

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

Annual Report

Activities from April 1, 2011 to March 31, 2012

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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. Justice 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 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 (including main activities conducted during the period) under implementation (covering the period 1st April 2011 to 31st March 2012)

4.1 **Project: Grassroot Reach out and Networking in Rajasthan through Consumer Action (GRANIRCA)**

Support: Ministry of Food, Public Distribution and Consumer Affairs, Govt of India.

Objective: To build a strong consumer movement at the grassroots by equipping consumer activists with skills and create a network of zealous grassroots activists through intensive training, capacity building and orientation programmes on relevant consumer protection issues.

Period: January 2010 to December 2012.

Main Activities Conducted during the Reporting Period:

• Field Research-Second Year

The second year field research survey was done in 12 districts of Rajasthan. The total samples collected were 2364. A brief report was prepared and the primary findings were disseminated in DLMW & DLTW and also in the next round of activities like the PIMs. The objective of doing this perception survey was to gauge the level of awareness of consumers and determine the status of overall scenario of consumer protection in 12 project districts of Rajasthan and the performance of concerned agencies/institutions responsible for consumer protection at district level.

• Public Interface Meetings-Phase I 2011

Three rounds of Public Interface Meetings were conducted at the project districts during April 2011 to March 2012. Most of the PIMs were conducted at blocks of respective districts. Details of these PIMs conducted are as under:

PIMs-I Round One of Year Two

S. N.	District	Date	Station	Total Participation	Resource Persons other than GRANIRCA team members
1	Banswara	May 04, 2011	Ghatol Panchayat Samiti	29	✓ Nemraj Shehlot, Project Director, Wagad Vikas Sansthan
2	Chittorgarh	May 03, 2011	Chittorgarh	37	✓ Shyam Sundar Sharma, DSO
3	Bundi	April 28, 2011	Nainwa Panchayat Samiti	63	✓ Ram Bahadur Kulshreshtha, Member District Consumer Forum, incharge of Bundi Consumer Forum ✓ Samrendra Singh Sikharwar, Judicial Magistrate, Nainwa and local media persons
4	Kota	April 27, 2011	Kota	52	✓ Ram Bahadur Kulshreshtha, Member, District Consumer Forum, Kota & temporary incharge of Bundi D.F. ✓ R P Gupta, retd Secretary, Prodh Siksha Samiti
5	Jodhpur	May 03, 2011	Luni Panchayat Samiti	51	✓ Murlidhar Vaishnav, Ex-President, District Consumer Forum
6	Jalore	May 04, 2011	Sayla Panchayat Samiti	35	✓ B.L. Trivedi, Branch Manager, LIC ✓ Murari Lal Sharma, local teacher ✓ Paras Mal Sharma, Sr. local teacher

7	Churu	April 26, 2011	Ratangarh Panchayat Samiti	59	<ul style="list-style-type: none"> ✓ Pradeep Poonia, Secretary, <i>Manav Pragati Sansthan</i> ✓ Bhupendra Singh, Coordinator, <i>Manav Pragati Sansthan</i>
8	Tonk	April 22, 2011	Jhelai Gram Panchayat in Panchayat Samiti Niwai	52	<ul style="list-style-type: none"> ✓ Kanta Devi Sharma, Sarpanch ✓ Babulal Saini, Dy. Zila Pramukh
9	Dholpur	April 29, 2011	Dholpur	56	<ul style="list-style-type: none"> ✓ Dr. Indra Singh Pawar, Principle, Govt. School ✓ Dr. Alka Singh, Member, Consumer Forum, ✓ Dr. Vijay Singh, Doctor
10	Alwar	April 22, 2011	Thanagazi Panchayat Samiti	49	<ul style="list-style-type: none"> ✓ Subhash Chand Sharma, Secretary, Upkaar Sansthan ✓ Ram Prasad Sharma, Retd. Principal, Govt. School
11	Dausa	April 29, 2011	Lalsot Panchayat Samiti	46	<ul style="list-style-type: none"> ✓ Ram Prasad Bhinda, Chairman, Nagar Palika, Lasot. ✓ Babu Lal Hada and Satya Narain Sharma, both lawyers ✓ Anil Benada, a local businessman and also a public representative.
12	Sikar	April 25, 2011	Sri Madhopur Panchayat Samiti	82	<ul style="list-style-type: none"> ✓ Rameshwar Meena, Sarpanch ✓ Bhagwani Devi, Sarpanch

PIMs-I Round Two of Year Two

S. N.	District	Date	Station	Total Participation	Resource Persons other than GRANIRCA team members
1.	Banswara	June 02, 2011	Bagidora Panchayat Samiti	53	<ul style="list-style-type: none"> ✓ Khem Singh, Asst. Engineer, Electricity Deptt. ✓ Narendra Chopra, Manager, Bharat Gas ✓ Smt. Wazi Bai, Sarpanch, Bagidora ✓ Badami Lal Jain, Dy. Sarpanch

2.	Chittorgarh	May 27, 2011	Bhadesar Panchayat Samiti	41	<ul style="list-style-type: none"> ✓ Gangadhar Solanki, Social Worker ✓ Umesh Agala, Lawyer
3.	Kota	June 02, 2011	Ladpura Panchayat Samiti	55	<ul style="list-style-type: none"> ✓ Rambadhur Kulshreshtha, Member, Consumer Forum, Kota ✓ Nalchand Malav, Dy. Sarpanch ✓ Kunj Bihari, Secretary, ✓ Jayshree Goutam, Advocate
4.	Jodhpur	May 23, 2011	Bilada Panchayat Samiti	58	<ul style="list-style-type: none"> ✓ Dr. D.R.Chouhan, CMHO, ✓ Rakesh Sharma, Block Programme Administrator ✓ Bakhu Ram, Secretary, Samagra Vikas Samiti
5.	Jalore	May 28, 2011	Bhawrani Gram Panchayat in Ahore Panchayat Samiti	65	<ul style="list-style-type: none"> ✓ Govind Ram Tailor, Professor ✓ Suresh Dave, Teacher
6.	Churu	June 11, 2011	Sardarshahar Panchayat Samiti	52	<ul style="list-style-type: none"> ✓ Pradeep Ponia, CE, ✓ Radheshyam, Secretary, NYMS ✓ Bhupendra Singh, Project Officer
7.	Tonk	May 31, 2011	Duni Panchayat Samiti	51	<ul style="list-style-type: none"> ✓ Ashrar Jaha, Prerna Education Society ✓ Santosh Nama, Social Worker ✓ Gopal Saini, MMM
8.	Dholpur	May 31, 2011	Rajakheda Panchayat Samiti	66	<ul style="list-style-type: none"> ✓ Ramesh Chandra Soni, Secretary, Nagar Palika ✓ Umashankar Dixit, Principal ✓ Shabh Singh, Agent, LIC
9.	Alwar	May 28, 2011	Laxmangarh Panchayat Samiti	60	<ul style="list-style-type: none"> ✓ Rajneesh Sharma, Advocate
10	Dausa	May 25, 2011	Sainthal Panchayat Samiti	60	<ul style="list-style-type: none"> ✓ Ramdayal Sharma, Public Prosecutor ✓ Satya Narayan Sharma, Senior Advocate ✓ Ramgopal Sharma, Advocate

