

CUTS Centre for Consumer Action, Research & Training (CART)
Annual Report
Activities from April 1, 2010 to March 31, 2011

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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, sustainable development and good governance 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. P N Bhandari, Chairperson of the Advisory Board IAS (Retd.) former Chairman, Rajasthan State Electricity Board (RSEB), Jaipur2. Padma Bhushan V.S. Vyas, Professor Emeritus, IDS, Jaipur3. V.S. Dave, Former Judge, Rajasthan High Court, Jaipur4. Sunny Sebastian, Special Correspondent, The Hindu, Jaipur5. Anita Mathur, Social Activist, Jaipur6. Madhavi Joshi, Centre for Environment Education (CEE), Ahmedabad7. Dr. Gopakumar K Thampi, Consultant, Partnership for Transparency Fund (PTF)8. Prof. K.B. Kothari, Managing Trustee, 'Pratham Rajasthan', Jaipur9. Shabnam Aziz, Regional Manager, Action Aid, Jaipur10. Rajendra Prasad Bora, Freelance Journalist, Jaipur
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3. Programmatic Areas

The following are the core functional areas of the Centre:

- Consumer Empowerment (which includes consumer protection, utility reforms and investor protection)
- Good Governance (with focus on accountability and access to information)
- Sustainable Development (which includes sustainable mobility, women & child rights and sustainable consumption)

4. Projects

(covering the period from 1st April 2010 to 31st March 2011)

- 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)*
- Capacity Building on Electricity Reforms in South Asian Countries (RESA) - Rajasthan Partner with the support of NORAD *(February 2008-August 2010)*
- Grassroots Reach out 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)*
- National Environmental Awareness Campaign (NEAC): RRA for Rajasthan in partnership with the MoEF, GoI *(2010-11) Theme: Biodiversity Conservation*
- Securities & Market Awareness Campaign (7th Round) with the support of SEBI
- Securities & Market Awareness Campaign with the support of Bombay Stock Exchange (BSE) *(2nd Round)*
- Project on 'Mainstreaming Disability in Rajasthan' in partnership with Sight Savers *(September 2010-August 2011)*
- Developing a culture of good governance and accountability in the state of Rajasthan, through involving CSOs and building their capacity with a focus on improving the public expenditure outcomes in NREGS' (CUTS-CAG-ANSA-SAR) *(April 2010 to March 2012)*

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, which was further extended till September 30, 2010. The intervention area was Jaipur (all 11 rural blocks barring 02 urban blocks) and Tonk (all the 06 blocks) districts.

During the period

- A high level visit of the Rural Development Department officials jointly with the project team members, to Phagi block and few Gram Panchayats to look into the issues emerged out of the project survey was undertaken on April 21, 2010.
- The 'Final Dissemination cum Advocacy Meeting' was held in Jaipur on April 26, 2010. Mr. Jagadananda, State Information Commissioner, Orissa was the Chief

Guest. Key officials from Government of Rajasthan directly related to the 3 key identified welfare schemes targeted under the project, were R.P. Chaudhari, Director, Indira Awas Yojana; S.P. Baswala, Deputy Secretary, Department of Admin. Reforms (which is also Nodal department for RTI) and Nishkam Diwakar, Chief Executive officer, *Zila Parisad*, Jaipur as other guests. Meeting included 90 other participants from various govt. departments, CSOs and project CGCCs from Jaipur and Tonk districts.

- Ms. Stephanie de Chassy, one of PTF advisors, visited Jaipur to evaluate the RTI-PTF project phase-II from May 10-13, 2010 and visited CUTS office on first and last day of her visit and also visited both the Model RTI *Gram Panchayat* on May 11 & 12 respectively.
- MSS2 participated in three-day results framework indicators workshop in Bangalore on May 24-26, 2012, organized by Public Affairs Centre with the support of PTF.
- After incorporating the suggestions from Ms. Stephanie and PTF, final draft of the Project Completion Report was submitted on July 12, 2010 to PTF & PAC. After getting final approval from PTF, a revised proposal for an extension phase of 3 months was submitted on July 16, 2010 with a budget of Rs. 1,68,000. The same was approved on July 18 and the funds (USD 4000) also was received. MSS2 prepared a detailed 'Operational Strategy Note' for this extension phase, which got concluded on Sept. 30, 2010.
- Under 'Post RGR Survey', which is the major activity in the extension phase, finalised questionnaires were field tested on July 22, 2010 in two villages of Bichhi Gram Panchayat of Phagi Panchayat Samiti by MSS2 & DC along with local CGCC member Mr. Suresh Saini. In continuation, a one-day orientation of surveyors, who are CGCC members as well from all the 17 rural blocks of Jaipur and Tonk was organised on July 27, 2010. 19 surveyors attended the meeting.
- Post RGR survey was conducted in all the 17 rural blocks of Jaipur and Tonk by trained CGCC members and around 600 questionnaires were completed and draft analysis report of the collected data was prepared. Four Focus Group Discussions (FGDs) out of 8 eight were organised in Harsulia, Niwai, Tonk and Malpura. At the same time, analysis of calls received at 'RTI Advisory and Information Cell (RAIC)' was also done in the given formats by PTF and conclusions were drawn.
- As part of strengthening the capacity of CGCCs, two days learning cum exposure visit to MKSS office and *Gram Panchayats* in Rajsamand district was organized on August 12-13, 2010 in which 21 CGCC members participated.
- The extension phase of the project formally got concluded on September 30, 2010. In the reporting month MSS2 along with DC conducted four 'Focus Group Discussions' in Jaipur district with the help of local CGCCs. Two were conducted on Sep, 03 at Phagi and Chaksu and two were on Sep. 06 at Dudu and Sambhar. In these FGDs, RTI applicants of the local area were invited to share their experiences in detail and total 39 RTI applicants participated in these FGSs. MSS2 also finalized the analysis of Post RGR survey findings, first draft of RTI Toolkit (Model Framework of Replication) and managed to prepare Notice Boards and Suggestions boxes for two MRGPs.
- Updates were provided to Ms Stephanie on January 05, 2011, in response of her mail in connection with submitting her final evaluation report of the RePoRDD project to

PTF. The filled format was sent back to John Clark, who is engaged by PTF for Mid Term Evaluation of PTF grant, on January 28, 2011 in response of his request for sharing CUTS experience with PTF related to its processes of grant disbursement and assistance provided during project implementation.

