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

Annual Report

Activities from April 1, 2009 to March 31, 2010

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. This list was revised last year and now with few new members joining and some old members moving out:

Members	<ol style="list-style-type: none">1. Dr. Sharada Jain, Chairperson of the Advisory Board Educationalist & Advisor, SANDHAN, Jaipur2. Padma Bhushan V.S. Vyas, Professor Emeritus, IDS, Jaipur3. V.S. Dave, Former Judge, Rajasthan High Court, Jaipur4. P.N. Bhandari, Former Chairman, Rajasthan State Electricity Board, Jaipur5. Anita Mathur, Social Activist, Jaipur6. Madhavi Joshi, Centre for Environment Education (CEE), Ahmedabad7. Dr. Ashok Bapna, Director, IILM Academy of Higher Learning, Jaipur8. Prof. K.B. Kothari, Managing Trustee, 'Pratham Rajasthan', Jaipur9. Sunny Sebastian, Special Correspondent, The Hindu, Jaipur10. Dr. B.L. Swami, Professor, Deptt. of Civil Engineering, Malviya National Institute of Technology, Jaipur
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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 (with focus on accountability and access to information)
- Utility Reforms (Power & Telecom)
- Sustainable Mobility (which includes road safety)
- Women & Child Rights
- Sustainable Development (which includes MDGs, environment, livelihoods etc.)

4. Projects

(covering the period 1st April 2009 to 31st March 2010)

- Reforming the processes in the Rural Development Department through policy and civic engagement, based on RTI Act, 2005 in Rajasthan, India' (RePoRDD) *(May 2009-September 2010)*
- Ensuring service delivery through measuring rate of absenteeism in 30 health centers in, Tonk District, Rajasthan' with Transparency & Accountability Programme (TAP), Results for Development Institute Inc. (R4D), Washington DC *(August 2009-October 2010)*
- Grassroots Reachout and Networking in Rajasthan through Consumer Action (GRANIRCA) with the support of Ministry of Food, Public Distribution and Consumer Affairs, Govt of India. *(January 2010 to December 2012)*
- SAc Curriculum Development in South Asia with the Administrative Staff College of India (ASCI, Hyderabad) for writing 2 modules of E-content on social accountability for WBI
- National Environmental Awareness Campaign (NEAC): RRA for Rajasthan in partnership with the MoEF, GoI *(2009-10)* Theme: Climate Change
- Capacity building on Electricity Reforms in South Asian Countries (RESA) - Rajasthan Partner with the support of NORAD *(February 2008-February 2010)*
- Tobacco Control campaign by mobilizing key stakeholders in Rajasthan in partnership with MoH & FW, GoI & WHO (India) *(June 2008-May 2009)*
- Get Active: Health Promotion Programme in schools in partnership with HRIDAY *(November 2008-July 2009)*
- Crafting the market for SAc approaches & tools in the supply side constituencies through strategic communication and dissemination in partnership with the World Bank *(March 2009-January 2010)*
- 'Traffic Calming Strategies to Improve Pedestrian Safety in India' in partnership with SIDA *(November 2007-October 2009)*
- Securities & Market Awareness Campaign (6th Round) with the support of SEBI *(September 2008-June 2009)*
- Securities & Market Awareness Campaign with the support of Bombay Stock Exchange (BSE) *(1st Round)*

Activities initiated during the project:

4.1 Reforming the processes in the Rural Development Department through policy and civic engagement, based on RTI Act, 2005 in Rajasthan, India' (RePoRDD)

(May 2009-September 2010)

Background

The project was approved by PTF on April 18, 2009 with a total budget of USD 32,000. The project is titled 'Reforming the processes in the Rural Development Department through policy and civic engagement, based on RTI Act, 2005 in Rajasthan, India' (RePoRDD). The duration of the project phase II was one year started from May 01, 2009 to April 30, 2010 and intervention areas was Jaipur (all 11 rural blocks barring 02 urban blocks) and Tonk (all the 06 blocks) districts.

During the period

- Arrangements were made to set up as well as to begin the functioning of the 'RTI Advisory and Information Cell' at CART office from May 1, 2009.
- Visits were made to the office of the RTI support group and PRIA. Scoping cum rapport building field visits of all the blocks of Tonk and Jaipur districts were made to identify the

potential citizens and NGO representatives, who were interested into working in the area of Access to Information proactively.

- Based on the meetings and interactions, a list of 31 potential people from Jaipur and 40 from Tonk districts was prepared, who were invited for the district level orientation programmes.
- Project Launch cum CGGC Orientation Workshops were conducted during the month of June at the district level in Jaipur and in Tonk on June 13-14 & 18-19 respectively.
- Exposure Visit of Bangladeshi delegation to CUTS & Model *Gram Panchayat*: A five-member delegation in the leadership of Namrata Yadav, Research Assistant, CHRI, Delhi visited CUTS in the afternoon on June 05, 2009. The remaining four members were project officials from a NGO working for rural population and on Access to Information in Bangladesh. The delegation met with MSS2 and OPA and gave an orientation about CUTS, CUTS CART, programmatic areas and current interventions especially related to Good Governance and Access to information including PTF project.
- Two orientation workshops for surveyors were organised, one at hotel Kanta Palace, Jaipur on July 14, 2009 and another one was at Janaki Bai Dharmashala, Tonk on July 18, 2009. 20 participants at the orientation in Jaipur and 13 in Tonk.
- Monitoring visit: A visit was made by MSS2 & DC to over see the ongoing survey in *Niwai* and also to Model Gram Panchayat *Gunsi* under *Niwa*.
- Field Survey & Filing of RTI Applications: The main activity, during the reporting month, was the RGR & CVA survey in all the seventeen blocks of Jaipur and Tonk districts.
- Field Visits & Meeting with Key stakeholders: MSS2 visited MRGP *Mundia*, *Niwai* many times and met with the *Sarpanch*, *Collector and other officials etc* and discussed the project activities and the role of the Sarpanch and Gram Sachiv in making the programme a success.
- The Citizen Report Card (CRC) was done at Mundia GP and analysis was also done.
- At MRGP level RTI evening classes were conducted in both the MRGPs (Harsulia and Mundia).
- 4 Years of RTI in India: A seminar on 'Four years of RTI in India: Rajasthan scenario' organised on October 23, 2009 at RICEM in collaboration with CHRI.
- Exposure visit to Kerala: A 10-member delegation went for an exposure visit to Kozhikode, Kerala arranged under RePoRDD project from Nov. 13-18, 2009. The exposure visit aimed mainly to see the established system at the Gram Panchayat level specifically the application of RTI at various level, peoples' planning process, e-governance, economic viability of GPs and other best practices out there and learning these things with an intention to replicate here in Rajasthan specifically in the selected Gram Pantheist for setting up model Gram Pantheist. The delegation visited two GPs namely Puthuppady and Karasseri of Kozhikode district and keenly observed and seen the infrastructure facilities, tax/revenue collection pattern and single window system for service delivery were amazing to see, since they all have not seen such a system anywhere in Rajasthan at any level in Panchyati Raj.
- Exposure Visit to CUTS: A delegation from South Asian Countries facilitated by CHRI visited CUTS office on Nov. 07, 2009 to know about the CUTS work on 'Access to Information'.
- The Block Level RTI Chaupals were conducted to disseminate the survey findings and getting feedback on this including providing a platform to the corruption victims so that they could be educated to tackle it and share it with other participants.
- Block level RTI Chaupals were conducted in Jaipur district at Viratnagar on Feb 6th, 2010, Shahpura Feb 10th, 2010, Govindgarh Feb 13th, 2010 and Jamua Ramgarh Feb 20, 2010.
- Mid-term Dissemination Meeting, Feb. 23, 2010 on February 23, 2010 at Jaipur under the project. The workshop was envisaged to disseminate the key findings of 'RTI Ground Realities and Corruption Vulnerability Analysis Survey' done in select three schemes, namely NREGA, SGSY and Indira Awaas Yojana of state rural development department and at the same time

taking critical views / comments / opinion and suggestions from participants based on their hands on experiences in relevant working areas.

- A brief event report of all the seventeen Block level RTI Chaupals (BLRCs) was prepared including the brief detail of RGR survey findings and views of participants. Two PIOs training programme were organized at Mundia, Tonk on 12th March 2010 and Harsulia, Jaipur on 23rd March 2010. In these training workshops, newly elected *Sarpanch*, *Gram Panchayat* members and *Sachivs* were imparted a detailed training on RTI Act, 2005.