					✓ Govind Narayan, Social Worker
11	Sikar	May 29, 2011	Gondh Gram Panchayat in Srimadhapur Panchayat Samiti	103	✓ Satya Narain, District Partner and also Lawyer ✓ Prabhu Dhan, Eng. PHED ✓ Suresh Choudhary, Sarpanch

- **Mid Term Review Meeting**

As per the MoU with the Ministry and also an activity under the project, a Mid Term Review was organised after the first half of the project. Since the project completed its half way, i.e. on June 30, 2011, so MTR was organised at Jaipur on July 04-06, 2011. Dr Santosh Kumar, Professor, School of Liberal Studies, Deendayal Petroleum University at Gandhinagar, Ahmedabad agreed to be an external evaluator in the whole process and his name was informed to the Ministry well in advance. An agenda and MoU with the evaluator and his work plan for Jaipur visit was finalised. Three-day evaluation processes included field visits in couple of districts, meetings with stakeholders and detailed interaction with district partners and the project team.

- **District Level Media Workshops, Second Year**

In accordance with the sanctioned proposal, second year's media workshops were conducted at project district head-quarters. The purpose of conducting workshops specifically for media friends was to acclimatize them with the overall consumer protection and to apprise them with the key findings from the survey. A detailed presentation was made, which consisted of findings from the data collected and assessed in the second year research, brief project activities conducted, proposed activities and recommendations put forth.

Media actively participated in workshops. Good coverage appeared in prominent newspapers and electronic media. Besides, daily publishing newspapers and other local newspapers also published the related news. Schedule of the media workshops conducted is mentioned as below:

S. N.	Date	District	Participant's Number
1.	August 05, 2011	Kota	60
2.	August 05, 2011	Dausa	45
3.	August 06, 2011	Bundi	31
4.	August 06, 2011	Alwar	45
5.	August 09, 2011	Dholpur	31
6.	August 11, 2011	Jalore	40
7.	August 12, 2011	Jodhpur	40
8.	August 17, 2011	Tonk	40
9.	August 17, 2011	Churu	30
10	August 18, 2011	Sikar	30
11	August 23, 2011	Chittorgarh	34
12	August 24, 2011	Banswara	40

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- **District Level Training Programme (DLTW), Second Year**

In 2nd year, respective project districts conducted district level training programmes at districts.

Schedule of DLTWs conducted was as:

S. N.	Date	District	Participant's Number
1.	29-30 August, 2011	Tonk	50
2.	05-06 September, 2011	Dholpur	50
3.	05-06 September, 2011	Kota	62
4.	08-09 September, 2011	Dausa	67
5.	08-09 September, 2011	Alwar	36
6.	12-13 September, 2011	Churu	36
7.	12-13 September, 2011	Chittorgarh	36
8.	20-21 September, 2011	Jodhpur	47
9.	22-23 September, 2011	Jalore	65
10.	26-27 September, 2011	Bundi	48
11.	29-30 September, 2011	Sikar	51
12.	02-03 November, 2011	Banswara	53

- **PIMs-I Round Three of Year Two**

S. N.	Districts	Date		Participant's Number
1.	Kota	November 12, 2011	November 19, 2011	116
2.	Dausa	November 04, 2011	November 23, 2011	83
3.	Bundi	November 12, 2011	November 17, 2011	131
4.	Alwar	November 07, 2011	November 14 & 20, 2011	127
5.	Dholpur	November 10, 2011	November 19, 2011	89
6.	Jalore	November 11, 2011	November 16, 2011	121
7.	Jodhpur	November 12, 2011	November 19, 2011	93
8.	Tonk	November 14, 2011	November 15, 2011	75
9.	Churu	November 13, 2011	November 22, 2011	60
10	Sikar	November 05, 2011	November 12, 2011	112
11	Chittorgarh	November 09, 2011	November 10, 2011	48
12	Banswara	November 09, 2011	November 16, 2011	64

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- **State Level Round Table and Feedback Meeting, Second Year**

More than 57 representatives comprising all stakeholders including representatives of CSOs, print and electronic media, the judiciary and the government were present in the State Level Round Table and Feedback Meeting organised on November 29, 2011. Apart from 12 project district partner's participation, Dr Poonam Pandey, Project Associate, *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)*, New Delhi also participated in the programme. On the occasion, four posters, which have been brought out as informative material for generating awareness under the project, were released by the guests. Key recommendations for advocacy emerged in the meeting and detailed report of the programme is available at project webpage.

- **Project Monitoring Committee Meeting**

The second project monitoring committee meeting under GRANIRCA was held on February 10, 2012 at Conference Hall of Department of Consumer Affairs. Along with project team, Mr. S.K. Nag, Director (CWF), Prema Bhatt, Under Secretary to the GoI, and M Ram Jogesh, Under Secretary, Budget & IF were present in the meeting and the meeting was chaired by Mr. M.K. Parida, JS (CA).

Project team made a power point presentation detailing the project objectives, expected outcomes, activities, outputs and the highlights of the activities conducted during 2011. At the same time, project team also mentioned about the web page, which is dedicated only for GRANIRCA project. The monitoring committee recommended to releasing the grant of Rs 18, 76,510 for the year 2012, subject to submission of audited statements of expenditure and UC by CUTS. Approval for carry-forward the balance amount under different project heads was also granted by the committee.

- **Celebration of World Consumer Rights Day, 2012**

CUTS organised a public event on the occasion of World Consumer Rights Day (WCRD) in Jaipur, on March 16, 2012 under the project. The theme for 2012 WCRD was 'Our money, Our Rights—Campaigning for Real Choice in Financial Services'. The purpose of the event was to celebrate and express solidarity with the international consumer movement and to demand access to fair, safe and competitive financial services for all. Officials from office of Banking Ombudsman, Jaipur; senior managers from Jaipur based banks like State Bank of India, Indian Overseas Bank, South Indian Bank, State Bank of Bikaner and Jaipur and Cooperative Bank; representatives from CSOs and NGOs, media and district partners took part in the event.

4.2 Project: National Environmental Awareness Campaign (NEAC): Regional Resource Agency for Rajasthan.

Support: Ministry of Environment and Forest, GoI.

Period: April 2011-March 2012.

Theme: Forest for Sustainable Livelihood.

