

**CUTS Centre for Consumer Action, Research & Training (CART)**  
**Annual Report**  
**Activities from April 1, 2012 to March 31, 2013**

**Contents**

<b>1. A brief background of the Centre</b>	<b>1</b>
<b>2. Advisory Board</b>	<b>1</b>
<b>3. Programmatic Areas</b>	<b>1</b>
<b>4. Projects and the Activities Initiated (Covering the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013)</b>	<b>2-13</b>
<b>5. Special Endeavors &amp; Highlights</b>	<b>13-16</b>
<b>6. Outreach</b>	<b>16</b>
<b>7. Staff Representations</b>	<b>17</b>
<b>8. Visits made at CART Office</b>	<b>19</b>
<b>9. Internship at CUTS-CART</b>	<b>20</b>
<b>10. COPSA Webportal and Yahoo Group</b>	<b>20</b>
<b>11. Affiliations</b>	<b>20</b>

## 1. A brief background of the Centre

CUTS was established 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	
	1. P N Bhandari, Chairperson of the Advisory Board IAS (Retd.) former Chairman, Rajasthan State Electricity Board (RSEB), Jaipur.
	2. Padma Bhushan V.S. Vyas, Professor Emeritus, IDS, Jaipur
	3. Justice V.S. Dave, Former Judge, Rajasthan High Court, Jaipur
	4. Sunny Sebastian, Special Correspondent, The Hindu, Jaipur
	5. Anita Mathur, Social Activist, Jaipur
	6. Madhavi Joshi, Centre for Environment Education (CEE), Ahmedabad
	7. Dr. Gopakumar K Thampi, Consultant, Partnership for Transparency Fund (PTF)
	8. Prof. K.B. Kothari, Managing Trustee, 'Pratham Rajasthan', Jaipur
	9. Shabnam Aziz, Regional Manager, Action Aid, Jaipur
	10. Rajendra Prasad Bora, Freelance Journalist, Jaipur

## 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 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013)

### 4.1 **Project: Grassroot Reachout 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. (the project formally ended on 7<sup>th</sup> January, 2013)

### **Main Activities Conducted during the Reporting Period:**

- **Field Research-Third Year**

Plight of Electricity Consumers in Rajasthan: The objective of this study of year three of the project was not only to gauge the level of awareness of consumers in electricity reforms but also to understand the level of their satisfaction regarding all electricity services provided to them by the service provider. The key findings were taken as issues for advocacy and lobby with government, utilities and the regulator. Out of the total 2419 respondents from twelve districts, almost quarter were female participants and 33 percent of these respondents had passed higher secondary. 96 percent of these respondents had electricity at home or elsewhere, and out of this, 84 and 60 percent had both domestic and agriculture connections.

Very few respondents had industrial or nondomestic connections. *View complete report at [http://www.cuts-international.org/CART/GRANIRCA/pdf/Research\\_Report-Plight\\_of\\_Electricity\\_Consumers\\_in\\_Rajasthan\\_English.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Research_Report-Plight_of_Electricity_Consumers_in_Rajasthan_English.pdf)*

- **Public Interface Meetings- 2012**

Basically these were outreach meetings on burning consumer issues emerged out the field research in remote areas of each of the twelve districts. Objectives of PIM was to raise consumer awareness at the grassroots to build a strong consumer movement at the grassroots level in Rajasthan and to share the existing appropriate mechanisms for exchange of information on measures of consumer protection, nationally and regionally. Two rounds of Public Interface Meetings were conducted at all the twelve project districts during April 2012 to January 2013. Most of the PIMs were conducted at blocks of respective districts. In both the rounds, total of 609 and 717 participants took part. Details of these PIMs can be viewed from the synthesis report at [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-Public\\_Interface\\_Meetings-2012.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-Public_Interface_Meetings-2012.pdf) and [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-Public\\_Interface\\_Meetings-2012-II.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-Public_Interface_Meetings-2012-II.pdf).

- **State Level Media Workshops, Third Year**

These were workshops to sensitise the media on emerging consumer issues, the need for more space for coverage on consumer issues and to equip the media with updated knowledge on emerging issues for more informed reporting. On the first and third year, the workshops were held at the state level and the second year the media workshops were held at the district level. During the third year, the workshop was organised on 30<sup>th</sup> October, 2012 at Jaipur. The workshop was attended by total 68 representatives of print and electronic media from Jaipur as well as 12 project districts. District level project partners and representatives from concerned government departments and the project team was also part of this consultation.