4.2 Ensuring service delivery through measuring rate of absenteeism in 30 health centers in, Tonk District, Rajasthan' with Transparency & Accountability Programme (TAP), Results for Development Institute Inc. (R4D), Washington DC

(August 2009-October 2010)

Background

Project on community monitoring of health services under Transparency and Accountability Programme (TAP) of the Results for Development (R4D), Washington DC titled 'Service delivery through measuring rate of absenteeism in 30 health centers in Rajasthan' was approved on June 9, 2009.

During the period

- As a part of scoping visit, few PHCs named Gahlod, Lawadar of Tonk Block and Lawa of Malpura block were visited on Oct. 09, 2009. The concerned catchments area was also visited for the purpose of getting the information over the present status of service delivery, which helped in formation of Citizen Report Card for assessment of service delivery at the PHCs.
- Testing of CMC & Feedback: Selection of monitors for 10 PHC was done by the partner NGOs. A draft community-monitoring tool was designed and tested for preparing final monitoring tool. Total eight NGO partners participated in the meeting to share their experience of field-testing of community monitoring cards (CMC).
- For intensive monitoring of the TAP project in Tonk district, Mr. Shyam Sunder Vijay was appointed as a District Coordinator. He has joined duty with effect from November 2, 2009.
- An orientation workshop for partnering NGOs on community monitoring process was organized at MMM School, Tonk on Nov. 4, 2009. Final version of the Community Monitoring Cards (CMCs) were distributed to all partners and the methodology of CMC was discussed in detail. All partners were given responsibility to provide orientation to the selected field level monitors with the support of CUTS team.
- Six orientation workshops for selected monitors were conducted by partnering NGOs under TAP Programme in Tonk on November 09 & 10, 2009. Project team facilitated the workshops. Participating monitors were informed about the project and its objectives. Monitors were informed about the process of using the Community Monitoring Cards (CMC) and its methodology. CMC along with the time schedule was distributed to all monitors.
- After orientation of partnering NGOs and selected field level monitors, community monitoring process of 30 selected PHCs was done from November 16, 09 in Tonk district under TAP, which lasted until December 19, 2009.
- The formal launch of the project, was held in Tonk on December 22, 2009 at Jila Parishad Conference Hall, Tonk. Ramvilas Choudhary, *Jila Pramukh*, Tonk was the chief guest of the meeting. Dr. R K Jawa, Additional Chief Medical & Health Officer, Subur Khan, District Programme Manager NRHM and more than 70 participants including officials from district health department, medical officers of PHCs, representatives of civil society organizations,

health workers, selected community monitors, media representatives were present in the meeting. GC delivered introductory remarks and OPA presented overview of the project. Print and electronic media gave a good coverage of the programme.

- The TAP team along with partner Kishan Gurjar visited Tonk district on Feb. 05, 2010 for field-testing of questionnaires under TAP activity. The team visited village Dardaturki and Parsotiya and the PHCs in these villages. They met with staff of these PHCs and discussed in detail for testing the questionnaires (Interview Schedule). Same time focus group discussion was held with the villagers for testing the CRC.
- An orientation workshop was organized on Feb. 15, 10 at Sardar Patel School, Tonk Representatives of all ten TAP partner and 22 selected surveyors from different villages of Tonk participated in the workshop. The process and methodology to conduct CRC and Interview of service providers, budget and time line were discussed in detail with the participants. OPA & ADS along with SSV was responsible for coordination of all the activities under the project.
- OPA and ADS along with SSV and partners under the project made a visit to *Gahlod Gram Panchayat* on March 22, 2010 as a part of an effort to create a model of community monitoring through the project activities. A meeting with various stakeholders at GP level could take place.

4.3 Grassroots Reachout and Networking in Rajasthan through Consumer Action (GRANIRCA) with the support of Ministry of Food, Public Distribution and Consumer Affairs, Govt of India. (January 2010 to December 2012)

Background

Lack of consumers' access to adequate information, improper understanding about the redressal mechanism/procedure as well as other socio-economic vulnerabilities of individuals and households are the reasons that the under-privileged classes are not getting 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 implement 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's interests, which will, in turn, would contribute towards the national interest. The objective of the project is to generate a more capable consumer by way of equipping him with knowledge and skills and build up zealous grassroots' activists through intensive training, capacity building and orientation programmes on consumer protection issues to create an enabling environment at the grassroots. The project is for a period of three years, i.e. January 2010 to December 2012 covering all seven divisions of Rajasthan, comprises 12 districts namely Tonk, Chittorgarh, Kota, Bundi, Alwar, Banswara, Jodhpur, Jalore, Churu, Sikar, Dholpur and Dausa.

During the period

- Memorandum of Understanding (MoU) was signed between the Ministry of Consumer Affairs, Food, Public Distribution, Government of India and CUTS in Delhi on Jan. 8, 2010, to establish a partnership to support the project titled "Grassroots Reach out and Networking in Rajasthan through Consumer Action" (GRANIRCA). Joint Secretary, Sanjay Singh, Ministry Consumer Affairs and George Cheriyan (GC), Director, CUTS signed the MoU in Delhi. G.N. Sreekumaran (Director (CWF), Dept. of Consumer Affairs, Rakesh Kumar (Under Secretary, Dept. of Consumer Affairs)

- After the preliminary in house discussions and finalization of OSN, various activities under GRANIRCA started during the month. The new districts and the partners were finalised and accordingly, the OSN was revised. The revised list was submitted to the Ministry on Feb. 5, 2010. Probable names for PARG were finalized and invitations were sent out requesting for consent. The MoA & the ToR was prepared and finalized after in house discussions. A survey to assess the awareness level of the partners with regard to consumer rights and protection were conducted, the responses were compiled and analyzed. The first partner's meeting was held on 24th February 2010, where all the partners were present and the project brief, compiled report of their awareness on consumer issues and the role to be played by them during the whole project was discussed at length. The MoA & ToR with each partner was signed during the meeting.
- In the month of March, the work related to preparing and uploading of GRANIRCA web page and first e-newsletter got done. The project launch was also held on 17th followed by partners orientation on 18th March 2010. In the project launch, Minister for Food, PDS and Consumer Affairs of Rajasthan, Mr Babu Lal Nagar; Secretary of Food, Civil Supplies and Consumer Affairs, Govt of India, Mr Rajiv Agarwal; Mr M L Mehta, President, CUTS; Justice S K Garg, President, State Consumer Dispute Redressal Commission were the people on the dais along with Mr Pradeep Mehta. The brochure of the project was released and the web page was launched by the Secretary, Consumer Affairs. The meeting was attended by many stakeholders including officials from state food department, members of many district consumer forums, registrar, SCDRC, reps of CSOs, other link departments, service sectors directly dealing consumers like post office, telecom etc, district partners and media reps. The meeting was well attended and covered both in print and the electronic media.
- Later, after the launch, partners' orientation was also held with 24 participants taking part in it. The first session was taken by Justice V S Dave, former President, SCDRC followed by other sessions taken by Mr Haneef Mohd, ex President, Jaipur District Forum II and Mr Rajesh Jain, Advocate and expert on consumer laws. Deepak Saxena and Amarjeet Singh also took a session each. Future activities including research survey to be conducted as the next activity was discussed at length with the partners.

4.4 SAc Curriculum Development in South Asia with the Administrative Staff College of India (ASCI, Hyderabad) for writing 2 modules of E-content on social accountability for WBI

Background

An MoU with ASCI (Hyderabad) for writing 2 modules of E-content on social accountability for WBI was signed on Oct. 23, 2008. As per the MoU, CART team was responsible for writing the modules on 'Sustainability' & 'Impact Assessment'.

During the period

Under the MoU with the Administrative Staff College of India (ASCI, Hyderabad) for writing 2 modules of E-content on social accountability for WBI, OPA under the guidance of GC prepared 4 case studies and was submitted to ASCI. Based on comments from ASCI, few changes were made in the Case Studies and re-submitted.

4.5 'Traffic Calming Strategies to Improve Pedestrian Safety in India' in partnership with SIDA (November 2007-October 2009)

Background

The project started from November 1, 2007 with an aim to highlight the key flaws in design of Jaipur roads and produce recommendations to the State Government and also disseminate the key findings in few other cities. Under this project twenty-four sites out of six locations of Jaipur were studied for a detail investigation of road crashes involving pedestrians.