Objective: To create awareness on issues related to biodiversity and taking action.

Main Activities Conducted during the Reporting Period:

During 2011-12, the theme was **“FORESTS FOR SUSTAINABLE LIVELIHOOD”**.

The Ministry further identified sub-themes for conducting the campaign. These included setting up 'community forests for sustainable livelihoods', 'establishment of seed banks', 'collection and propagation of rare indigenous varieties of plants', 'plantation of rare indigenous varieties of plants including medicinal of plants', 'establishment of voluntary village', 'local reserves for rare varieties of plants', 'preparation of demonstration plots for biodiversity', 'preparation of biodiversity registers for schools, villages and local areas wetland Conservation' and 'forestation of wasteland for fuel wood, fodder, timber' etc. CUTS as the Regional Resource Agency (RRA) for the Rajasthan state assisted Ministry in planning, implementing, monitoring and evaluating the campaign.

- **Pre Proposal Workshops**

CUTS organized five pre proposal open workshops covering all 33 districts in the state. Total 229 representatives of several CSOs, NGOs, educational institutes, professional association, scientific bodies and also whole range of other agencies participated in the workshops. These were as:

S. N.	Date & Time of Workshop	Division	Districts Covered	Venue	Participants
1.	6th September, 2011 10.00 AM	Udaipur	Udaipur Rajasmad Dungarpur Banswara Chittorgarh Pratapgarh Bhilwara	CUTS Centre for Human Development (CUTS CHD), Rawla, Saini, Chittorgarh	37
2.	6th September, 2011 10.00 AM	Kota	Kota Karouli Jhalawar Baran Bundi Sawai Madhopur	Kala Dirgha, Chhatra Vilas Garden, Near Government Museum, Behind of Scout Guide Office, Nayapura, Kota	30
3.	9th September, 2011 10.00 AM	Jodhpur	Jodhpur Jaisalmer Jalore Barmer Pali Sirohi	Hotel Sahara Palace, Opp. Pashu Chikitsalaya (Vatenary Hospital), Ratanada, Jodhpur	33
4.	13th September, 2011 10.00 AM	Bikaner	Bikaner Sriganganagar Hanumangarh Churu Sikar Jhunjhunu	Natraj Hotel, Near Dharam Stoop, Railway Station Road, Churu	40
5.	14th September, 2011 10.00 AM	Jaipur	Jaipur Dausa Alwar Bharatpur Dholpur Ajmer Tonk Nagaur	Rotary Club, Rotary Marg, Behind Old Shalimar Cinema, Church Road, M.I. Road, Jaipur	107

- **Post Proposal State Level Workshop, June, 20th 2012**

CUTS CART organised a 'State Level Post Proposal workshop' at Rotary Club, Jaipur on June 20, 2012. The theme for NEAC 2011-12 campaign is 'Forest for Sustainable Livelihood'. A documentary series '*Bhoomi*' on environment issues was screened for the participants. More than 200 participants including government officials from the Department of Forest and State Biodiversity Board, representatives from civil society organisations, and development institutes, media persons participated in the meeting and shared their valuable grassroot experiences. The following were the number of proposals received and approved during 2011-12:

S.N.	Year	Total number of sanctioned NGOs	Total sanctioned amount by Ministry	Total utilized amount (Rs.)	Total unspent amount refunded to the Ministry
1.	2011-2012	229	21,68,000	21,48,000	20,000

- During the year 2011-12, a total 59 NGOs were physically monitored during the events.

4.3 **Project: Mainstreaming Disability in Rajasthan.**

Support: Sight Savers.

Objective: Facilitating effective and meaningful inclusion of persons with disabilities into larger development actions and process at levels in order to achieve full citizenship rights.

Period: September 2010-December 2011.



Main Activities Conducted during the Reporting Period

- 5 sensitization workshops were organised on 25th April at Seva Mandir; at JJVS on 26th April; at Astha on 28th and at ALERT on 29th in Udaipur and at SURE on 30th April and at Mahila Mandal Barmer Agore' (MMBA) on 1st May, 2011 in Barmer. Three sensitization workshops (3rd August 2011 with AMIED, 4th August, 2011 with *Bodh Shiksha Samiti* and 5th August, 2011 with MMSVS) were organised in Alwar district. Total five sensitisation workshops were done in Jaipur (4) and Dausa (1) districts. Out of four, two were with the students and faculty members of mass

communication and social work, University of Rajasthan on 11th October, 2011, one each with staff and officials of *Gram Chetna Kendra*, Khedi Milak on 20th October, 2011 and *Nirman Sanstha Khandel* on 21st October, 2011. The workshop in Dausa was on 19th October, 2011 with the representatives of various NGOs, Schools principals and Media representatives.

- Advocacy Document 'Together for a Better World for All' was prepared.
- Access Audit Reports were done at Sindhi Camp, Jaipur on August 2011 and at Yaadgar, Jaipur on June 30, 2011.

4.4 **Project: 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.**

Support: Affiliated Network for Social Accountability-South Asia Region (ANSA-SAR).

Objective: Promoting good governance through increased people's participation by using various tools and technique.

Period: April 2010 to March 2012.

Main Activities Conducted during the Reporting Period

- **State level get-together cum orientation of network partners in Jaipur on April 18-19, 2011**

A state level get-together cum orientation of network partners was held at the state headquarters, Jaipur on April 18-19, 2011 under the CUTS CAG project. All network partners who have been trained on community score card (CSC), were invited. This get-together aimed at bringing all the trained people together to meet and interact with each other and strengthen the network. The future strategy for implementing CSC on NREGS with 55 network partners attended the event.

Second get together cum orientation was held at CART Conference Hall, Jaipur on May 02, 11 under CAG Project. Those network partners, who could not participate in the first get together and were trained on community scorecard (CSC), were invited. Out of them 08 network partners from different districts of Rajasthan attended the programme. Process of community score card was revised and discussions were held on future strategy for implementing CSC on NREGA under the project. Participants were also given basic information about NREGA, which will be further helpful for them to implement the project.

- **Community Score Card (CSC) implementation by network partners during August 2011-February 2012.**

All network partners who have been trained on community score card (CSC) tested the potential of CSC in NREGS to improve the service delivery in 66 village councils of 33 district of Rajasthan.

- **State Level Dissemination cum Advocacy Meeting on March 14, 2012**

State level advocacy cum dissemination meeting was organised on March 14, 2012 to disseminate the key findings of the project in the presence of a wider group. Issues and the findings emerged out from the project captured the attention of the media, which resulted in good coverage and triggering a big debate on implementation of NREGA in Rajasthan. Based on the findings of the study, a memorandum was submitted to the Chief Minister of Rajasthan during the pre-budget consultation of the CM with NGOs.