- MSS2 participated in the results sharing workshop organized by PAC Bangalore at Bhuvneshwar on Feb. 11, 2011 and shared the RePoRDD findings with participants.
- Mr. John Clark visited CART office on Feb. 21, 2011 and met with GC, OPA and MSS2 to discuss and shared the experiences of the project team responsible for implementing PTF.

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

- Analysis of the data gathered through various tools was completed. The copies of the attendance sheets of the PHC in Tonk got collected through the use of RTI and were compiled for the purpose of matching with the data of community monitoring to know the actual status of absenteeism. OPA & ADS visited the office of CM&HO to collect the data through RTI application. OPA & ADS along with SSV and partners under the project made a visit of *Gahlod and Barbas Gram Panchayat* on April 6 & 7, 2010 in order to conduct community/interface meetings as a part of an effort to create a model of community monitoring. ADS along with VVS attended another interface meeting on April 29.
- Indira Sandilya, Communication Expert and PTD Advisor from Washington DC visited CUTS on May 04, 2010 mainly to discuss the communication strategy of CUTS for advocacy.
- Interface Meeting was organized by *Saraswati Vidhya Niketan Siksha Samiti* (Partner NGO) at *Gram Panchayat Mehendawas*, Tonk on May 08.
- The final analytical report of the project with the advocacy plan was submitted to 'The Result for Development' (R4D) institute on May 27.
- Courtney Tolmie (CT), Sr. Programme Officer, Results for Development (R4D) visited CUTS to review the progress of implementation of TAP programme on June 28. GC, OPA, MSS2, NS2 & DC met with CT at CUTS conference hall and had detailed discussions about the progress of TAP project implementation and about other interventions of CUTS in the area of governance and accountability. On June 29, CT visited *Mehandawas* one of the model PHCs under the project in Tonk and interacted with the doctor, staff and also with the community, monitors etc. about the functioning of the PHC. CT also attended the district level dissemination meeting.

- DLDM was organized at State Institute of Agricultural Management Institute, Tonk on June 29, 2010 to disseminate the key findings and recommendations emerged out of the study conducted under TAP project. ADS welcomed the participants. GC made the introductory remarks and presented the overview of the project. Courtney Tolmie, Sr. Programme Officer, Results for Development, USA delivered opening address and formally released the communiqué. OPA made presentation on the key findings emerged out of the community monitoring and the citizens's report card (CRC) and made recommendations. Dr. Ramawatar Jaiswal, Dy. Director, Medical & Health Services, GoR was special guest of the meeting.
- State Level Dissemination cum Advocacy Meeting was organised with the purpose of presenting the findings and the recommendations to the key policy makers at the state level and to a wider audience on July 29, 2010 at Hotel Jaipur palace. Mr. Rao Rajendra Singh, MLA, Rajasthan, Ms. Shyama Nagarajan (Health Specialist, World Bank, New Delhi and In-charge of Rajasthan Health System Development Project), Dr. Shiv Chandra Mathur (Executive Director, Rajasthan Health System Resource Centre), Priyanka Singh (Seva Mandir, Udaipur) were the key respondents.
- A documentary film was prepared for advocacy purpose under TAP project. Mercury was given the responsibility for making this documentary. The survey findings were formally submitted to B. N. Sharma, Principal Secretary, DoM&FW, GoR on August 18, 2010.
- A seminar to present the findings of the 'Absenteeism Study' was held on August 25 at the World Bank Delhi, which was mainly attended by the governance and health staff team coordinated by Roland Lomme (Advisor, Governance & Institutional Development, The World Bank) and Gerard M. La Forgia (Lead Health Specialist, South Asia Human Development Department, The World Bank). The presentation was made by GC & OPA, which concluded with a 10 minute documentary on the study.
- As required by NoRC, the IMO survey was completed and submitted to NoRC in first week of Sept.
- George Cheriyan along with Madhu Sudan Sharma met with B.N.Sharma, Principal Secretary, Health, Government of Rajasthan on October 26, 2010 and submitted a copy of the key findings and recommendations, along with a copy of the documentary film 'Engaging Communities in Health Services'.
- An impact report was submitted to the R4D on Nov. 24, 2010, which contained the description about the outcome expected for each activity under the project and the outcome achieved and also about the obstacles faced in achieving the outcomes.
- As part of the tracer study and follow up OPA, ADS & MSS2 visited Pachewar *Gram Panchayat* of Tonk district on April 11, 2011 to see the impact of TAP study in Tonk district and the status of community monitoring. GC made a presentation on the 'Community Monitoring Model' under NRHM at the Workshop for World Bank Staff on 'Governance and Accountability Mechanisms' held in New Delhi on April 28, 2011

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

- Research Questionnaire finalized after field testing got translated into Hindi and sent to district partners on April 17 along with necessary instruction to carry out research. Visits were made to Consumer Forum, DSO, Collector office and other concerned departments in Jaipur for field testing of research questionnaire. Based on the feed-back the questionnaire was revised and finalized.
- The findings of the filled survey was consolidated and analyzed. The findings were presented through the Public Interface Meetings (PIMs). The following PIMs were organized during the month of June 2010.

S. N.	Date	Activity/Event	Staff coordinated
1	10	At Dausa	AS7 & DC
2	10	At Chittorgarh	DS & NS2
3	11	At Alwar	AS7 & DC
4	11	At Banaswara	DS & NS2
5	24	At Sikar	DS & NS2
6	24	At Jodhpur	AS7 & AKJ
7	25	At Churu	DS & NS2
8	25	At Jalore	AS7 & AKJ
9	28	At Bundi	AS7 & AKJ
10	29	At Kota	AS7 & AKJ

11	30	At Tonk	DS & NS2
12	2 nd July	At Dholpur	DS & NS2

All the PIMs went on well in terms of participation from the concerned Government Depts/Agencies, PRIs and the general public (consumers). Officials from Weight & Measure department and Consumer Forum were present in most of the meetings. Print as well as electronic media has given good coverage for the PIMs in the respective districts. A number of youths participated in the PIMs in most of the districts with enthusiasm from even far away blocks.