During the period

- The TCS team made several visits to the concerned depts./agencies such as JDA, JMC, Transport Dept. to follow the implementation of the first set of measures proposed and submitted to JDA for implementation along with the detailed maps of the intersections. On April 22, JMC Chief Engineer, along with VKG visited CUTS, to have a look at the proposed intersection site close to CUTS HO. In continuation, JMC Engineer Mr. D. Gupta, inspected the proposed intersection site close to CUTS HO and asked for drawings of required structure. The matter was consulted with CH and VKG after measuring the available width of all four arms by TCS team on April 24th, and the proposed measure was finalized. The pending conflict analysis work has been equally distributed among TCS team members, with a target to analyze 45.5 hours of recorded videos prior to CH's visit. Teams' video analysis status is: VR2: 29 hours, AR: 28 hours, AKJ: 20 hours. The preparation for the scheduled visit of Prof. Hyden, along with his colleague from May 8-15, mainly to focus on the dissemination meetings, is in progress.
- Swedish team (CH & AS) visited Jaipur from May 8-15, 2009. Apart from making discussions on implementation first set of recommendations, selection of second set of sites, conflict mapping, dissemination workshop schedule, TCS project extension phase and future project with Lund and SIDA, IT was trained to measure speeds with the help of Radar Gun.
- Pre-visits made to Khirni Phatak and Shalimar Crossing on May 28, '09 and Sanganer, Malpura Gate on May 29, '09.
- First Regional Dissemination Meeting held at Hotel Jaipur Palace, Jaipur. 52 participants attended the meeting, which includes State Transport Minister Brij Kishore Sharma and Arati Davis, National Coordinator and Anna Springfors, First Secretary from SIDA. CH, AS & DM also attended the meeting along with PSM, GC, DS, DC, AR, VR2 & AKJ from CUTS.
- Second Regional Dissemination Meeting held at Indian Institute of Science, Maleswaram, Bangalore. More than 60 participants attended the meeting including S. Z. Pasha, Chairman, BMTCL, Gaurav Gupta MD, KSRTC and Dr. Rajagopal, Special Private Secretary to Transport Minister, Kerala. CH, AS also attended the meeting. Same evening AR traveled to Mumbai, GC & VR2 returned to Jaipur.
- Third Regional Dissemination Meeting held at All India Institute of Local Self Government, Andheri organised in association with Mumbai Grahak Panchayat (MGP) as local hosts. 42 participants attended the meeting including Amarjeet Singh, ACP, Traffic Police and transportation experts like Sudheer Badami. CH, AS & DM also attended the meeting.
- Fourth Regional Dissemination Meeting held at Hotel Floatel with local hosts as CRC and BESU Shibpur. Around 50 participants attended the meeting including Saugata Roy, MoS, Urban Development, GoI, Sumantra Choudhury Additional Chief Secretary, (Transport), GoWB, Dr. A. K. Ray, VC, BESU, K. Hari Rajan, Additional Commissioner, Police (Traffic) etc. CH, AS & DM attended the meeting along with GC, AR & CRC staff.
- National Dissemination cum Advocacy Meeting held at India Habitat Centre. 59 participants attended the meeting including Kerala Transport Minister Jose Thettayil, Meghalaya Parliamentary Secretary A Pariong, experts like Dr. P. S. Pasricha (former DG Maharashtra), D. P. Gupta (Former DG MoRTH) and technical groups from various government bodies and institutes working on transportation and road safety issues which lead to a focused

discussions and systematic recommendations. Resident Counselor SIDA Claes Leijon graced the occasion as the Guest of Honour.

- 2009.10.29: Meeting with SIDA at the Swedish Embassy. GC along with IT and ST attended the meeting. Resident Counselor Claes Leijon and National Coordinator Arati Davis were present from SIDA to discuss re-sanctioning of project towards extension phase of six months for wider dissemination of the findings.
- VR2 & AKJ prepared the first draft of the event reports of all the TCS regional dissemination meetings at Jaipur, Bangalore, Kolkata and Mumbai, report of Closer Group meeting and National Dissemination and Advocacy Meeting, New Delhi. Also prepared the final report for SIDA. The team prepared the matter and layout for the TCS handout and is in the process of finalization along with the final report for submission to SIDA.
- TCS completion report was finalized in association with MV. The final report was dispatched to SIDA on December 24, 2009. Apart from this, TCS final report was converted into a brief handout in assistance from MT & RT2 and got printed. TCS team coordinated with Accounts Section for finalizing the accounts of SIDA also.
- On submission of the project completion report with all deliverables on December 23 and audited financial statement on December 29, 2009, the project formally concluded by December 31, 2010. Queries received from Arati Davis with regard to the preparation of Manuel and audited SoE was properly replied. The project study report and the handout are also uploaded on the TCS website.

4.6 Capacity building on Electricity Reforms in South Asian Countries (RESA) - Rajasthan Partner with the support of NORAD (February 2008-February 2010)

Background

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) was responsible for the implementation of the project. The project started from March 1, 2008.

During the period

- The Mid Term Review Meeting of RESA Project held on April 1 &2, 2009 at Hotel Golden Tulip, Jaipur. The meeting was attended by representative of NORAD, Dag Larson, representatives of all the project partners CUTS CART, CUTS CRC, SAWTEE, Unnayan Shamannay and CUTS CCIER. Discussion was on the project progress so far and the planning for the next phase. DS & AS7 attended the review meeting on both the days, made presentation about the RESA project implementation in Rajasthan as well actively participated in the review process. GC attended the review meeting briefly on the first day and made the opening remarks.
- Second Reference Group Meeting (RG-II) was organised on April 21, 2009. The meeting was attended by 6 RG members (PN Bhandari, Shanti Prasad, Hari Prasad Yogi, B.M. Sanadhaya, S. S. Gupta and R.C. Sharma) and RSG, RK2 and USM from CUTS CCIER and DS and AS7 from CUTS CART. The objective of the meeting was to apprise RG members with the project progress of first phase, to seek comments/inputs for further improvement in order to ensure smoother functioning of the future project activities to be

conducted in the next phase and to invite comments/suggestions on important outputs: Synthesis Base Paper, Policy Brief and Vernacular Handouts etc. The RESA Documentary “Powered to Grow” prepared on the basis of the activities under the RESA project, mainly GIMs in Rajasthan, was screened to the members and they appreciated the effort and the outcome. DS & AS7 was mainly responsible for coordinating the meeting, along with others from C-CIER, as well as provided necessary inputs.

- DS and AS7 participated in a meeting with CCIER team to discuss the strategy for next phase of RESA project, mainly GIM-IIInd Phase. In the meeting, it was decided to prepare one policy brief on ‘Power Theft & Role of Consumers’, one vernacular handout on the same topic.
- DS & AS7 visited RERC and Jaipur Discom on 20th May 2009 and met the new Chairman, Members, Secretary, Joint Secretaries of RERC and visited Jaipur Discom on 22nd May 2009 and met Mr. R G Gupta, CMD, Discoms; Mr. K C Gupta, Director, Technical and Mr. T S Sharma, Ex. En, Technical and Trainings.
- AS7 & RK2 visited Vaishali Nagar Jaipur to meet and consult with Mr. Shanti Prasad Ex. Chairman RERC & RG member RESA on the draft note on systemic problems in power sector and their possible solutions.
- The Grassroots Interface Meeting (GIM-II) started. The following GIMs were held, 1. GIM at Jhunjhunu on June 11, 2009; 2. GIM at Churu on June 12, 2009; 3. GIM at Bikaner on June 17, 2009; 4. GIM at Dholpur on June 26, 2009; 5. GIM at Banswara on July 16; 6. GIM at Udaipur on July 17; 7. GIM at Chittorgarh on July 18; 8. GIM at Sirohi on July 23; 9. GIM at Swai Madhopur on July 29; 10. GIM at Kota on July 30.
- Prepared the GIM-II synthesis report and also prepared a briefing paper entitled ‘*Power Theft Short-circuiting National Growth*’ and submitted for comments.
- National Advocacy Seminar: CUTS CART and CUTS CRC jointly held the seminar with active support of CUTS CCIER on Nov. 20, 2009 at Hotel Country Inn and Suits, Jaipur. The objective of the seminar was to disseminate and to discuss key advocacy issues of electricity consumers of Rajasthan and West Bengal. The seminar was very successful in term of participation, logistics, discussion, time management and media coverage. More than 50 delegates comprising representatives of regulatory commissions, Discoms, civil society, media, government officials, academicians and subject experts attended it. DS & AS7 assisted in overall planning, preparations and organization of the seminar and actively participated in the seminar. GC attended the inaugural session and also made the concluding remarks in the valedictory session.
- Final consumer survey: Finalized the final survey questionnaire and then got rendered into Hindi and printed and dispatched to all the ten local partners. Finalised the outline of the time frame for the completion of the survey. Received the survey forms from all the partners and were checked. Partially filled questionnaires were sent back to the partners after thorough checking and were asked to fill up again and send back.