4.5 Project: CUTS project Community of Practice on Social Accountability (COPSA) Tools in South Asia Region.

Support: Affiliated Network for Social Accountability-South Asia Region (ANSA-SAR).

Objective: To enable and institutionalise the process, mechanisms of social accountability (SAC) tools among ANSA-SAR partners in Sri Lanka, Bangladesh, Nepal, Pakistan and India.

Period: January 2012- December 2012.

Main Activities Conducted during the Reporting Period

- **In-country National Consultation, 8th February, 2012 at IIC, New Delhi**

In-Country consultation was conducted at India International Centre, New Delhi on Feb. 08, 2012 to gather the experiences and suggestions for the designing of a community of practice on social accountability in South Asia region. More than 23 participants, representing the World Bank, DfID, UN Solution Exchange, Inter-Cooperation and CSOs working on governance issues from Orissa, Karnataka, Gujarat Delhi and Rajasthan participated in the meeting.

- **Inception cum Design Workshop at Colombo, Sri Lanka on 29th February, 2012 to 1st March, 2012**

Regional Inception cum design workshop was conducted at Hotel Grand Oriental, Colombo, Sri Lanka on February 29- March 01, 2012. The Objectives of the workshop was to formally launch the project as well as to gather concrete ideas and consensus for the design of COPSA. All country anchors and members of core group from Bangladesh, Pakistan, Sri Lanka, Nepal and India took part in the workshop.

4.6 Project: Consumer Education and Awareness Workshops.

Support: Telecom Regulatory Authority of India (TRAI).

Objective: To build awareness among local telecom consumers regarding emerging consumer issues and grievance redressal mechanism in the telecom sector.

Period: April 2011-March 2012.

Main Activities Conducted during the Reporting Period

- GC attended the first meeting of the reconstituted 'Committee for Utilization of Telecommunication Consumers Education and Protection Fund' (CUTCEF) under the Telecom Regulatory Authority of India (TRAI) held in Delhi on April 11, 2011.
- AS7 represented CUTS in an open house meeting organised by Tata Telecom on April 14, 2011 at their office at Vaishali Nagar, Jaipur. The meeting was their staff dealing with customer issues but there was no representation of consumers, as told by them.
- AS7 attended a half-yearly meeting of CAGs organised by TRAI on May 27, 2011 at Shimla.
- AS7 further attended few open house meetings organised by Videocon Mobile on May 12, 2011 at Ringus (Jaipur); by Aircel on May 31, 2011 at their office at Vaishali Nagar, Jaipur.
- To further our intervention on telecom reforms, a proposal for holding ten consumer education workshops with the support of TRAI was submitted with a total budget of Rs. 5,00,000/-. The copy of which was handed over to concerned official during TRAI's Shimla meeting on May 27, 2011. AS7 attended CAG meeting organised by Reliance Communication on July 27, 2011 at their office at Jaipur.
- During the month, organized two telecom consumer awareness workshops, one in Sikar on December 17, 2011 and one in Chittorgarh on December 30, 2011. In Sikar, 75 telecom consumers' participated and was attended by representatives of Vodafone, Aircell, MTS,

Idea Cellular on behalf of service providers, whereas in Chittorgarh, BSNL, TDM Mahesh Meena and reps from Vodafone, Aircell, Airtel, Reliance, Idea cellular companies attended the workshop. 97 consumers participated Chittorgarh workshop. Both the events got very good media coverage and were organized well also. DS and DC felicitated both programmes.

- Regional workshop on consumer education for the Northern Zone, December 26, 2011
The regional workshop on consumer education for the Northern Zone was organised by TRAI, at Country Inn, Jaipur, where TRAI officials, CAGs, service providers and media representatives from the region participated. Representing CUTS, DS, AS7 & AKJ attended the workshop. After the welcome address by Mr. Mathew Palamattam, Joint Advisor (Consumer Affairs), Mr. Parameswaran N, (Pr. Advisor) delivered key note address. After that, Raj Pal, Advisor (Economic Regulation) made a presentation about consumer protection initiatives of TRAI mainly related to tariffs. This was followed by representation by CAG members to highlight and raise consumer issues. Representing CUTS, AS7 shared about CUTS interventions on telecom consumer awareness/protection and raised few consumer concerns, which were noted by TRAI officials.
- AS7 attended the Vodafone CAG meeting held in Vodafone Mansrovar Office on December 13, 2011.
- CUTS organised District Level Telecom Consumer Education Workshop on 31st Jan. 2012 at Churu in Rajasthan supported by Telecom Regulatory Authority of India (TRAI). About 50 consumers participated in workshop. Representatives of Vodafone, Aircell, MTS, Idea, Airtel service providers attended workshop and interacted with the telecom consumers.
- CUTS organised the District Level Telecom Consumer Education Workshop on February 18, 2012 at Dholpur, Rajasthan supported by Telecom Regulatory Authority of India (TRAI). About 80 consumers participated in workshop. Representatives of Aircell, BSNL and Airtel service providers attended workshop and interacted with the telecom consumers. An open house session was organised by Bharat Sanchar Nigam Limited (BSNL) district office on February 18, 2012 in which DS and ABS represented CUTS.
- CUTS organised District Level Telecom Consumer Education Workshop on March 1, 2012 at Dausa supported by Telecom Regulatory Authority of India (TRAI). About 87 consumers participated in workshop. Representatives of Sai Kimar & Subdha Sharma from Vodafone; Amit Rajesh from Reliance Communication; Ritesh Saxena from Idea Cellular, Vibhu Tiwari from Airtel and L.N. Meena, TDM from BSNL actively participated in the panel discussion. UCs along with the reports of three workshops (Churu, Dholpur & Dausa) was sent to TRAI on March 21, 2012 and also a schedule of workshops for next year also was sent to TRAI on March 19, 2012. DS & DC was responsible for coordinating these workshops.
- DC attended two Open house workshops for consumers organized by IDEA & TATA TELESERVICES organised on March 22 & 28, 2012 respectively.
- DC attended two Open house workshops for consumers organized by IDEA & TATA Tele Services organised on March 22 & 28, 2012 respectively.

4.7 Project: Consumer in the New Age-A Forward Looking Agenda to address the concerns of the Common People (ConsumersUp Project).

Support: Ministry of Food, Consumer Affairs and Public Distribution, GoI.

Objective: To strengthen and take the Indian consumer movement forward through Research, Advocacy, Networking and Knowledge Enhancement.

Period: November 2011-November 2012.

Main Activities Conducted during the Reporting Period

- Memorandum of Understanding was signed between Manoj Kumar Parida, Joint Secretary of Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India and George Cheriyan, Director CUTS in the presence of S K Nag, Director (CWF and Prema Bhatt from the Department and Amarjeet Singh, Project Coordinator CUTS on 4th November, 2011 to implement.

