Consultation Phase and Compliance Review Phase	Accountability	• GC
February 23, 2008, Jaipur, India	Symposium on 'Right to Information: Action now' at the Pink city press club, orgniased by the Public Relations Society of India along with Pink city Press Club, Jaipur.	Right to Information	• GC • AB3 • ABP
February 25, 2008, Mumbai, India	Meeting of the Investor Associations recognised by SEBI	Investor Education	• GC
Febraruay 26, 2008, Jaipur, India	Consultation on "The Status of Panchayati Raj Institutions in Rajasthan" jointly organised by MoPR, IRMA and PRIA.	Panchayati Raj	• OPA
February 27-28, 2008, Hyderabad, India	National Colloquium on "The Right to Information Act: Impact on Governance and Service Delivery' organised by Centre for Good Governance (CGG), Hyderabad and Yashwant Rao Chavan Academy of Development Administration (YASHADA), Pune	Right to Information	• GC

10. Associations/Affiliations

- 10.1 International Resource Team on Social Accountability of the World Bank Institute on Sustainable Development (WBISD), Washington DC, USA
- 10.2 Demand For Good Governance (DFGG) Learning network of the World Bank
- 10.3 South Asia Social Accountability Network (SASANet) of the World Bank
- 10.4 Network for SAc Curriculum Development in South Asia of the World Bank
- 10.5 South Asia Youth Environment Network (SAYEN)
- 10.6 State Advisory Committee of the Rajasthan Electricity Regulatory Commission (RERC)
- 10.7 CAB (City Advisory Board) of the ChildLine, Jaipur
- 10.8 Central Consumer Protection Council (CCPC), Government of India
- 10.9 Core Group, Rajasthan NGO Alliance
- 10.10 State Steering Committee, National Tobacco Control Programme, Government of India
- 10.11 Advocacy Forum for Tobacco Control (AFTC), India