- A meeting of the GRANIRCA team was held with PSM on Saturday, July 3, 2010 in the CUTS conference hall to review the progress of various activities like completed and scheduled, under the project. In addition to guiding the team, PSM also made certain suggestions regarding the implementation of future activities, decisions were taken accordingly. Besides project team, RDM, BC & GC also attended the meeting.
- Two days training of trainers (ToT) workshop on consumer protection issues was organized on July 27 & 28 2010 at CUTS Conference Hall, to create a pool of trainers who could further be used as a resource person in various DLTWs under the project. It was attended by 9 persons comprising project partners, consumer activists and some ex-members of district forum. Mr. Pradeep S. Mehta, Secretary General, CUTS; Advocate Devendra Mohan Mathur; Mr. Haneef Mohd. Former President, District Forum, Jaipur were the key resource persons.
- Under the research, the gathered data was analyzed and converted as a Research Document.
- The following DLTWs were conducted during the months of August-September 2010, which was attended by officials from the District Administration, District Consumer Fora etc. Media had given good coverage in the case of most of the workshops. Respective GRANIRCA team members were assisted by the trained resource person in these workshops to facilitate these workshops.

Date	District	Persons/ Team
10 & 11 Aug	Alwar	AKJ/AS7
10 & 11 Aug	Dholpur	NS2
17& 18 Aug	Kota	AKJ/AS7
18 & 19 Aug	Tonk	DS/NS2
31 Aug-01 Sept	Jodhpur	AKJ/AS7
31 Aug-01 Sept	Churu	DS/DC
03 & 04 Sept.	Jalore	AKJ/AS7
03 & 04 Sept.	Sikar	DS/NS2

06 & 07 Sept	Dausa	AKJ/AS7
06 & 07 Sept	Chittorgarh	DS/NS2
09 & 10 Sept.	Bundi	AKJ/NS2
09 & 10 Sept.	Banswara	DS/DC

- In addition, during the second half of September, PIM-2nd phase were conducted by District Partners. The details of the PIM-II Phase are given below.

District Partners	First PIM	Second PIM
Native Institute of Desert Awareness and Knowledge Society, Jodhpur	30 th September at Phalodi	
Sankalp Sansthan, Ahore	22 nd September at Jaswantpura	26 th September at Ahore
MMM Sikshan Evam Jan Seva Sansthan, Tonk	29 th September at Uniara	
Samajik Vikas Samiti, Dholpur	28 th September at Basedi	30 th September at Bari
Shubham Mahila Prashikshan Sansthan, Alwar	22 nd September at Ramgarh	30 th September at Umren
K.B. Social Welfare Society, Dausa	28 th September at Mahua	
Jila Upbhokta Jagaran Samiti, Sikar	25 th September at Piproli	28 th September at Laxmangarh
CUTS Centre for Human Development, Chittorgarh	26 th September at Bhupalsagar	27 th September at Dungla

- A State-Level Media Consultation workshop was organised on October 25, 2010 in Jaipur to sensitize the state and district level media representatives from print and electronic on consumer protection issues and to discuss the possible intervention to strengthen and take the consumer movement effectively to common masses. It was attended by about 50 media representatives belonging to print as well as electronic media including Pragya Paliwal, Director News, Doordarshan Kendra, Jaipur; Vimal Jain, Senior Editor, Rajasthan Patrika; J.S. Kothari, Chief Executive 'Nafa Nuksaan'; Sunny Sebastian, Special Correspondent, 'The Hindu'; Rajendra Prasad Bora former Bureau Chief, PTI and Lokpal Sethi, Special Correspondent, The Pioneer. The objective of the workshop under the project was to sensitize the media on consumer issues and discuss their role in taking up these. P N Pandey, Joint Director, Weights and Measures Department of Industries was the representative from Government of Rajasthan in the workshop, who highlighted the issues, challenges and initiatives taken by

department in implementation of the Standards of Weights & Measures Act and Packaged Commodity Rules.

- The document titled, 'Status of Consumer Protection in Rajasthan' which analysed the status of consumer protection/welfare regime in Rajasthan compiled through a survey conducted in 12 project districts in Rajasthan under the first research was released in the media consultation workshop also.
- A 'Training Manual on Consumer Protection' was printed, which focuses on all aspects of consumer protection, Act, its provisions, information about other link departments and the redressal mechanism available at different levels and first briefing paper titled 'Advertising: Challenges and Future Prospects' was also prepared and got published and both were also released during the media workshop.
- AS7 participated in a discussion on food adulteration issues by Jaipur *Doordarshan* on Nov. 12, 2010, which was telecasted on Nov. 27, 2010. The 25 minute programme focused on adulteration issues, consumer awareness, related laws, redressal mechanism, role of NGOs, ground realities in state etc. 2 other discussants also were there.
- Successfully organised State Level Roundtable Feedback on 15th December 2010 with good participation from 12 districts, media and other local NGOs. Shri M L Mehta, President CUTS and former Chief Secretary, Shri Rao Rajendra Singh and Shri Sukhram Kohli both MLAs as public representatives; Shri Sunny Sebastian, media representative; Shri Haneef Mohd, former President Consumer Forum Jaipur and Shri G P Gupta, President, District Forum, Churu both as judiciary reps were the speakers on the occasion. Speakers and participants shared their views and opined their feedback on the activities implemented during first year of the project, the key findings emerged out through these and the recommendations for making these more effective.
- 'National Consumer Day', was commemorated on 24th December 2010 in all the twelve districts with partners engaged in different activities either at their own level or in association with local administration like DSO etc. At the State Capital, AS7 participated in the government organised function at IGPRS. DC participated at the Tonk programme and AKJ participated at Alwar programme organised by respective DPs.
- The first meeting of the monitoring committee of the project was held on Jan. 12, 2011 at 3.00 pm in the chamber of Jt. Secretary, CA at DoCA, New Delhi. G.N. Sreekumaran (Jt. Secretary, CA) chaired the meeting. T.K. Murugan (Director, CWF), H.S. Saini (Dy. Secretary, IF) and Prema Bhatt (Under Secretary, CA) along with GC, DS, AS7 & AKJ attended the meeting. The objective of the meeting was to review the progress of activities under the project during the first year and to recommend release of grant for the second year. The team made an elaborate presentation about the activities of year I of the project and presented the statement of expenditure. The committee appreciated the activities and recommended for the release of the grant for year II, subject to submission of audited SoE & UC.
- After the meeting of the Monitoring Committee, GC and other team members met with GNS and discussed about the status of the new proposal 'Indian Consumers

in the New Age: *A Forward Looking Agenda to Address the Concerns of the Common Man*'. After the meeting with GNS, as advised, GC along with AKJ met with TKM in his chamber and discussed about the new proposal.