4.6.1 Haryana Electricity Regulatory Commission Assignment

- AS7 took part in teleconference with MERCADOS team along with SM2 and RK2 on July 14, 09 to discuss the strategy for the assignment. It was decided to start the task from July 20 onwards.
- Under task 1 of the assignment, report was prepared by AS7 on ‘Gaps and Improvement Areas’ with inputs from others and was submitted to MARCADOS. After team discussion, it was again revised as per received comments and re-sent. The report was prepared on the basis of information available in public domain but need was felt to meet HERC and others officials to collate more information.

- Under task 2 of the assignment ‘Process and Methodology’ and ‘Questionnaire’ for the ‘Consumer Satisfaction Survey’ was prepared and submitted to MEMI by AS7 along with others. MEMI has sent their comments on the same and both were also discussed with HERC.
- Reports on ‘Gap and Improvement Areas’, ‘Survey Methodology’ and Survey Questionnaire’ were revised, as per comments received and information collated from HERC and again submitted to MEMI.

4.7 National Environmental Awareness Campaign (NEAC): RRA for Rajasthan in partnership with the MoEF, GoI (2009-10) Theme: Climate Change

Background

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). Within the CUTS family, CUTS CART was entrusted with the responsibility to perform 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.

During the period

- Cheques/DDs for 20 percentage last installments has been prepared and send to all the POs on receipt of the SoE & UC from all the 257 POs. Evaluation Reports and Monitoring reports were completed. The same was sent to Ministry along with Overall Final Report.
- After receiving the formal intimation from MoE&F about the appointment of CUTS as the RRA for one more year, necessary preparations were made for kick starting the campaign in Rajasthan with the theme ‘Climate Change’. Formats were printed and send to about 500 NGOs. DC & ADS attended the ‘Interactive Workshop’ for RRAs held in New Delhi on July 29 & 30 and made a presentation on the experiences and suggestions for the next year.
- After printing and distribution of the Performa for more than 500 organisations, pre-proposal workshops were organised in 6 divisions of Rajasthan. The workshops were held in Ajmer (August 3), Chittorgarh (August 4), Kota (August 6) Pali (August 7), Churu (August 10) and Jaipur (August 11). In these workshops, detailed briefings were given to participating NGOs for preparation of proposals for submission to the Ministry. Programme Officers from RREC and Officials from the Dept. of Forests attended these workshops and provided required tips on related areas. In addition, presentations on the issue of climate change also were made on each of the workshops. A total of 300 NGOs participated in these workshops.
- DC & ADS attended the NEAC regional committee meeting at New Delhi from Sept 14-17, 09. Objective of the meeting was to scrutinize the proposals received by the Regional Resource Agencies (RRA) for NEAC 2009-10. RRA of four states and Chairman & members of the Regional Committee attended the meeting. Committee verified all the received proposals by RRAs and then recommend for the approval from MoEF, GoI. Out of 458 received proposals by CUTS, the committee approved 358 proposals with a total disbursement grant of Rs. 22,01,000/- including Rs. 40,000/- for CHD proposal.
- CUTS received the NEAC disbursement grant of Rs.22, 01,000 for the year 2009-2010 and sanction letter for 60% of RRA fee Rs.1,71, 960.
- ‘Climate Change Mela’ (State level workshop) was organized in Jaipur on Feb. 02, 10 at Rotary Club, Jaipur coinciding with the World Wetlands Day (WWD). Abhijeet Ghose, Principal Chief Conservator of Forest, Govt. of Rajasthan and Dr. M S Rathore,

Environmentalists were the main resource persons in the programme. Around 200 representatives participating organizations were attended the workshop. An exhibition was also arranged at the venue where several participating organizations including RREC, GoR put their stalls and showed the solar equipments, paintings, posters, pamphlets, booklets and other resource materials related to environment protection.

- On distribution of the cheques/DDs the partner organizations started the activities during the month. Simultaneously, the monitoring visits also were started. As part of the physical monitoring (25%) of the activities of POs under NEAC, CART team visited 101 NGOs and monitored the work done by these organizations under the support.

4.8 Tobacco Control campaign by mobilizing key stakeholders in Rajasthan in partnership with MoH & FW, GoI & WHO (India) (June 2008–May 2009)

Background

The project on Tobacco Control in India (TCI) was approved by the Ministry of Health and Family Welfare, GoI and the WHO India to begin the activities from June 1, 2008. The APW was signed on May 17, 2008.

During the period

- State Level Advocacy Meeting was held on May 12, 09 at Hotel Maharani Plaza. with the objective to disseminate key findings of the project, as well as create a platform for advocating with government on tobacco control issues, which emerged out of project findings. More than 80 participants, including officials from concerned government departments, civil society organizations (CSOs) working on health issues, tobacco cessation centers, selected schools, media, doctors and other individual working on the issues were present in the meeting. The project completion report was prepared for submission to WHO and the Ministry of Health..
- WNTD was observed in Jaipur by CART with various activities. A press conference was attended by ADS & DC on May 28, 09 at Press Club on the effective implementation of pictorial health warnings on tobacco products under the banner of Rajasthan Coalition for Tobacco Control. CUTS, RVHA, RCF, Gandhi Foundation, and Gayatri Parivar jointly organized conference on behalf of the RCTC. During conference, TCI Newsletter was distributed to the all journalists and shared CUTS CART intervention in the area of tobacco control.
- On the eve of World No Tobacco Day (WNTD) 2009, a signature campaign and *Nukkad Nattak* (Street Play) were organized by CART at Gaurav Tower, Malviya Nagar, Jaipur on May 30, 09. Both activities were based on the demand of strict implementation of pictorial health warnings on tobacco products, to be in effect from May 31, 09 as per the central government notification. Many people pledged on the support to the campaign by signing the banner of signature campaign. Artists of *Goonj Sanstha* performed a *Nukkad Nattak* based on tobacco harms and tobacco health warnings.
- A quick response survey was conducted on June 01, 09 to check the implementation of pictorial health warnings, which came into effect from May 31, 09. Survey findings, which show zero compliance to the Supreme Court order, were shared with the media, which had given good coverage. Finding and media clippings were shared with AFTC members and ministry of Health, which had triggered a debate at the national level on effective implementation of the law.
- CUTS CART jointly with the Dept. of Health, GoR, and in collaboration with the HRIDAY and AFTC organised the ‘State Level Advocacy Meeting for Effective Implementation of Smoke Free Laws’ in Jaipur, on June 10, 2009. The objective of the meeting was capacity

building of law enforcement officials and NGO personnel, and advocacy with the concerned government departments. More than 70 participants, including senior officials of various government departments, representatives of CSOs and media were present in the meeting.

- Completed data of situational analysis was submitted to HRIDAY on June 8, 09 in the provided software. As again requested by HRIDAY, to conduct 5 more interviews of law enforcement officers covering various depts., the same is scheduled and expected to be completed by the first week of July.
- The project completion report, along with SoE was sent to WHO India on June 22, 09. Copy of the final report was sent to Joint Secretary, MoHFW-GoI and Vineet Gill Munish, NPO (TCI), WHO (India).
- As an impact of the strong advocacy, DoHFW, Govt. of Rajasthan has formed an inspection committee to monitor the implementation of tobacco control laws in Jaipur city and included CUTS CART in the committee as a representative of CSOs. CUTS CART conducted monitoring visit on July 03, 2009 in Jaipur city. Dr. P. C. Santhiya, Joint Director, Dr. B. N. Sharma, Medical Officer and C. P. Sharma, Programme Assistant from Tobacco control Cell, Department of Health & Family Welfare were involve in the monitoring visits along with ADS and DC. Sixteen government departments visited. The media coverage was good. AFTC and others appreciated the initiatives.
- Meeting with Jaipur CM&HO Jaipur CM & HO office visited on July 09, 09 along with DC and met with Kamal Bajaj, CM&HO, Jaipur to discussion CUTS proposal on tobacco control campaign in Jaipur, also discussed the ongoing tobacco control activities by the district health department.. Deputy CM&HO, District Coordinator were also present in discussion.
- Welcoming the increased tax on tobacco A press release issued and welcomed the decision of Government of Rajasthan to increase the tax on tobacco and tobacco products by 20% from 12.5% in proposed budget 2009-10. Media gave the good coverage, which was shared with AFTC members.
- Submission of Accounts to HRIDAY Soft copy of the invoice for conducting situational analysis was submitted by email to HRIDAY on July 06, 09 and hard copy of the same invoice was submitted on July 20, 09. As well as SoE of advocacy activities, along with original vouchers was submitted on July 28, 2009.
- Final Installment of TCI from WHO Final installment has been received from WHO, New Delhi under the tobacco control project through the demand draft of Rs. 76,050/- dated July 25, 2009. It was duly acknowledged.
- Visit of officials from The Union and Bloomberg (New York) to CUTS, August 3 Dr. Rana Jugdeep Singh (RJS), Technical advisor, The Union, Delhi and Ms. Kelly Larson (KL), Bloomberg, New York visited CUTS to know more about CUTS Tobacco Control Interventions and explore possible collaboration in future. GC along with MSS2 and KP met with them and had detailed discussions.
- Bloomberg project idea submitted on Aug. 14, 09 Project idea for round 6 of Bloomberg Grant has been submitted on Aug. 14, 09 titled 'Ensuring effective enforcement of the smoke free laws through capacity building, research based advocacy and strategic communication' with a budget of USD 50000 for a period of two years.
- National workshop on 'tobacco pack warnings' at New Delhi on Aug. 26-27, 09 The Union and WHO jointly organized national level workshop on effective implementation of tobacco pack warning in New Delhi on Aug. 26-27, 2009. ADS represented CUTS at the workshop. Around 40 representatives of CSOs from various states of India participated in the meeting. A power point presentation was made by ADS on 'survey from Rajasthan' focus on tobacco pack warnings and also shared CUTS Intervention in tobacco control in Rajasthan.