- To have a clear and better understanding about project activities and financial dispersion among State Partners for successful implementation, a partners' cum inception meeting was conducted in CUTS CART on 12th January, 2012 in which representatives from all the four state partners participated. In the meeting, a detailed discussion about the project was held and the formal signing of Memorandum of Agreement (MoA) took place between CUTS and the State Partners.
- The first activity under the project was initiated as Knowledge Enhancement Workshop. The objective of two-days Knowledge Enhancement Workshops (KEWs) was to enhance the knowledge of consumer organizations from the state on new generation consumer issues and on research, advocacy, communication and resource mobilization skills by helping them to make further interventions on frequently occurring problems and to ensure improvement in service delivery and act as 'watchdogs' in their respective state. February 28-29, 2012, Bengaluru; March 20-21, 2012, Jamshedpur and March 23-24, 2012 in Agartala were the places of KEW with participation of over 170 peoples representing different sections of society.
- A proposal for bid was called to execute the research on the State of the Indian Consumers in 19 States and three Union Territories across India for which professional agencies (bidders) submitted the proposal. After receiving the proposals, bidding agencies were called for further separate discussions and after the deep revision of the proposal on the basis of quality, survey approach, clarity of methodologies etc. by the Senior Management and project team, the bid was sanctioned to Insight Development Consulting Group (IDCG), New Delhi in the month of February, 2012.

4.8 Project: 'Save to Survive' Campaign.

Support: Consumer International & Swedish Society for Nature Conservation (SSNC).

Objective:

- To generate awareness among consumers about energy efficient products
- To foster policy and practice for promoting the use of energy efficient products for better demand side management and in turn to contribute towards sustainable consumption of energy.
- To showcase the project outcomes for replication/institutionalization.
- To advocate for promotion of energy efficiency as a tool to fight climate change.

Project Period: September 2011-November 2011.

Main Activities Conducted during the Reporting Period

• **Launch cum Awareness Event**

A launch event was organised, on 14th September, 2011, at Rotary club Jaipur. This event was organised for formally introducing the campaign. More than 100 participants from different civil service organisation (CSOs), officials from RREC and media persons



from both print and electronic media participated in the event and there was elaborative coverage of the event. (Separate report of the event along with media clippings is enclosed as Annexure-1)

• **Street Plays on Energy Efficient Products**

Five different market places of Jaipur city were identified for street plays, where consumers were made aware on the energy efficient products. Posters, handouts are distributed. These street plays were performed by the local theatre artists of *Goonj*



Sansthan. All plays were also accompanied with signature campaigns for getting spontaneous responses from the people.

- **In-house Awareness Camps**

Five In-house awareness camps were conducted at five different places of Jaipur with the help of local community based organizations to make general community aware of energy efficient products and to influence their buying habits. Posters, handouts, multi-media etc. were used for the purpose.

- **Stakeholders' Consultation**

Stakeholders' consultation was organised on October 24, 2011 at hotel Jaipur Palace, Jaipur for discussing various policies and schemes as well as the hindrances in enhanced use of energy efficient products by consumers. Concerned government officials, consumer and representatives of community-based organizations, social action groups, institutions and media were invited to this consultation meeting. Group discussion was conducted to derive recommendations for enhancing the use of energy efficient products.

4.9 Project: Holding Broadband Service Providers to Account.

Support: Consumer International.

Objective: To empower consumer organisations around the world to demand more equitable and accessible broadband service offerings, respecting consumers' rights and broader human rights.

Period: May 2011-December 2011.

Main Activities Conducted during the Reporting Period

- Broadband network access is a technology that has already had far-reaching effects, but is likely to be even more significant for consumers into the future as it becomes ubiquitous. Broadband is indeed becoming not simply a communications tool, but a prerequisite for consumers' full participation in civic and cultural life.

Holding broadband service providers to account is a project of Consumers International (CI) to empower consumer organisations around the world to demand more equitable and accessible broadband service offerings, respecting consumers' rights and broader human rights, as a necessary condition of achieving a socially-inclusive information society.

- **Phases of the project:** The project consisted of *two main phases*:

First Phase – A research and capacity-building phase involving about 20 CI members, which involved country level research and a global meeting, to assist CI to develop an advocacy resource manual on broadband issues that was attuned to members' needs. That lasted from **mid-2011 to early 2012**.

Second Phase – An advocacy and campaigning phase, which is being conducted on a pilot basis with about six CI members, employing the resource manual in their countries, and follow-on global advocacy work by CI on issues of concern identified during pilot testing. This will last from **mid-2012 to early 2013**.

- **Activities implemented in the first phase:**

- Surveys, interviews and/or secondary research were utilised to determine which issues, services, networks or providers are most problematic for broadband users in their country.
- Data on laws, regulations, codes and policies were collected bearing on the target issues, and the levels of compliance with these.
- Roundtable meeting on broadband and consumer protection was held in early 2012 to report and validates the initial findings.
- **Key Findings**
 - Few highlights of the findings from the survey were that in big urban areas, the private service providers are capturing the market as compared to remote, rural and small areas. In such areas, government-owned BSNL is popular and providing services as national action plan.

- Maximum percentage of the total respondents was found to face slow speed as a major and other problems being poor networking, tariff and billing. Most of the respondents were found satisfied with complaints handling and problem sorting-out system of service providers especially by the private-owned service providers but that was less in case of government-owned service providers.
- Most of the respondents were using internet for email, browsing, social networking, online banking, entertainment and multipurpose use. Other concerns raised by respondents were accessibility, affordability, high tariffs, bad quality of service, concern of privacy, high cost of instruments, language problem, hidden charges, lack of proper information etc.

4.10 **Project: Securities and Market Awareness Campaign (SMAC).**

Support: Bombay Stock Exchange

Objective: To acclimatize the investors with the functioning of the securities market, the basic fundamentals of investment and risk management and their rights and responsibilities.

Period: April 2011- August 2011.

Main Activities Conducted during the Reporting Period

- Approval received from BSE for the schedule of next phase of SMAC workshops. The first 1st SMAC workshop under the round 3rd with BSE was organized at Nasirabad (Ajmer) on July 22, 2011. Local coordinating organisation was SPARSH Sansthan, Total 44 local people attended workshop. In this workshop main speaker were Mr. Ishu Tayal from BSE Delhi and Yashwant Gupta from CDSL, Jaipur. One local Resource Person Mr. Anil Garg, Chairmen of Rotary Club Nasirabad also spoke in the workshop. Local media had given good converge for the event.