- As arranged by Department of Consumer Affairs, Government of Rajasthan, 18 RAS trainees who are going to be appointed as DSOs in various districts, visited CUTS along with 2 senior DSOs (Sikar & HO Vigilance) on Jan. 17, 2011 as part of their training. As directed by the New Secretary, DoCA they were oriented by the CUTS team (AS7, AKJ & GC) on the consumer protection scenario in the state.
- DS and AS7 visited the office of new Principal Secretary, Dept. of Food, Civil Supplies & Consumer Affairs, Govt of Rajasthan, Mr. J. C. Mohanty on 1st February 2011 and apprised him of our work on consumer issues.
- DS, AS7, DC & AKJ visited the Department of Consumer Affairs, Food and Civil Supplies, GoR and made a presentation on CUTS activity on consumer affairs on March 1, 2011. J.C. Mohanty, Principal Secretary along with senior officials from the department was present. Some possible areas for collaboration was discussed and identified during the meeting.
- A Public event was organised by CUTS CART at Hotel Jaipur Palace on March 16, 2011 to mark the WCRD-2011. Speaking on the occasion, Reserve Bank of India (RBI) Jaipur circle General Manager S.N. Panda; K Sundari, Deputy General Manager and S N Senapati, AGM from the Office of Banking Ombudsman, Jaipur and Justice V.S.Dave, former Chairman, Rajasthan State Consumer Dispute Redressal Commission and George Cheriyan spoke during the occasion.
- Two days orientation for the districts partners was organised for GRANIRCA partners on March 16-17, 2011. Out 12 districts, 11 district partners' representatives attended the orientation. GRANIRCA team facilitated the orientation. After reviewing the year activities, the sequence of year II activities were discussed with the partners during the orientation. The questionnaire for second year research was shared with the participants, discussed and finalized and later was field tested with the assistance of the interns.

4.4 Developing a culture of good governance and accountability in the state of Rajasthan, India through involving CSOs and building their capacity with a focus on improving the public expenditure outcomes in **NREGS (2010-12)**

Background

Project is supported by Affiliated Network for Social Accountability – South Asia Region and Global Partnership Fund (ANSA–SAR & Global) for the period from April 2010 to March 2012. Objective of the project is to develop a culture of good governance and accountability in the state of Rajasthan through involving civil society organizations (CSOs) and building their capacity with a focus on improving the public expenditure outcomes to begin with National Rural Employment Guarantee Scheme (NREGS) and trying to institutionalize it, to be adopted for assessing the various schemes..

During the period

- A rigorous internal screening was done among the CART staff to identify 66 organizations, 2 from each of the districts in Rajasthan, from the networking list of more than 900 organizations in the CUTS network. Capacity Gap Analysis for selection and capacity assessment of the partners at divisional and the district level under the project got started.
- The project was formally launched on May 31, 2010 with a 'Dialogue on Governance'. Prof. V.S. Vyas; Rao Rajendra Singh (MLA); Gopakumar Thampi (COO-ANSA SAR) were the main speakers at the launch meeting. Representative of Civil Society Organisations from various districts of Rajasthan, various states of India and seven other countries, media, government officials and academic/research institutions attended the event.
- In partnership with ANSA-SAR, CUTS co-organized a monitoring & evaluation workshop in Jaipur at Hotel Ramada, Jaipur on June 1-3, 2010 for representatives of grantees of ANSA. A total of 39 participants from ANSA partnering organization from seven countries participated in the meeting. GC, OPA, ADS, MSS2, AS& & NS2 from CUTS attended the workshop.
- The identification of 2 CSOs each to be part of the network on governance and accountability was completed during the first half of June. A questionnaire for the Capacity Gap Analysis is prepared and sent out on July 14, 2010 to all the 66 partner organizations identified under the project. The responses of the participants have started coming-in.
- 13 selected participants from partner organizations under the project from Rajasthan out of the total 66; 8 external ANSA sponsored participants and 5 (one from Zambia, 2 from Nepal & 2 from Sri Lanka) participants from overseas and 5 CUTS staff (AG, ADS, MSS2 & OPA) were trained during a five day's ToT workshop held during December 27-31, 2010 at Jaipur Palace Hotel, Jaipur. Gopa Kumar Thampi, Chief Operating Officer, ANSA SAR was present for the inaugural session of the workshop and presented the objective of ANSA SAR. Prof. Dr. Santosh Kumar and Mr. George Cheriyan were the two resource persons for the whole ToT for 5 days. Field exercise was held in *Khandel* and *Sinodia Gram Panchaayts* in Sambhar block of Jaipur district. Om Prakash Arya presented the findings of the Capacity Gap Analysis survey and impact of SAC pilots using using various SAC tools. The documentary films were also shown and appreciated by the participants.
- To identify, orient and to make preparatory ground work for conducting CSC exercise as a part of ToT workshop at two different GPs *Khandel* and *Sinodia* in *Sambhar* Block of Jaipur district, OPA along with ADS & MSS2 including GC made visits from October 11, 20 & 22 and held meetings with various service providers at the gram panchayat level and the community as well.
- A preparatory visit of Chaksu Block was made by ADS on Nov. 23. He visited two villages Bapugaon and Dehlala of Chaksu along with Shobha Chauhan and Satyanarayan of CECOEDECON. Second preparatory visit was made on Nov. 29 to both selected villages by OPA, ADS and Satyanarayan of CECOEDECON. Purpose of the visit was to meet community members and to orient them on CSC.
- OPA represented CUTS in a 2-day event during Nov.24-25, 2010 on the occasion of a regional launch of South Asian Regional and National Open Budget Survey

2010 jointly organized by International Budget Partnership (IBP) and Centre for Policy Alternatives in Sri Lanka and sponsored by ANSA SAR. A substantial number of diplomats and parliamentarians from Bangladesh, Afghanistan and Sri Lanka could also participate in the event.