- Capacity building workshop by RVHA on Aug. 29, 09 ADS attended a capacity building workshop in Jaipur on Aug. 29, 09 organised by RVHA and facilitated a speech on ‘Youth and Tobacco’. Workshop was aimed at enhancing the capacity of the newly joined RCTC members. Around 25 participants were present in the workshop.
- Meeting of Rajasthan Coalition for Tobacco Control (RCTC), Aug. 29, 2009 After the workshop organised by RVHA, RCTC meeting was held at same place. Along with RCTC members, representatives of district tobacco control cell, NGOs and few schools participated in the meetings. Various issues discussed like making smoke free areas in Jaipur city, involving schools in RCTC and conducting awareness activities, meeting with policy makers to advocate strong implementation of tobacco control laws etc.
- Submission of final technical report of TCI to RK Meena, Pr. Sec., Health. ADS along with OPA visited Secretariat on Sept. 03, 09, met with RK Meena, Principal Secretary, DoH&FW, GoR and submitted the final technical report of TCI project along with a covering letter. He appreciated CUTS interventions in the area of tobacco control.
- Visit of TFK staff to CUTS, Jaipur. Ms. Payal Shah (Indian Programme Manager, TFK, Washington DC) and Ms. Jaspreet Kaur Pal (Media Consultant, TFK, New Delhi) visited CUTS on Sept 11, 09 at CUTS conference hall, Jaipur. GC along with ADS, DC and MSS2 met with them to explore the possibility of collaboration between CUTS and TFK under TCI. The proposal, which was submitted to TFK earlier for working in various states was the basis for discussions. GC suggested a focused intervention in Rajasthan and creating a successful modal, which can be replicated in other states later. Detail discussions held on the proposed activities. Finally, decided to prepare a proposal based on intervention at Rajasthan state and submit to TFK by Sept. 25, 09.
- After consultation with Ms. Vineet Gill Munish, WHO, the proposal entitled “Effective implementation of tobacco control laws through enhancing the capacity of enforcement officials and CSOs for advocacy with government in Rajasthan” has been submitted to Mr. B. K. Prasad, Joint Secretary, MoHFW, GoI on October 20, 09. Project period is one year with total budget of Rs. 8,95,650.
- DC attended a District level workshop organized by CMHO office Jaipur under the Tobacco Control programme on Nov. 26, 2009. Around forty representatives from various NGO working for health, government officials and school teachers attended the seminar.
- Ministry of Health & Family Welfare, Govt. of India along with World Health Organization, (WHO) under ‘Evaluate of NGOs Intervention in the Tobacco Control Programme’ has entrusted Centre for Market Research and Social Development, Delhi to carry out evaluation. CUTS was selected for this evaluation study in Rajasthan. Debananda Mohanta visited CART on December 2. All required information related to tobacco control intervention were provided.

4.9 Get Active: Health Promotion Programme in schools in partnership with HRIDAY (November 2008-July 2009)

Background

CUTS-CART in partnership with HRIDAY- SHAN (Health Related Information Dissemination Amongst Youth–Student Health Action Network), New Delhi launched a new project in Jaipur city titled ‘**Get Active**’ involving 25 selected schools in Jaipur w.e.f Nov 15, 2008. ‘Get Active’ is a health promotion programme focusing on Diet, Nutrition and Physical activity with an aim to inculcate healthy nutritional intake and physical activity promotion among school students. The target group for the programme was students of class VI – VIII.

During the period

- Under the ‘Get Active’ Programme second Teachers Training Workshop for Module – II ‘My Pyramid’ was organised on April 16, 09 at Hotel Maharani Plaza. Around 70 participants including Dr. Sunil Thomas Jacob, State Programme Coordinator, United Nations Population Fund (UNFPA), Rajasthan; Dr Namita Bhagat, Chief Dietician, Fortis Escorts Hospital; Tina Rawal and Surbhi Bhalla from HRIDAY; CART staff, media persons and teachers from selected 30 English medium schools of Jaipur city attended the workshop. The main objective of the workshop was to provide training to teachers for implementation of the activities under Module II. KP along with MSS2 & ADS coordinated the workshop.
- In continuation to the teachers training workshop, orientation sessions for the activities to be implemented in the schools were conducted in 17 schools by KP along with MSS2 in which students of grade VII – IX participated.
- Soft copy of final technical report of Get Active Programme (Module 2) along with photographs, media clipping and original filled feed back forms have been submitted to HRIDAY on Sept. 18,

4.10 Securities & Market Awareness Campaign (6th Round) with the support of SEBI

Background

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).

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.

During the period

During the period, following programmes got conducted.

S. N.	Place and date	No of participants	Resource Persons
1.	Sriganganagar 29 th April 2009	80	Mr G S Sharma, C.A; Mr Shashi Kumar Bhootra, C.A
2.	Khanpur (Jhalawar) 28 th May 2009	80	Mr Aftaab Amin, Lawyer; Mr Aminuddin Qureshi, Medical Practitioner
3.	Sultanpur (Kota) 29 th June 2009	61	Mr Shashikant Tripathi and Mr Rakesh Kumar Agarwal, both share brokers
4.	Sikar, 25 th March 2010	43	Mr Sunil Mor, C.A and Mr Dinanath Sharma, Lawyer

4.11 Securities & Market Awareness Campaign with the support of Bombay Stock Exchange (BSE) (1st Round).

Background

Similarly on the lines of SEBI, BSE had also approached CUTS to do similar programmes in order to generate awareness wider. The object, target group and the methodology and budget etc are the same.

During the period

During the period, following programmes got conducted under BSE supported SMAC:

S. N	Date & Venue	Total no. of participants	Resource persons
1.	Thursday, 30 th April 2009, Hanumangarh	40	Harish Jagwani, ,Assistant Manager, ,Save & Investment Co. and R.K. Gupta, ,Investor Expert
2.	Friday, 29 th May 2009, Jhalawar	56	Girish Sharma, CA and Bharat Tiwari, Stock Broker
3.	Tuesday, 30 th June 2009, Kota	63	U.S.Mathur, C A; & Owner of Kota Auto Finance Pvt.Ltd.,Kota and Ashish Bharadwaj, Local lawyer from Kota
4.	Saturday, 20 th Feb. 2010, Jhunjhunu	75	Pawan Kumar Kedia, CA & Share Expert; Mahendra Dhankar,CA & Stock Broker and Dr. Niru Khincha, Senior Lecturer & Head of the Department J B Shah Girls College, ,Jhunjhunu

4.12 Crafting the market for SAc approaches & tools in the supply side constituencies through strategic communication and dissemination in partnership with the World Bank (March 2009-January 2010)

Background

On successful completion of the NREGS SAc project on Dec 31, 2008, the World Bank in principle agreed to support an advocacy project. The main focus was to advocate with the supply side constituencies to buy the SAc concept and the recommendations of MDMS & NREGS. This phase concluded with a ‘South Asia Regional dissemination workshop on Governance & Accountability to be scheduled in Jaipur to share the findings of various bank supported’ SAc pilots. The formal approval and grant agreement was signed on March 6, 2009. The tentative agenda and list of participants for South Asia Workshop on ‘Governance & Accountability’ were prepared and shared with the World Bank. In order to produce a documentary film, two rounds of meetings and discussions with personnel from ‘Mercury’ were held.