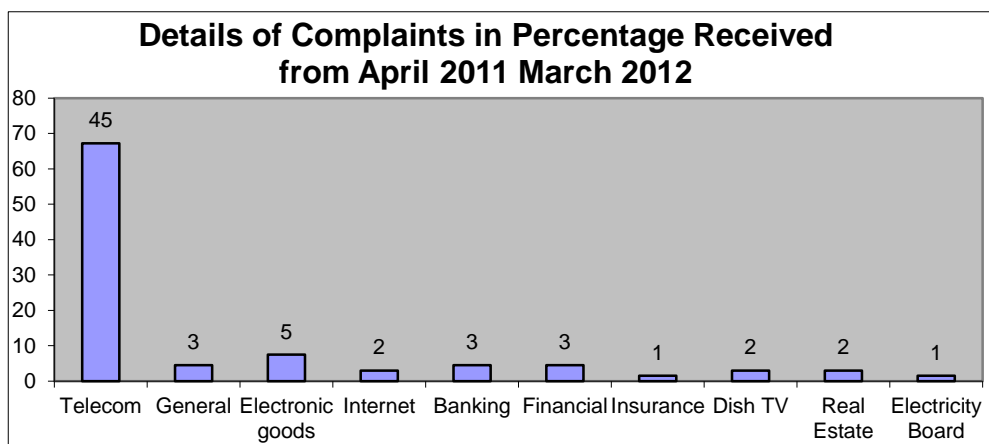
- The second SMAC workshop under the round 3rd with BSE was organized at Pali on 29th August 2011. Local coordinating organisation was Govt. Girls higher Secondary School, Pali. Total 74 Students & teachers attended the workshop. In this workshop main speakers were Mr. Ishu Tayal from BSE Delhi and Mr Yashwant Gupta from CDSL. Jaipur. Media had given good coverage for the event. DS and DC from CUTS participated in the workshop.

5. Special Endeavors & Highlights

5.1 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 counseling 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).

5.2 Poster Release and Gram Gadar Award

On the occasion GRANIRCA Stakeholders meeting on 29th November 2011, four posters, which were brought out as informative material for generating awareness under the project, were released by the guests. Noted media person Rajendra Bora and Dr Poonam Pande, Project Associate, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), New Delhi, along with George Cheriyan, released the four posters on various consumer-related issues, rights and responsibilities, which now appear on GRANIRCA webpage.

Immediately after that, this year's Gram Gadar Award, which is given to the best journalist on a given topic to a rural-based media person, was also given. The purpose of giving this award is to promote and encourage the rural media persons. Badrinarayan Sharma spoke about the importance of this award and also briefed the participants on the history of Gram Gadar. This year's topic was corruption and the award went to Laxmi Lal Sanghvi, who originally hails from Bhilwara and is currently working as a freelance journalist. The award consisted of Rs. 10,000-cheque and an appreciation certificate.

5.3 Meeting of the Advisory Committee of CART

The seventh meeting of the Advisory Committee of CUTS Centre for Consumer Action, Research & Training (CUTS CART) was held on August 26, 2011 in the CART Conference hall Chaired by Mr P. N. Bhandari. Three other members, Mr Sunny Sebastian, Mr Rajendra Bora and Ms Shabnam Aziz participated in the meeting which provided several suggestions and advice with regard to the programmatic areas and activities of the centre.

5.4 Observation of 'National Consumer Day' on 24th December 2011

The day was commemorated in all the twelve districts under GRANIRCA project with partners engaged in different activities either at their own level or in association with local administration like DSO etc. DS, AS7 and DC participated in the state level function organised by DoCA, GoR held on December 24, 2011 at Pink City Press Club, Jaipur. Besides the Minister Mr. Parsadi Lal Meena, Secretary J C Mohanty, local MLA, Pratap Singh Khachariawas, Dudu Pradhan Shri Meena, Vyapar Sangh President B L Gupta and CANS President Anant Sharma were the main speakers on the occasion. DS got an opportunity to welcome MLA and present garland to him on the stage, which enabled CUTS presence in the programme. While Anant Sharma spoke on the consumer movement, rights and responsibilities of consumer and misleading ads and adulteration issues, which a consumer is facing as a menace, J C Mohanty shed light on government's recent efforts in the overall consumer welfare work with emphasis on PDS shops. Pratap Singh raised some very burning issues of consumers focusing on going doctor's strike, which has put the consumers in a deep trouble and called it as unethical. Minister also spoke on some very general problems being encountered by consumers in a day to day life. It was a huge gathering with media and people from grassroots. DS also met with two Jaipur DSOs, Deputy Commissioner H M Dhaka personally along with few staff of the department.

5.5 Observation of World Consumers Rights Day

CUTS CART organised a public event on the occasion of World Consumer Rights Day 2012 in Jaipur on March 16, 2012 under GRANIRCA project. The main objective of this event was to join hands with consumers around the world to demand access to safe, fair and competitive markets in financial services for all and also to show solidarity within the international consumer movement. More than 70 representatives which included senior officials from the regional office of Reserve Bank of India at Jaipur, who also serves as Secretary in the office of Banking Ombudsman; Department of Consumer Affairs, Government of Rajasthan, Senior managers of banks based in Jaipur such as the State Bank of India, Indian Overseas Bank, South Indian Bank, State Bank of Bikaner and Jaipur, and Cooperative Bank etc. and representatives of various consumer organisations, ten district partners from Rajasthan, activists and media participated. K Sundari Deputy General Manager, Reserve Bank

of India and Secretary, Office of Banking Ombudsman, Jaipur was the chief guest in the event; Sanjay Jhala, Enforcement Officer, Food Department Government of Rajasthan and George Cheriyan, Director, CUTS International and Head, CUTS CART as the privileged and honored speakers.

5.6 PTF Asia Regional Workshop

Partnership for Transparency Fund (PTF) organised 4 days Asia Regional Peer Learning and Knowledge Sharing workshop in partnership with CUTS, Transparency International- India and PAC, Bangalore with its funding partners on the theme of *Engaging Citizens against Corruption in Asia: Approaches, Results and Lessons*. It took place during 29th November to 2nd December, 2011 in Jaipur. The workshop brought together CSOs from 8 countries in Asia and anti-corruption activists from all over the world. The workshop discussed results from over 30 case studies under four country programs. International experts from PTF and other organizations presented global good practices in helping citizens fight corruption. The participants had opportunities for peer-to-peer and peer-to-expert discussion on a variety of Demand for Good Governance related topics, including funding strategies and sharing of best practice and innovative forms of engaging media and new technologies for anti-corruption programs. The workshop brought together mainly grantees of PTF from Nepal, Mongolia, Philippines, India and Sri Lanka). Few representatives from CSOs outside PTF's grantee community also participated. A total of 67 participants, including 4 from CUTS (GC, MSS2, OPA and ADS) attended the workshop. PTF appreciated and well recognized the contribution of CUTS in the organizing of the workshop.