- The representatives from 20 partner organizations from Ajmer, Bharatpur and Jaipur divisions networked in the ANSA were trained during the first Divisional level ToT from December 1-4, 2010 at Swaraj Campus of CECOEDECON. The field exercises were performed in Dehlala and Bapugaon Gram Panchayat of Chaksu block of Jaipur district. Along with OPA & ADS, Shobha Chouhan and Deepak Yogi, who were trained during State Level ToT acted as a resource person for the ToT. On fourth day of the training, GC and MSS2 also participated in the training and provided their inputs. The feedback gathered from the participants was very positive and encouraging. Agenda, case studies, training manuals and other resource materials were distributed to the participants. Earlier, visits of these villages were made for the preparations and ground work.
- Representatives from 23 partner organizations from Udaipur and Kota divisions of Rajasthan, who are part of CUTS-CAG Project network on governance were trained during the second divisional level ToT at Chittorgarh from January 10-13, 2011. The field exercises were done in the *Gram Panchayat Ghosundi* and *Keljar* of Chittorgarh block of the district. Along with OPA & ADS, Ashish Tripathi and Rajeev Saxena, who were trained during State Level ToT, served as resource persons for the ToT. On fourth day of the training, GC and MSS2 also participated in the training and provided their inputs.
- Third DLT on CSC was successfully conducted at Hotel Sahara Palace, Jodhpur from February 2-5, 2011. Total 13 selected representatives of partner organizations from districts of Jodhpur division got trained on CSC process through the training. Participants were taken out for field exercise at *Jur Gram Panchayat* of Bawri Block, Jodhpur on Feb. 04. In this practical exercise, participants used their learning of conducting actual CSC on selected work on NREGA. Tejveer Choudhary, NIDAN Sansthan was the external resource person other than ADS, and OPA. GC and MSS2 attended the programme on last day of training and provided their inputs. GC also delivered vote of thanks and distributed training certificates to participants.
- Final DLT on CSC was successfully organised in Churu March 7-10, 2011. Total 10 selected representatives of partner organizations from districts of Bikaner division got trained on CSC process through the training. Participants were taken out for field exercise at *Satada Gram Panchayat* of Churu District on March 9. In this practical exercise, participants used their learning of conducting actual CSC on a selected work of NREGA. ADS & OPA were the resource person of training. GC and MSS2 attended the programme on last day of training and provided their inputs. GC also distributed training certificates to participants.

4.5 National Environmental Awareness Campaign (NEAC): RRA for Rajasthan in partnership with the MoEF, GoI (2010-11)

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

- 6 Pre-Proposal workshops were organised at Kota, Ajmer, Jodhpur, Churu, Chittorgarh and Jaipur on August 5, 6, 10, 11, 13 & 17 respectively. A resource booklet on Bio-diversity (in Hindi) with tips to organize both awareness and action activities was released in the workshop at Jaipur. August 20, being the last day for submission of application, a total of about. A brochure of NEAC 2010-11 was prepared and uploaded on the website.
- The Regional Committee Meeting of the Central region was held in Delhi from November 29 to December 1, 2010 for scrutiny of applications. DC & AKJ attended the meeting. MoEF sanctioned a total of 305 applications with a total disbursement grant of Rs.30,44,000/-.
- As per the revised date (Nov. 20) for receiving the applications for the NEAC 2010-11, a total of 557 application forms were received. Out of which, a total of 407 applications were recommended to the Ministry for approval. The Regional Committee sanctioned a total of 305 applications with a total disbursement grant of Rs.30,44,000/-. The bond along with the resolution was sent to Ministry on 27th December 2010.
- State level post proposal workshop on the theme of 'Bio-Diversity' was organized at Rotary Club, Jaipur on March 14, 2011. Workshop was attended by about 200 partnering organizations from all over Rajasthan. DC welcomed all participants and briefed them about the activities, time frame, documentation and other useful things of campaign. ADS made a power point presentation on the theme 'Bio-diversity conservation'. GC delivered an address touching up on the importance of NEAC, the theme for the year and also mentioned about the added importance of year 2011 being the international year of forests.

4.7 Securities & Market Awareness Campaign 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.	Phagi, Jaipur 30 th Dec. 2010	80	Manish Bundel, AGM at WRO of SEBI; Ramavtar Saini, Advocate; Nandlal Sharma, Insurance Advisor
2.	Bari, Dholpur 18 th Jan. 2011	30	Amar Navlani, DGM, SEBI, Ahmedabad; Shyam Rao, AGM SEBI, Ahmedabad and Manish Kothiwal, SEBI
3.	Renwal (Phagi), Jaipur 24 th Jan. 2011	120	G P Garg, CGM, OIAE, SEBI and SEBI authorized resource persons in Rajasthan
4.	Bhanpurkala, Jaipur 21 st Feb. 2011	110	Manish Kothiwal, SEBI

4.8 Securities & Market Awareness Campaign with the support of Bombay Stock Exchange (BSE)

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.	Kekri, Ajmer 7 th Aug. 2010	70	Kailash Jain, Branch Manager BOB, Kailash Soni, Development Officer LIC, Chanchal, CA
2.	Tonk 30 th Aug. 2010	50	Rajendra Gujar, Deputy Director WCD
3.	Karauli 30 th Sept. 2010	60	Om Prakash Goenka, Investor expert and Shyam Prakash Garg, Advocate
4.	Jodhpur 21 st Oct. 2010	46	Mohd. Javed Chouhan , Manager HDFC, Sunil Saraswat, Sales Dep. HDFC, Nirmal Jain,

			Branch Manager, HDFC standard Life Insurance
5.	Baran 20 th Nov. 2010	40	Manish Jain, CA
6.	Dholpur 18 th Dec. 2010	55	G.S.Parmar, Retd. Post Master; Saurobh Bhargava, Sales Manager, Bajaj Alliance Insurance; Bhartindra Sharma, Investment Advisor

5. Consultancy Assignment under Power Reforms

5.1 Gauge the effectiveness of consumer protection related regulation at Haryana Electricity Regulatory Commission (HERC),

The World Bank appointed Mercados Energy Markets India Pvt. Ltd. (MEMI) for consultancy support to the Haryana Electricity Regulatory Commission (HERC), which in turn sub-contracted the task under consumer aspects to CUTS International. The bid was jointly submitted by MEMI and CUTS for the consultancy. The aim of task on consumer aspects was to gauge the effectiveness of consumer protection related regulation and to deliver high quality and specific (to regulatory decision making) recommendations to enable the implementation of a corrective course. CUTS carried out the following tasks and assist with internal deliberations between staff of HERC. The purpose was to:

- Review the existing policies, regulations and orders and the current process related to consumer participation, awareness, grievance redressal and protection in Haryana. This will lead to preparation of a “*Report on Gap and Improvement Areas*”.
- Develop the “*Process and Methodology*” for execution of a consumer satisfaction survey on the mentioned aspects.
- Develop a questionnaire for conducting the survey and analysis of the survey data in the form of a “*Report on Survey Findings*”.
- Develop “*Road Map for Social Accountability and Consumer Involvement*” based on the review and consumer survey.