During the period

- In connection with the production of documentary film under the project, a contract letter was prepared and signed between MERCURY and CUTS CART on April 27, 2009.
- A meeting with MERCURY team on the second draft of script of the documentary was held on June 7, 2009. A visit to Udaipur was made by OPA along with MGG on June 4, 2009 in connection with the finalization of dates, venue etc for the Divisional Level Advocacy Meeting (DLAM) and met with the District Collector and the Divisional Commissioner. The Tracer Study of the SAc project on MDMS was conducted by OPA with the support of MGG on June 03, 2009 at Chittorgarh by meeting with all the stakeholders related to MDMS.

- Darshana Patel of the World Bank visited CUTS on July 3, 2009, met with GC & OPA and had detailed discussions on South Asia workshop and the finalization of dates, which is finalized now for December 10-11, 2009. In addition, had detailed discussions on the progress of various other activities under the project and finalization of the learning note of the pilot study on NREGS.
- Tracer Study & Shooting for Documentary film, July 9-10, 2009. The video shooting on NREGA work sites and other places related to service delivery as well as some interviews were completed by MERCURY team in Sirohi during July 9-10 in context of production of documentary film under the project. Along with video shooting, the part of tracer studies could also be accomplished by OPA.
- Divisional Level Workshop at Jodhpur, July 16, 2009. Divisional Level Advocacy Meeting at Jodhpur was conducted successfully on July 16, 2009 with a crucial support of district administration in which nearly 200 relevant stakeholders participated. A divisional level advocacy meeting (DLAM) was organized at Jodhpur Division on July 16, 2009. The main objective of the DLAM was to craft a market for social accountability (SAc) mechanism in the supply side constituencies through strategic communication and dissemination. In DLAM, the SAc mechanism and its utility to hold the public officials accountable was presented and discussed elaborately. The highlight was the support from district administration in conducting the meeting. The district administration provided venue, LCD etc free of cost and assigned a person for coordinating the whole event. Nearly 200 relevant stakeholders including Divisional Commissioner J. P. Chandeliya and District Collector (Jodhpur). Naveen Mahajan and around 200 participants, which includes *Pradhans, Sarpanchs*, BDOs, POs, PDs of all Depts. at districts, CM&HO etc. participated in the event.
- Divisional Level Advocacy Workshop at Kota, August 19, 2009. A divisional Level Advocacy Meeting for disseminating ‘CUTS work on social accountability approaches and its potential for improving service delivery’ was organized successfully at Kota on August 19, 2009 with the support of district administration in which nearly 70 relevant stakeholders including *Zila Pramukh*, Smt Kamla Meena and CEO of the *Zila Parishad* Mr. D.R.Meena along with BDOs, *Pradhan, Sarpanchs* etc. Media had given good coverage for the event. GC & OPA made presentations.
- Visit of Guenter Heidenhof (GH), Governance Advisor, The World Bank, August 27. GH visited CUTS on August 27 afternoon and had detailed discussions about CUTS interventions and possible collaboration. GC & OPA along with MSS2 & VR2 met with him and briefed about interventions under SAc and Access to Information. GH also met with PSM, had discussions and also briefly met with RDM.
- Media Workshop on Governance and Accountability, August 28, 2009. Media Workshop on Governance and Accountability was held in Jaipur on August 28, in which Guenter Heidenhof (Governance Advisor) and J V R Murty (Water Institutions Development Specialists, WSP-SA) from the World Bank participated as resource persons. GC & OPA made presentations. Close interaction on various issues of governance and accountability had taken place in the workshop and media were sensitized on approaches of social accountability and its potential to improve the governance. The DD News director Pragya Paliwal Gaur and The Hindu special correspondent Sunny Sebastian made responses along with other media representatives from both Hindi & English print as well as electronic media.
- Documentary film . The video shooting for documentary film got completed.
- Alliance for Demand-side Governance for Social Accountability in South Asia (From Pilots and Projects to Influencing Policy and Programs), December 16-17, 2009. After confirmation of the dates for the Alliance Meet to be held on December 16 & 17, an Audio

conference was held on September 17, 2009 with the World Bank team (PS & DP) in order to discuss the agenda and objectives of the workshop.

- National Workshop on Social Accountability was organized in Jaipur on December 16-17, 2009 at Hotel Country Inn & Suites. This workshop witnessed a huge participation from policy makers from various states of India especially from Maharashtra, Andhra Pradesh and Rajasthan. The Workshop was inaugurated by Mr. Bharat Singh, Minister for Rural Development and Panchayati Raj, GoR and valedictory session had the presence of A N P Sinha, Secretary, Panchayati Raj, Govt of India and C D Arha, Chief Information Commissioner, Andhra Pradesh. Apart from this, there was an active participation from various stakeholders including national level civil society organizations, academia, think tanks from the World Bank including its Economic Advisor, Ms. Giovanna Prennushi, who enriched the workshop by sharing her experiences. Earlier, immediately after the inaugural session, the documentary film produced by CUTS showing interventions in the area of social accountability was inaugurated by Mr. Bharat Singh in the workshop and later shown to the participants as well. A reception dinner was also organized on Dec. 15, 09 for delegates of the workshop. Various assigned tasks were accomplished.
- The Project completion report was submitted to the World Bank along with invoices and all deliverables as per the contract with the donor. Earlier during the preparations of the workshop, several visits were made to Secretariat and other governments by GC and others in order to ensure the participation of local stakeholders and also the Minister.

5. Special Endeavors & Highlights

5.1 Gram Gadar Awards

Gram Gadar' Journalism Awards (2008) was announced on April 13, 2009 for outstanding contribution in rural journalism. These awards are given to those rural journalists, who target various social issues through the medium of journalism. The journalists are either freelancers or associated with any newspaper. The awards were distributed on August 25 by Shri Bharat Singh, Minister for Rural Development and Panchayati Raj, Govt of Rajasthan, gave this year's awards. The following persons got the award for 2008:

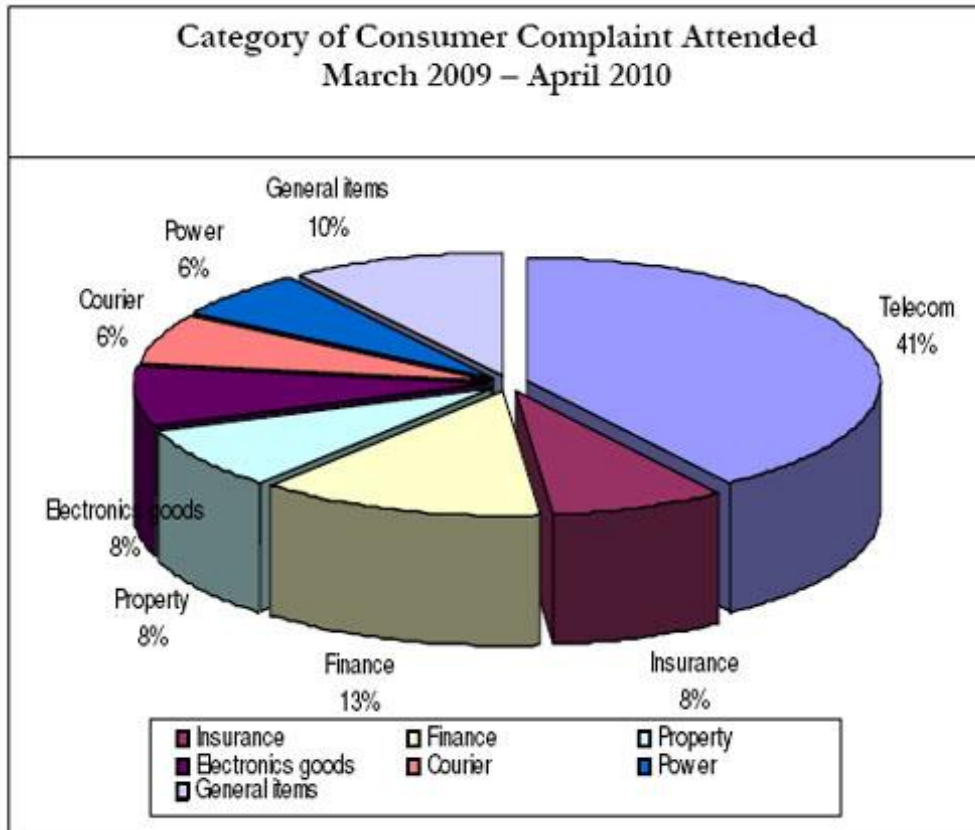
1. Babulal Naga, VIVIDHA Features for the topic, 'Significance of National Employment Guarantee Scheme';
2. Hanuman Prasad Jain, Dainik Bhaskar, Sawai Madhopur for the topic, 'Consumer Participation in the Power Sector Reforms'