5.7 Haalat Survey 2012

A survey titled *Haalat Survey*, about the state of affairs on burning issues was conducted using the network in Rajasthan. Received 554 survey forms duly filled from the partner NGO. The data entry was done and accordingly, a press release was prepared and sent to media. Some of Hindi newspapers published the findings.

5.8 Award on Tobacco Control Interventions in Rajasthan to CUTS

CUTS was awarded by State Health Dept., Govt. of Rajasthan on May 31 for its outstanding contribution on Tobacco Control Interventions in Rajasthan in past years. Five other organizations were also given these awards are Indian Asthma Care Society, Rajasthan Police Academy, Rajasthan Cancer Foundation, RVHA and Gayatri Parivar. Awards were announced in inaugural session of State Level Sensitisation cum Advocacy Workshop organised by State Health Dept., GoR at State Institute of Health and Family Welfare, Jaipur on the occasion of 'World No Tobacco Day'. ADS represented CUTS CART on the occasion.

6. Outreach

- 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 (*Six issues of bi-monthly newsletter*)
- RTI in Action (*Two issues of quarterly newsletter*)
- Consumers in Action (*Four issues of quarterly newsletter in English*)
- Consumer Dialogue (*Six issues of bimonthly e-newsletter in English*)
- ConsumersUp (*One issue*)
- Accountability Solutions (*One issue*)
- Dis-Ability Junction (*Four issue*)

Besides, these were also printed during the period:

- RTI Toolkit for consumers.
- Briefing Papers on 'Remittances: Travails of the Migrants'; 'Medical Services & COPRA' and 'Consumer Participation in Standardisation Process'.
- Training Manual for consumers on consumer protection and related issues in Hindi.
- A report of status of consumers in Rajasthan under GRANIRCA.

- Strengthening Consumer Voices: Advocacy Document.
- Together for a Better World for all: Mainstreaming Disability in Development.
- Governance Matters: CUTS Interventions on Good Governance & Social Accountability.
- Citizen's Assessment of NREGS: CUTS Learning.
- Contribution towards Building a Culture of Good Governance.

7. CART Mini Retreat, 3rd September, 2011

CART Mini Retreat for the year 2011, mainly to review the progress of the Strategic Business Plan (SBP) of CART was held at the Hotel Sarovar Portico on September 3, 2011. Opening & introductory remarks were delivered by PSM and M.L.Mehta respectively, In addition to the staff from CART, BC, ART, RSG & USM attended the meeting. RSG made a presentation on 'CART & C-CIER. GC moderated the whole discussions in the retreat.

8. Staff Representation (*During the period April 2011 to March 2012*)

- OPA along with MSS2 attended the lecture on 12th April, 2011 of Dr. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission, Govt. of India at HCM-RIPA on the issues to be given more importance in context of Rajasthan in preparing the approach paper and thrown light on the national perspective of the priorities of the 12th plan.
- AS7 had facilitated a session on financial consumer protection in a ToT for project staff of CECOEDCON organised at their office at Sitapura, Jaipur on April 16, 2011.
- AS7 participated in the workshop on sustainability criteria for bio-energy organised by South Asia Watch on Trade, Economics and Environment (SAWTEE) in cooperation with Swedish Standards Institute (SIS) from April 19-21, 2011 in Kathmandu, Nepal.
- 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.
- GC represented CUTS in Consumer International's World Congress held in Hongkong from 3rd-6th May 2011 with financial consumer protection as a major theme along with few other issues.
- OPA attended Phase 4 of International Training Programme (ITP) in Cambodia from 5th May to 14th May 2011 with a subject ITP on Decentralization and Good Governance with Gender Perspective (May 05-12) and Workshop on Democratic Local Governance in Asia: Reforms and Innovations in Local Democracy (May 13-14, 2011).
- ADS along with MSS2 attended a consultation with civil society organizations on approach paper of 12th five-year plan organized by divisional commissioner at Collector Conference Hall, Jaipur on May 13, 2011.
- On May 19, 2011, AS7 attended the inaugural session of 'National workshop on introducing renewable energy to Panchayati Raj elected women representatives' organised by Shiv Charan Mathur Social Policy Research Institute (SPRI).
- AKJ attended the first International Conference on Road Safety Vision 2020 on 21st & 22nd May 2011 at Udaipur with a focus on role of education in road safety and road crashes and its status and challenges.
- AS7 attended the inauguration of the dedicated helpline for electricity related consumer grievances on 21st May 2011, which started functioning under the supervision of a newly established NGO Rajasthan Vidhyut Vikas Sansthan headed by former CMD of discoms Shri R G Gupta.
- OPA & KS2 attended the 2 days conference on Right to Education (RTE) organised by Rajasthan RTE Consortium on June 10-11, 2011 at the Ravindra Manch, Jaipur.
- DS, AS7 & DC attended an orientation workshop on 13th June 2011 organised by Deptt. of Food and Consumer Affairs of Govt of Rajasthan. The objective of the workshop was to explore the possibility of including some identified non PDS items like tea, salt and soap, as non-PDS consumer items and sell to consumers through PDS channel on subsidised rates and make people available these items on much low rates. It was also aimed at bringing the fair price shops (FPS) in the mainstream of consumer markets.