6. Special Endeavors & Highlights

6.1 Gram Gadar Awards

Gram Gadar’ Journalism Awards (2009) was announced on April 13, 2010 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 July 31, 2010 by Shri Babulal Nagar Minister for Food and Consumer Affairs, Govt of Rajasthan at his residence. The following persons got the award for 2009:

1. Vishwanath Saini, Rajasthan Patrika from Churu for the topic, ‘Water Conservation and Management in Rural Areas;
2. Anand Chowdhary, Nai Dunia, Jaipur for the topic, ‘Governance and Accountability’

6.2 Consumer Complaints Handling, Information & Advisory Services

Basically, it is an “advice giving and informal complaints handling mechanism” between the common consumer and three-tier quasi-judicial complaints redressal system that is prevailing in the country. Over the period of time, this mechanism has been developed in an innovative manner similar to the European Consumer Centres (ECC), which can substantially reduce the burden of the District Consumer Forums (DCFs) in India.

In addition, besides advising and consuseling the consumers about their rights and various emerging problems, the Cell also takes up individual complaints directly with the opposite party. This is basically facilitating an interface (over phone, through e-mail/letter or direct) between the service provider/businesses and the consumer, where grievances are discussed. As a result of such interventions several complaints are settled directly with out going to the DCFs. If complaints are not sorted out up to the satisfaction of the consumers, then the cell also provide advice for filing of complaints in the DCFs, State Commissions and National Consumer Dispute Redressal Commission (NCDRC).

6.3 Vidhayak Samvad

Special initiative of CUTS to continue the dialogue among MLAs was convened on May 19, 2010 at Hotel Jaipur Palace. Good Governance was chosen as an issue for discussion considering its relevance in the present scenario. Mr. Rao Rajendra Singh was the MLA attended the workshop.

6.4 Celebration of five years of RTI Act

One day seminar on "Five Years of RTI in India- Challenges and Opportunities in Effective Implementation in Rajasthan" was organized by CUTS CART on October 22, 2010 in Jaipur. In the seminar Mr. T Srinivasan, State Information Commissioner (SIC) was a chief guest and Mr. Jagroop Singh, RTO, Jaipur was the main resource person along with Mr. Shrawan Yadav, Deputy Editor in Rajasthan Patrika.

6.5 Campaign on Financial Consumer Protection with CI

CUTS joined hands with Consumers International (CI) and other consumer organisations around the world in calling G20 to take urgent action to protect consumers of financial services, through the establishment of an Experts Group on Consumer Financial Protection with representation from financial consumer protection agencies, independent consumer organisations, and other experts in the fair treatment of consumers of financial services representing the interests of consumers from both developed and developing nations in the G20 Summit scheduled in Seoul, Korea on November 11-12, 2010. In this context, letters signed by Secretary General, CUTS was sent to the Prime Minister of India and the Finance Minister of India on October 4, 2010. The meeting of consumer organizations held in Delhi on October 21, 2010 unanimously adopted a resolution calling the G20 nations to set a expert group. Another letter was sent to Mr. Lee Myung-bak, President of South Korea requesting include the issue in the summit agenda on October 26, 2010. The media had given wide coverage for this campaign and CI appreciated the efforts. CUTS was included in the international working group on ‘Financial Consumer Protection’ by Consumers International and George Cheriyan

attended the meeting of the working group on 'Financial Services Campaign' organised by CI in the London office on November 29-30, 2010 to review the progress of the campaign so far and to finalise the strategy of the future phases.

6.6 Orientation to RAS Trainees, January 17, 2011

As arranged by Department of Consumer Affairs, Government of Rajasthan, 18 RAS trainees, who are going to be appointed as DSOs in various districts, visited CUTS along with 2 senior DSOs (Sikar & HO Vigilance), on Jan. 17, 2011 as part of their training. As directed by the New Secretary, DoCA they were oriented by the CUTS team (AS7, AKJ & GC) on the consumer protection scenario in the state. In the interactive session arranged at the CUTS conference hall, GC made the introductory remarks. GC spoke about CUTS, its various activities mainly related to CP and also the key issues related to the consumer protection regime in the state. AS7 narrated the outreach and different aspects of on going project GRANIRCA, which has build capacities of 12 districts people and had brought out the status of consumer redressal regime in Rajasthan. The participants raised various questions and it was answered by the team. The participants were also provided with various consumer protection related publications.

6.7 Intervention in Telecom Issues under Utility Reforms

Telecom Consumers Awareness Workshop

A District Level Telecom Consumer Education Workshop was organised at Ajmer on December 18, 2010 with the support from TRAI under TCEPF. The workshop was attended by 70 participants including telecom consumers, representatives of media, telecom service providers, civil society organizations and public representatives. Apart from overall organisation, provided inputs for the event report and settled the account.

6.8 International Training and Public Event on Outcome mapping with overseas development Institute, London

- CUTS International with the Overseas Development Institute (ODI), London jointly organized a workshop on Outcome Mapping during February 15-17, 2011 at Jaipur Palace Hotel. Mr. Terry Smutylo, founder and former director, Evaluation Unit, International Development Research Centre (IDRC), Canada and one of the principal authors of the OM methodology and Mr. Simon Hearn, Research Officer, ODI were the resource persons in the workshop. Several development professionals from NGOs, funding agencies and national and international development organisations from 12 countries participated in the workshop. They found it effective in addressing the dynamics of change in the complex environments in which they work.
- In the public event on February 18, 2011, the participants gathered from various civil society organizations and research institutions, mainly from Rajasthan were provided an opportunity to reflect on how OM could benefit them. Mr. Terry described about few major concept of outcome mapping and provided the space to the participants to come out with their reflections.