5.2 Road Safety Week (RSW)-2010

Every year, Road Safety Week (RSW) is being celebrated across India in the first or second week of January with specific symbolic aim to create awareness among citizens about road safety and traffic rules. This year, RSW started in on 2009.01.04 at 11:00 am with a rally flagged off by Shri Brij Kishore Sharma, Transport Minister from Jan Path, who later inaugurated a three-day exhibition on road safety at Birla Auditorium in the afternoon. The procession and the exhibition increased awareness on safe driving and also highlighted threats emerging from non-compliance of traffic rules. DS and VR2 along with Kamal represented CUTS in the three day exhibition and displayed its works on road safety and distributed badges, wrist bands, pamphlets to the visitors and also distributed the TCS project handout to the selected few, prominent being Transport Minister, Transport Commissioner and also officials from RTO, Traffic Police, RSRTC and NGOs working on Roads safety. CUTS also conducted a signature campaign on the occasion on road safety with a slogan 'Make Roads Safe' to commemorate the week at the exhibition. While showing his commitment to the cause and putting signature, the Transport Minister appreciated the efforts of CUTS in road safety. Wristband as a symbol to show solidarity on road safety like the friendship band and a badge were also distributed on the occasion and the Minister seemed

very interested in accepting both. Hundreds of people turned up in three days and showed enthusiasm and signed on the banner to support the campaign. Few of them depicted interesting pictures on traffic and rules. Altogether, it was a good success

5.3 Consumer Complaints Handling, Information & Advisory Services



5.4 Others

- The center is involved in developing and presenting training and professional education modules for government and other development agencies.
- The center is providing consultancy in the field of consumer protection and education (GTZ-DoCA project on ‘Strengthening Consumer Protection in India’ in partnership with Dept. of Consumer Affairs, GoI), investor protection and utility reforms; and in the use of internationally recognised Social Accountability tools (Curriculum Development in South Asia: Developing E-content for World Bank Institute (WBI) in partnership with Administrative Staff Collage of India (ASCI), Hyderabad)

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:

- Catalyst (Four issues of quarterly e-newsletter)
- *Gram Gadar* (12 issues of wall newspaper)
- *Panchva Stambh* (Four issues of quarterly newsletter in Hindi)
- City Matters (Four issues of bi-monthly newsletter)
- RTI in Action (Four issues of quarterly newsletter)

7. CART Mini Retreat

CART Mini Retreat was held on August 23, 2009 at Golden Tulip. 12 staff from CART attended the retreat. PSM & SM2 attended the forenoon sessions and made the introductory remarks setting the direction of the discussions.

8. Internship with CART

This year, following persons did the internship with the center:

1. Vartika Bharadwaj from IIRM, Jaipur was with CART from May 11 to June, 2009 and worked on RePORDD.
2. Siddharta Sharma from University of Petroleum and Energy Studies, Dehradun was with CART from June 8, 2009 until July 2, 2009 and worked on Standard Form Contracts.
3. Ashima Saxena from Gujrat National Law University, Gandhinagar was with CART from 18th November to 18th December 2010 and worked on RePORDD.
4. Gauri Khanna of Nirma Law University, Ahmedabad was with CART from March 2 to March 20, 2010 and worked on COPRA.

9. Some other interventions.

- **Survey on 'Metered Autos':** A survey was conducted on the issue of 'Fixing Meter on Autos' on the day of auto strike in Jaipur city and the following day i.e. July 9 & 10, 2009 to gather the views of the common people as well as the auto drivers on the issue. The responses were consolidated and analysed and the findings were shared with the media.
- **Survey on 'Ban of Motorized vehicles in Ram Niwas Garden:** VR2 & KP conducted a survey at the Ram Niwas Garden (RNG) with an objective to obtain public opinion on the issue of ban of traffic inside the garden and generating an awareness about RNG that calls for a prompt consideration by the government. The findings of the survey were shared with the media and the Hindi media had given coverage for the same.
- **Campaign for fixing the reflectors:** Jointly with RTO had under taken a campaign for fixing reflectors on slow moving vehicles such as tractor trolleys and animal carts. RTO arranged some 12000 reflectors and entrusted the responsibility to CUTS for putting the same at rear side of the identified vehicles in 12 *tehsels* of Jaipur. Arrangements were made to complete campaign with the help of net workers in each of the blocks of Jaipur district. Efforts are also made to organize the campaign in Jaipur city on August 6, 2009.
- In connection with the World Consumer Rights Day (WCRD) on the theme '**Our Money, Our Rights**' (a campaign on financial literacy) a survey was conducted in the month of March 2010 to gauge the level of understanding of investors towards the redressal mechanism available to them on investor related grievances The results were compiled and sent to CI and was covered by media.
- On Jan. 13 & 15, 2010, AKJ along with VR2 & DC respectively, conducted survey among 100 people at different locations of Jaipur city to obtain the people's understanding level towards **pedestrians' facilities** and responsibility. The key responses are in the process consolidation and analysis
- As part of the road safety awareness campaign supported by the MoRTH, a **Quiz on Road Safety** was conducted at the Agrasen Public School to generate awareness towards Road Safety among children and utilize MoRTH material in a useful manner on April 6, 2009 in which 100 students of VI – VIII grade had participated.
- As part of observing World Environment Day (WED) with the theme '**Your Planet Needs You-Unite to Combat Climate Change**' various activities were conducted in the city of Jaipur. A survey was conducted among 200 youth of coaching institutes and university to understand the level of awareness and their involvement in environmental issues on the eve

of WED. Findings were shared through media on June 5. In addition two important activities, awareness campaign using a Tonga in the city and a signature campaign in support of the demands to protect the environment and to address climate change at Gaurav Towers, was organised on June 5. The media had given wide coverage for the activities.

10. Meeting of the Advisory Committee of CART

The sixth Advisory Committee meeting of CUTS CART and the first meeting of the reconstituted committee was held on April 18, 2009 in the CUTS Conference Hall. The meeting was chaired by Justice V.S. Dave. Six members and all CART staff attended the meeting. The main purpose of the meeting was to discuss the ongoing projects and planned activities of the Centre, and to set the future direction of the centre with the guidance of the members

11. Staff Representations (*issues and subjects highlighted in bold*)

- OPA represented CUTS in the consultation workshop organised by the Public Affairs Centre (PAC), Bangalore, on behalf of Partnership for Transparency Fund (PTF) and the World Bank (WB), on '**Citizen Engagement in Promoting Good Governance in India**' at the India Habitat Center, New Delhi April 2-3, 2009.
- OPA and KP attended a Training Course organized on '**Gender Budgeting**' during May 20-22, 2009 by Women and Child Resource Centre, HCM Rajasthan State Institute of Public Administration, Jaipur. KP attended the training for all the 3 days and OPA attended the training on the first day.
- OPA represented CUTS at the National Institute of Administrative Research (NAIR), Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie to participate in the Consultation Workshop on developing a framework for incorporating '**Social Accountability Mechanism for Sarva Shiksha Abhiyan and National Rural Health Mission**' on 25th May, 2009 at Bikaner House, New Delhi.
- A press conference was attended by ADS & DC on May 28, 2009 at Press Club on '**the effective implementation of pictorial health warnings on tobacco products**' under the banner of Rajasthan Coalition for Tobacco Control. CUTS, RVHA, RCF, Gandhi Foundation, and Gayatri Parivaar jointly organized conference on behalf of the RCTC.
- ADS attended five-day '**Human Resource Management Course**' organised by the Union South East Asia Centre from June 15 to 19, 2009 at Bangalore.
- VR2 represented CART in a meeting on '**effective implementation of national tobacco control law (COTPA, 2003)**' organised by the Office of Chief Medical & Health Officer, Jaipur on June 19, 09 at CM&HO office.
- ADS & DC attended a meeting of Rajasthan Coalition for Tobacco Control (RCTC) on June 30, 2009 at RVHA, Jaipur.
- DS & AS7 attended the budget session at the *Vidhana Sabha* and observed the '**budget presentation by the Chief Minister**' on 8th July 2009.
- VR2 participated in the workshop on '**Environment and Tribal Rights**' organised by the Centre for Social Development (CSD) in partnership with the MoE & F, GoI in Jaipur on August 18, 2009.
- The Union and WHO jointly organized national level workshop on '**effective implementation of tobacco pack warning**' in New Delhi on Aug. 26-27, 2009. ADS represented CUTS at the workshop.
- ADS attended a capacity building workshop in Jaipur on Aug. 29, 2009 organised by RVHA and facilitated a speech on '**Youth and Tobacco**'.
- MSS2 participated in a '**JAN SUNVAI (Public Hearing) on State Information Commission**' on Sep. 07,2009 at Humanities Hall, Rajasthan University Campus, Jaipur

organised jointly by MKSS, RUVA, Jan Sanchar Kendra, Rajasthan University and Rojgaar and Soochna Abhiyan Rajasthan.