- DS represented CUTS in the National Workshop on amendments in Consumer Protection Act, in Chennai on June 18-19, 2011 organised by Consumer Association of India (CAI).
- GC attended the first meeting of the Sub Group on 'Internal Trade and Futures Market' constituted under the Working Group on Consumer Protection for the 12th Five Year Plan, held in Delhi on June 22, 2011 organised by DoCA, GoI.
- OPA attended civil society consultation on 12th Five Year Plan of Rajasthan on June 29-30, 2011 organized by the Budget Analysis Rajasthan Centre (BARC) at Jaipur.
- Sam Pitroda, Adviser to the Prime Minister of India on 'Public Information Infrastructure and Innovations' delivered the 2nd CUTS Thought Leadership Lecture on 'Public Information Infrastructure and Innovations' on 9th July 2011 at HCM-RIPA. CART staff, DS, OPA, MSS2, AS7, ADS & AKJ along with GC attended the lecture.
- On July 23, 2011, AS7 attended the public lecture on "Climate crisis: Grassroots realities and role of legal fraternity in addressing impacts" organized by the Association of retired judges of Supreme Court & High Court in B. S. Mehta Auditorium, OTS, Jaipur.
- GC attended the Western Regional Consultation for Universal Periodic Review (UPR) – 2012 in Jaipur on July 26, 2011 organized by National Human Rights Commission (NHRC), New Delhi jointly with Rajasthan State Human Rights Commission (SHRC).
- Representing CART, AS7 attended the annual mini-retreat of C-CIER organized on July 30, 2011 at the Pride Amber Vilas Hotel, Jaipur.
- A training workshop to test the training manual prepared by PRIA on Decentralized Planning & MDGs to improve the quality of district planning in 5 UN convergence districts in Rajasthan. The training workshop was organised by Directorate of Economics and Statistics jointly with UNDP on August 2 & 3, 2011. OPA attended the first day of the workshop and AS7 attended both the days.
- MSS2 & APT participated in the half-day workshop on Health for Urban Poor on 22nd September 2011, held at collectorate building, Jaipur organized by Boruka Charitable Trust.
- OPA participated in the national convention on grievance redress and whistle-blower protection bill organized by NCPRI & other organizations on October 10-11, 2011.
- GC facilitated a session on 'Improving Public Expenditure Outcomes of Major Social Sector Schemes' as part of training course on 'Improving Governance through Accountability' for selected senior IAS officers from across the country, organised by the National Academy of Audits and Accounts (NAAA), Shimla under the Comptroller and Auditor General of India on October 11, 2011.
- On October 12, GC attended a Regional Policy Seminar on 'Effective Public Service Delivery in Health and Education' organized by GDN in partnership with the Results for Development Institute (R4D), and supported by DFID at The Claridges, New Delhi.
- OPA participated in Pre-budget consultation organised by Budget Analysis Rajasthan Centre at Institute of Development Studies on October 12, 2011
- AS7 successfully completed the first phase of the International Training Program (ITP) on "Decentralization and Good Governance with a Gender Perspective", organised by the International Centre for Local Democracy (ICLD) in Sweden from Sept. 19th-Oct. 14th 2011.
- George Cheriyan (GC) and Om Prakash Arya (OPA) were the resource persons in the orientation and training program on to improve the service delivery and public expenditure outcomes in health sector and with the large aim of institutionalizing community score card (CSC) in Nepal organised by Pro Public and the World Bank under its Program for accountability in Nepal (PRAN) held during November 13-18, 2011.
- GC attended the 7th National Consumers Convention scheduled on November 25-26, 2011 organised by the Consumer Coordination Council (CCC) and the Annual General body Meeting of CCC on 25th evening at Chandigarh.
- APT participated in a one day consultation Rajasthan State Commission for Protection of Child Rights at SIFHW on November 25, 2011 at Jaipur.
- OPA attended a one day state level advocacy cum showcasing workshop organised by PRIA at *Pant Krishi Bhawan*, Jaipur on December 20, 2011 based on the work carried out under a three-year long intervention on gender issues in *Panchayats* of Rajasthan.

- On the occasion of taking oath by Amrit Lal Saha as Chairman of CCC, the meeting was organized on 20th December 2011 at Gandhi Peace foundation, Delhi to discuss consumer issues and the way forward for CCC. Representing CUTS, PSM & AS7 attended the meeting.
- The regional workshop on consumer education for the Northern Zone was organised on 26th December 2012 by TRAI, at Country Inn, Jaipur, where TRAI officials, CAGs, service providers and media representatives from the region participated. Representing CUTS, DS, AS7 attended the workshop.
- ADS and DC attended a lecture on Tobacco Control in Govt. Girls School, Gandhi Nagar on January 9, 2012.
- GC, OPA, AS7, MSS2, ADS, AKJ & ABS participated in the interactive session with the President of International Development Research Centre (IDRC), David M Malone at CUTS conference hall and further participated in 3rd CUTS Thought Leadership Lecture on 'How Might We Think of Development' on January 23, 2012 at Country Inn.
- ADS along with DC attended a workshop on Tobacco Free Jaipur organised by Rajasthan Voluntary Health Association (RVHA) at Hotel Om Tower, Jaipur on Jan. 23, 2012.
- MSS2 participated in a half day meeting organised by Micronutrient Initiative (MI) on January 25, 2012 in Jaipur involving stakeholders engaged in the production and sale of iodized salt. In the meeting a detailed presentation was given on MI and its work in Rajasthan.
- DC attended a state-level function for handing over "Draft Plan of Action for Elimination of Child Labour in Rajasthan," organized at Jawahar Kala Kendra on February 6, 2012 organized by Plan India and VAAGDHARA, Banswara.
- To have a better understanding on organisational behaviour, communications and business etiquettes, a Management Development Programme was organised by CUTS at Royal Orchid, Jaipur on February 6 and 7, 2012. AS7, AKJ, ABS and JSS from CART attended the training programme.
- Rajasthan State Human Rights Commission organised an interactive session with NGOs from different parts of Rajasthan on February 17, 2012 at Yojana Bhavan conference hall, in which ABS represented CUTS.
- GC along with OPA, ADS and MSS2 attended and coordinated the Regional Inception cum Design Workshop at Hotel Grand Oriental, Colombo, Sri Lanka on February 29-March 01, 2011 to formally launch the project as well as to gather concrete ideas and consensus for the design of CoPSA.
- JSS attended the International Women's Day organised by *Mahila evam Jan Sangathan* in collaboration with 14 organisations at *Ram Nivas Bag*, on March 5, 2012.
- PSM & MSS2 attended the inaugural and few sessions of the meeting of State Planning Board, Rajasthan (SPB-R) organised jointly with UNICEF, Rajasthan on MDGs in 12th Five Year Plan of Rajasthan with an Integrated and Futuristic Approach for taking some strategic actions at SMS Convention Hall, Ram Bagh, Jaipur from March 17 to 18, 2012.
- DC participated in a national seminar organised a National Seminar on 'Consumer Mediation-A Better Option' on March 24, 2012, at Constitution Club, New Delhi.

9. Internship at CUTS-CART

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

- Soumya Kanti Sinha of NALSAR University of Law, Hyderabad and Shashank Oswal of Symbiosis School, Pune were involved in 'Good Governance' and 'Consumer Protection' issues respectively during the period May-June, 2011.
- Sonal Dangri of Jaipur National University, Seedling School of Law and Governance, Jaipur was involved in 'Broadband Project' during June-July, 2011.
- Two interns, Dr. Rinku Verma and Ms. Apurva Jain from the Dept. of Sociology, University of Rajasthan doing Master's Degree in Sociology joined with CART as interns in September-October, 2011 and worked on 'Broadband Project' and 'Road Safety Issues'.

- Apeksha Tewari of NIRMA University, Ahmedabad worked on ‘Study on Packaging Laws’ during November-December, 2011.

10. Associations/Affiliations

- International Resource Team on Social Accountability of the World Bank Institute on Sustainable Development (WBISD), Washington DC, USA.
- Demand for Good Governance (DFGG) Learning Network of the World Bank.
- South Asia Social Accountability Network (SASANet) of the World Bank.
- State Advisory Committee of the Rajasthan Electricity Regulatory Commission (RERC).
- Central Consumer Protection Council (CCPC), Government of India.
- Advocacy Forum for Tobacco Control (AFTC), India.

DS & GC, 2013/01/28