7. 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* (twelve issues of wall newspaper)
- *Panchva Stambh* (four issues of quarterly newsletter in Hindi)
- City Matters (four issues of bi-monthly newsletter)
- Consumer Dialogue (six issues)
- Consumer in Action (four issues)
- RTI in Action (two issues of quarterly newsletter)
- Disability Junction (two issues of quarterly newsletter)
- Besides, a RTI Toolkit for consumers, two briefing papers on misleading advertisements and financial services respectively, training manual for consumers on consumer protection and related issues in English and a report of status of consumers in Rajasthan under GRANIRCA were also printed during the period. Besides, there were pamphlets, brochures, reports etc printed under different project to earmark outcome of all such projects.

8. CART Mini Retreat

CART Pre-Retreat Meeting was held in the CUTS Conference Hall on May 22, 2010. Other than the staff from CART, PSM & BC attended the meeting from CUTS. PSM made the opening remarks. As a special invitee Prof. C.S.Barla made an introductory speech reviewing the present work of CART and providing suggestions for future work. In the retreat, the opportunities and challenges for the next 5 years based on the CUTS vision 2034 and the strategic plan of the Centre for next 5 years was discussed in detail.

9. Internship with CART

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

- Mr. Robin John Mathai, Jaipur graduation student from Dept. of Commerce, Rajasthan University worked on consumer protection and environmental issues during June-July, 2010.
- Ms. Bethany Robinson, Trent University, Canada worked on consumer protection issues from May 25 to August 3, 2010.
- Apurv Tyagi from National Law School, Bangalore from 25th January to 14th February, 2011 on 'Medical Services and Consumer Protection'.
- Arahant Jain from University of Petroleum and Energy Studies (UPES), Dehradun worked on consumer protection issues from 5th to 19th January 2011.
- Pradyumna Anil Purohit Institute of Law, Nirma University, Ahmedabad worked on consumer protection from 28th February to 26th March 2011.
- Akshay Khandelwal & Naina Jain both from Nirma University, Ahmedabad, worked on consumer protection and governance respectively from 28th February to 26th March 2011.

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

- ADS attended a state level advocacy meeting on 'Effective Implementation of Tobacco Control Laws' in Jaipur on April 3, 2010 organized by Rajasthan Voluntary Health Association (RVHA) with the support of Voluntary Health Association of India, New Delhi.
- AS7 Participated in the Regional Conference held in Kolkata on April 09-10, 2010 organised under RESA.
- Chief Minister, Ashok Gehlot on 19th April, 2011 inaugurated the mobile lab service and showed green flag to 2 mobile lab vehicles, which were to strengthen the "*Sudh Ke Liye Yudh*" campaign being run by state government. AS7 & DC attended the function.
- MSS2 participated in the workshop titled "Towards More Open and Transparent Governance in South Asia", organised by 'The Indian Institute of Public Administration, New Delhi, in collaboration with The World Bank on April 27-29, 2010 at IIPA Conference Hall.
- AKJ attended three days ICT training programme organised on 14 & 15 May 2010 organised by MAHITI, Bangalore in coordination with SARAI, New Delhi at Jaipur.
- MSS2 participated in three-day results framework indicators workshop in Bangalore, organized by Public Affairs Centre with the support of PTF on 24-26 May, 2010.
- AKJ attended a consultation organised by Cechoedecon on May 28, 2010 on 'Civic Driven Change initiative'.
- AS7 attended the pre-lunch session of workshop organised by Rajasthan Mission on Skill and Livelihoods (RMoL) at OTS, Jaipur on 'Developing Domestic Workers Security Act in Rajasthan' on May 28, 2011.
- DC attended a seminar on the theme 'Role of Judiciary in taking care of children in need of care and protection' held on June 16, 2010, organised by SOS Children's Village, Jaipur.
- NS2 participated in workshop organized by CECOEDECON on 19 June on 'sensitizing lawyers on dignity of women' at Jaipur.
- AS7 along with SM5 attended a NCAS conducted training program on "People Centered Advocacy" organised by OXFAM India from 15-18th June 2010 at YASHDA, Pune.
- ADS attended Advocacy Forum for Tobacco Control (AFTC) Networking Meeting organized by Healis Shekhsaria Institute of Public Health at Mumbai on June 23-25, 2010.
- GC visited Phnom Penh Cambodia to facilitate a session in the Learning Workshop on 'Mainstreaming Social Accountability in Oxfam GB's Change Strategies for East Asia' organized jointly by ANSA-EAP & OGB EA at Phnom Penh, Cambodia from July 6-8, 2010, as a resource person
- DS attended the meeting of Investors Associations organized by SEBI at SEBI Bhavan, Bandra Kurla, Mumbai on July 6, 2010.

- MSS2 participated in the launch meeting of the project ‘Collusive Behavior in Healthcare Delivery in India through Appropriate Regulatory Intervention’ organized by CUTS CCIER with the support of Oxfam India on Tuesday, July 06, 2010 at India International Centre, New Delhi.
- GC, DS & NS2 participated in the panel discussion organized by CUTS in association with Dept. of Economics, University of Rajasthan titled ‘DTC and GST through the Looking Glass’ at the Rajasthan University on July 13, 2010.
- DS & AS7 attended a lecture organised by C-CIER at the CUTS Conference Hall on Competition Commission delivered by CC member Geeta Gauri on July 17, 2010.
- GC & ADS took part in a short telephonic interview on August 3, 2010 with Ms. Arohi Jain, University of Warwick, UK as part of an assignment of a survey on TCL.
- MSS2 participated in a workshop organized by ‘Rajasthan Mission on Skill and Livelihood (RMoL)’ on ‘Mainstreaming Disability Vocational Trainings’ at hotel Red Fox, Jaipur on 7th September, 2010.
- GC attended the Regional Conference of the Northern States of the CONFONET (Computerisation and Computer Networking of Consumer Forums in the Country) scheme in collaboration with the Dept. of Consumer Affairs, Government of India held at DoCA, Delhi on 9th September, 2010.
- AKJ attended two days ‘Round table meeting on rural e-governance’ organised by IIPA in New Delhi on September 16-17, 2010.
- ADS attended a Training Workshop on Media Handling Skills organized by The BBC World Service Trust in partnership with Tobacco Free Kids (TFK) at Hotel Visaya, Panchsheel, New Delhi from September 20 to 24, 2010.
- NS2 attended a half day brainstorming workshop on Vision document that has to be prepared by the Gender Cell of DWCD, GoR held at IGPRS, Jaipur on 24 September, 2010.
- NS2 attended a half day Panel Discussion on Urban Health Initiative in Rajasthan- Prospects and Challenges organized by IIHMR, Jaipur with support from PFI, India and USAID at IIHMR MDP hall, Jaipur on 27 September, 2010.
- NS2 attended a half day experience sharing workshop' organized by CARE, Rajasthan in Jaipur marking the winding up of CARE' 14 year long Integrated Nutrition & Health Project (INHP) as well as their work in Rajasthan on September 30, 2010.
- A 'Social Accountability Tools Workshop' was organised by ANSA-SAR in Dhaka from October 10-14, 2010 for the representatives of organisations selected for second round of ANSA grant was attended by George Cheriyan for a day as a resource person on October 10, 2010.
- DS and AS7 attended National Conference “Competition Regime-Benefiting the Consumers” was organised by CUTS along with CCI and Department of Consumer Affairs, GoI in Delhi on October 20, 2010 and then a National Seminar on “Whither the Regulatory Reform in India – A Discussion on the Draft Regulatory Reform Bill” by CUTS along with Planning Commission of India at Delhi on October 21, 2010. In addition, an informal meeting of Consumer Organisations was organised by CUTS CART on October 21, 2010 afternoon in