- OPA & AS7 attended a talk by Geoff Tansey on Sept.8, 2009 at CUTS conference hall on the topic '**The Future Control of Food**'.
- DS attended '**State Advisory Committee-RERC**' meeting at *Vidhyut Bhawan* organised by RERC, Jaipur on September 9, 2009.
- GC & MSS2 participated in the half-day workshop on '**Integrating Disability in development programming in the light of UNCRPD**', organized by sight savers international (SSI) on Sept. 8, 2009 at Hotel Om Tower, Jaipur facilitated by Dr. Prasanna Pincha.
- MSS2 attended a workshop organised by PRIA Rajasthan on Sep. 17, 2009 at State Agriculture and Management Institute at Durgapura, Jaipur on '**Reforming the Governance in Panchayati Raj in Rajasthan**'
- OPA participated in a national level consultation on the issue of '**proper identification and targeting of the poor under "BPL" category**' at Institute of Development Studies (IDS), Jaipur on 18th Sept'2009 organised by CASA.
- AS7 attended the half yearly meeting of CAGs organized by TRAI in Delhi on Sept. 18, 2009 to discuss '**telecom related issues**'.
- DS attended a meeting of NGOs working on **Road Safety Issues** at Transport Bhawan on Sept. 25, 2009 convened by the Transport Commissioner.
- AS7 facilitated a session on '**New strategies for Good Governance and Consumer Protection**' in a training programme organized by HCM RIPA for the senior and middle level govt. officials on 'consumer protection and good governance' on Sept. 25, 2009.
- On invitation from Rajasthan Health System Development Project, OPA along with MSS2 met with Addl. Director, RHSDP on October 14, 2009 for discussing the possibility of conducting **Community Score Card (CSC) in RHSDP project**.
- First CUTS Silver Jubilee Lecture was delivered by Kamal Nath, Union Minister for Road Transport & Highways on the topic '**Indian Economy and Infrastructure Deficit**' at HCM-RIPA on October 12, 2009. GC, DS, OPA, AS7 & VR2 from CUTS attended the meeting.
- AS7 attended a Public hearing on the issues of '**Climate Change: Voices from Rainfed Areas**' organised by CECOEDECON in collaboration of Oxfam and other organisations at HCM RIPA on Nov. 4, 2009.
- DS attended a meeting on 9th November 2009 in Secretariat called by Shri O P Meena, Secretary, Food and Consumer Affairs in connection with the preparations of forthcoming **National Consumers Day** on 24th December 2009.
- DS attended a meeting of Investor Association registered with SEBI held on 11th November 2009 at the SEBI office in Bandra Kurla, Mumbai to discuss **capital market investment** related issues.
- VR2 represented CUTS in the meeting organized by Directorate of ICDS, Department of Women and Child Development at Gandhi Nagar in Jaipur on November 11, 2009 to draft a plan for the celebration of children's day and also celebrating the **20th year of Child Rights Convention (CRC)**.
- VR2 & AKJ attended a meeting convened by the Transport Commissioner on November 13, 2009 to discuss **Road Safety Week 2010**.
- GC and ADS attended three days proposal development workshop organized by ANSA from November 23-25 at Hotel Pegasus Reef Hotel, Colombo, Sri Lanka on the issue of **State Accountability Tools and Approaches**.
- DC attended a District level workshop organized by CMHO office Jaipur under the **Tobacco Control** Programme on Nov. 26, 2009.

- DS, AS7, MSS2, VR2, DC & AKJ attended an in-house workshop on "**Uses of Self Evaluation: A Forward looking Exercise**" held on November 27, 2009 at CUTS Conference Hall.
- OPA participated in the South Asia Regional workshop on the theme "**Strengthening Citizen Engagement in Procurement: Reviewing experiences, Identifying Challenges and exploring opportunities**". held from December 8th to 10th, 2009, at the BRAC Centre for Management Development in Rajendrapur, Dhaka, Bangladesh.
- AKJ attended a meeting organised by Transport Department on December 21, 2009 in context with **Road Safety Week 2010**. On the same topic, he attended another meeting organised by Traffic Police, Jaipur on December 23, 2009.
- MSS2 participated in half day meeting of Department of Consumer Affairs, Govt. of India on December 1,2009 at Krishi Bhavan, New Delhi of Standing Committee to discuss '**Rationalizing Labeling Requirements on Packages under Different Laws**'.
- MSS2 again participated in a two consultation organised by **Accountability Initiative of Centre for Policy Research**, New Delhi on 2-3 December, 2009 in New Delhi.
- DS attended a meeting called by JDC for a discussion along with AKJ on 5th December 2009 on the issue of '**Making Jaipur, a World Class City**' at the conference hall of Jaipur Development Authority.
- DC attended a consumer club meeting on 5th December, 2009 organized by Government Girls Senior Secondary School, Jhotwara, Jaipur to deliver a lecture on **Consumer Rights to schoolchildren**.
- GC attended a meeting on **Development Pacts** in New Delhi organised by Transparency International (India) on 8th December, 2009.
- AS7 along with AKJ and DC attended State Level Function on December 24, 2009 organised by State Govt. on the occasion of **National Consumer Day** at Indira Gandhi Panchayati Raj Institute, Jaipur.
- VR2 represented CUTS in the meeting organized by the Transport Department at Parivahan Bhawan in Jaipur on January 1, 2010 chaired by Niranjana Arya, Transport Commissioner-Jaipur. The meeting was conducted to finalise the activities planned by government and non-government organisations to celebrate the **Road safety Week** commenced from January 4, 2010
- DS attended a meeting on '**Prashasan Shahron ki Aur**' convened by Department of Food and Consumer Affairs, Govt of Rajasthan on January 20, 2010 at the Govt. Secretariat, Jaipur.
- ADS attended a State level consultation meeting on '**Status of Child Protection**' organized by the Child Line India Foundation (CIF) on January 15, 2010 at Institute of Development Studies (IDS), Jaipur.
- OPA & AS7 participated in a talk on "**Right to Education**" Act delivered by Ashok Aggarwal, Sr. Advocate and Chairperson of a Committee to make recommendations for the enforcement and implementation of the Right to Education Act in NCR at IHMR on January 30, 2009 organised by Save the Children (India).
- DS attended meeting of Investor Associations held on February 11 2010 at Mumbai at SEBI Bhavan at Bandra Kurla Complex, Mumbai.to discuss **capital market investment** related issues.
- On February19, 2009 AKJ attended the meeting at the Transport Department to discuss innovative ideas to be taken up in a newly formed committee headed by Transport Minister in order to take appropriate measure to mitigate road accidents in Rajasthan.
- DS and AKJ attended a meeting at the CMO held on March 3, 2010 called by Chief Minister, Shri Ashok Gehlot in order to discuss a **serious issue of accident rates on roads** in Rajasthan, which is on the rising trend.

- MSS2 attended a National level roundtable on **Corruption in NREGS**, Bhubneshwar, Orissa on March 6, 2010 under Citizens Against Corruption programme supported by Partnership for Transparency Fund (PTF), Washington DC, Public Affaires Centre, Bangalore.
- GC and OPA attended a five days Workshop on ‘**Social Accountability Tools and Approaches**’ in New Delhi from March 7-11, 2010 organized by Affiliated Network for Social Accountability – South Asia Region and Global Partnership Fund (ANSA – SAR & Global).
- On invitation from the World Bank/Results for Development (R4D) Institute, GC visited Washington DC from March 21-30, 2009 and attended a peer review workshop on **RTI** from March 23-26, 2009 organised under the TAP project.

12. Associations/Affiliations

- 12.1 International Resource Team on Social Accountability of the World Bank
- 12.2 Institute on Sustainable Development (WBISD), Washington DC, USA
- 12.3 Demand for Good Governance (DFGG) Learning network of the World Bank
- 12.4 South Asia Social Accountability Network (SASANet) of the World Bank
- 12.5 Network for SAc Curriculum Development in South Asia of the World Bank
- 12.6 South Asia Youth Environment Network (SAYEN)
- 12.7 State Advisory Committee of the Rajasthan Electricity Regulatory Commission
- 12.8 Central Consumer Protection Council (CCPC), Government of India
- 12.9 Core Group, Rajasthan NGO Alliance
- 12.10 State Steering Committee, National Tobacco Control Programme, Government India
- 12.11 Advocacy Forum for Tobacco Control (AFTC), India
- 12.12 CM’s Committee on Road Safety: In response to CUTS request, the Transport Department has recommended the name of CUTS Secretary General for the Chief Minister’s Committee for Road Safety. The intimation in this regard was received on 31st of July.

DS, 2010/11/12