Delhi, in which about 30 consumer organizations participated and formulated the strategies for collective action. BC chaired the meeting.

- AS7 participated in a discussion on Food Adulteration issues organized by Jaipur *Doordarshan* on November 12, 2010, which was telecasted on November 27, 2010.
- OPA participated in a workshop organized by CECOEDECON on November 13, 2010 under the project “An Initiation to build capacities of Rajasthan State Legal Services Providers to increase their role in enhancing the dignity of Women” in the office premises of SWARAJ.
- MSS2 attended a national convention on Union Budget organized by 'Centre for Budget and Governance Accountability (CBGA)' on November 19-20, 2010 at New Delhi.
- OPA represented CUTS in a 2-day event during November 24-25, 2010 on the occasion of a regional launch of South Asian Regional and National OPEN BUDGET Survey 2010 jointly organized by International Budget Partnership (IBP) and Centre for Policy Alternatives (CPA) in Sri Lanka and sponsored by ANSA SAR.
- OPA and AT4 participated in the Development Market Place, an “Educational Fair”, set-up by Oxfam India partners to share their experience on development work in India, organized on November 28, 2010 (Sunday) in Delhi, as part of the Oxfam International Youth Partnership (OIYP) *Kaleidoscope 2010*.
- George Cheriyan attended the meeting of the working group on ‘Financial Services Campaign’ organised by the Consumers International (CI) in the London office on November 29-30, 2010 to review the progress of the campaign so far and to finalise the strategy of the future phases.
- DS participated in a meeting on 7th December 2010 at Mumbai organised by SEBI on capital market related issues with Investor Associations.
- ADS participated in National Level Workshop on ‘Child Labour and Livelihood’ organized by GRAVIS on December 20, 2010 at Hotel Holiday Inn, Jaipur.
- AS7 participated in a workshop organised by GRAVIS and HEDCON at Clarks Amer, Jaipur on the issues of "The Mine Labourers Welfare Programme (MLWP) - Milestones & Way Forward" on December 28, 2010.
- GC visited Delhi on January 15, 2011 and along with VS2 and participated in the campus placement process at Delhi School of Social Work.
- AS7 attended the 11th meeting of State Advisory Committee of Rajasthan Electricity Regulatory Commission (RERC) was held on January 25, 2011 at RERC Conference Hall.
- ADS participated in a two days state level workshop on ‘Challenges and Opportunities in Promoting Healthcare of Urban Poor in Rajasthan’ organized by IIMR at its campus on January 27-28, 2011.
- MSS2 along with DC participated in a state level Rojgaar Mela (Employment Fair) organized by MKSS on February 2, 2011 at Jaipur.
- DS attended a meeting at CM house on 5th February 2011 on the occasion of mobile laboratory for petroleum products.

- ADS attended National Level Dissemination of the Global Adult Tobacco Survey (GATS) 2009-10 on February 11, 2011 at IIHMR, Jaipur organised by IIPS, Mumbai and the Ministry of Health & Family Welfare (MoHFW), Govt. of India.
- OPA and AKJ attended a pre-budget workshop organised by Budget Analysis Rajasthan Centre (BARC) with MLAs, at Pant Krishi Bhawan, on February 21, 2011.
- MSS2 participated in a state level brainstorming workshop organized by PRIA Rajasthan on developing a training course and module for strengthening 'District Planning Committee' for decentralized planning to achieve MDGs on February 24, 2011 at IDS, Jaipur.
- GC visited Hanoi, Vietnam from Feb. 28 to March 4, 2011 and facilitated a Training titled 'Action Learning to Implement Social Accountability in Monitoring the Performance of Government of Vietnam' organised as part of a consultancy work with Oxfam GB, Vietnam for staff and partners of OGB from March 1-3, 2011.
- Budget Analysis Rajasthan Centre (BARC) organized a function at Pink City Press Club on March 5, 2011 to release the Fact sheets on Transparency in State Budget, based on a study conducted by BARC with CBGA, New Delhi. The study was conducted in 10 states, including Rajasthan. OPA & MSS2 attended the function.
- ADS represented CUTS in a National Consultation Meeting on Environmental Education Awareness and Training (EEAT) Scheme of Ministry of Environment & Forest (MOEF) Govt. of India organized by MoEF and Centre for Environment Education (CEE) on March 17, 2011 at India Habitat Centre, New Delhi.
- AS7 attended a 'Training Workshop on Effective Consumer Participation in Standardization' on March 17-18, 2011 organised at the National Institute of Training for Standardization (NITS), Noida by GIZ (earlier known as GTZ) in cooperation with DoCA (GoI), BIS, ISO COPLOLCO and Consumers International (CI).

12. Associations/Affiliations

12.1 International Resource Team on Social Accountability of the World Bank Institute on Sustainable Development (WBISD), Washington DC, USA

12.2 Demand for Good Governance (DFGG) Learning network of the World Bank

12.3 South Asia Social Accountability Network (SASANet) of the World Bank

12.4 State Advisory Committee of the Rajasthan Electricity Regulatory Commission (RERC)

12.5 Central Consumer Protection Council (CCPC), Government of India

12.6 Advocacy Forum for Tobacco Control (AFTC), India

DS & GC, 2012/02/24