Detailed report of the event is available on project website: [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-State\\_Level\\_Media\\_Consultation-2012.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-State_Level_Media_Consultation-2012.pdf)

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

District Level Training Workshops filled the need of proper information, methodology, procedures and the need for an approachable redressal mechanism to the people. The workshops also helped activists gets acquainted with grievance redressal system for speedy, inexpensive and effective justice in project districts, which would further support underprivileged classes. Apart from participants, people from the media, the judiciary, the administration and service providers participated in the programme as resource persons. A wide coverage was given by the print as well as electronic media. During the reporting period of year three of the project, total of 630 participants in 12 DLTWs including males and females from all segments of the society took part. These participants covered almost the whole geographical area of the district. The detailed synthesis report can be viewed at: [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-District\\_Level\\_Training\\_Workshop-2012.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-District_Level_Training_Workshop-2012.pdf)

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

State Feedback Roundtables were to share and consolidate the learning from various districts and to build and strengthen the network. Three state level feedback roundtables were held during the project period, one each in each of the year. The objective of the Feedback Roundtable was to consolidate and share the key learning obtained from various districts and stakeholders and to identify the points for advocacy. Another objective of the event was to critically review the activities carried out under the project for effective implementation of the project activities in the coming years. During the year, SLRTFM was organised on 20<sup>th</sup> December, 2013 at Jaipur and some of the prominent personalities who participated in the meeting were P N Pandey, Joint Director, Legal Metrology, Department of Industries, Government of Rajasthan; Liyaqat Ali, Additional District Supply Officer, Government of Rajasthan, D R Mathur, Electricity Ombudsman, Rajasthan; Rajendra Bora, Senior Journalist, Dr. Ashok R Patil, Professor, Chair Consumer Law and Practice, National Law School of India University, Bengaluru, Karnataka and Shiv Prasad Gude, Additional Director, Bureau of Indian Standard (BIS). More than 92 representatives consisting of all the stakeholders, which included representatives of CSOs, print and electronic media and the government were present. Apart from this, twelve district project partners participated in the roundtable feedback meeting. Detailed report of the event is available on project website: [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-State\\_Level\\_Feedback\\_Round\\_Table\\_Meeting-2012.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-State_Level_Feedback_Round_Table_Meeting-2012.pdf)

- **Final Evaluation**

Prof. Dr. Ashok R. Patil, Chair Professor, National Law School of India University Ministry of Consumer Affairs, Government of India, Bangalore, Karnataka conducted the final evaluation of the GRANIRCA project during December 19-21, 2012 as an external evaluator. The three days evaluation program covered reviewing of project documents/ publications, presentation on project activities by the GRANIRCA, meetings with Project Advisory Group Member(s) and media representatives, review of financial progress report and interaction meeting with project district partners mainly on impacts/outcomes.

- **Celebration of World Consumer Rights Day, 2013**

CUTS organised a public event on the occasion of WCRD with the theme ‘Consumer Justice Now!’ at Jaipur on March 18, 2013 under the project in partnership with the Department of Consumer Affairs, Government of India 72. The main objective of this event was to join hands with consumers around the world to demand implementation of simple, quick and inexpensive mechanism in consumer protection and to show solidarity within the international consumer movement. The other objective was to honour few consumer activists and networkers for their outstanding contribution in the field of consumer protection in the state. The event was enlightened by Lalit Mehra, IAS, Principal Secretary, Department of Consumer Affairs, Government of Rajasthan; Ruth Anna Buettner, Programme Director, Consumer Policy & Protection GIZ, New Delhi; Amrit Lal Saha, Chairperson, Consumer Coordination Council (CCC) of India; Poonam Pandey, Technical Expert, GIZ, New Delhi; S. Saroja, Consumer Awareness Group, Chennai; Rajendra Prasad Bora, Senior Journalist, Jaipur; George Cheriyan, Director, CUTS; Keya Ghosh, Director, CUTS, Kolkata. More than 80 representatives from non-governmental organisations (NGOs), civil society organisations (CSOs), consumer activists covering almost all 33 districts of Rajasthan, local Jaipur-based CSOs, Department of Consumer Affairs, Government of Rajasthan, GIZ, print and electronic media, academics, judiciary etc. attended the event.

The report can be viewed at: [http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-WCRD\\_2013.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/Report-WCRD_2013.pdf)

On 15<sup>th</sup> March, 2013, CUTS also organised street plays on four public places located in four corners of Jaipur city. The purpose of conducting these street plays was to make people (general masses) aware of consumer rights and responsibilities and also to make them known about the WCRD theme of this year through traditional and conventional styles like story

based plays on the street with traditional trumpets, singing, dancing using musical instruments. The four street places were planned to be conducted at Tonk Phatak at 9 am; at Amrapali Circle, Vaishali Nagar at 4 pm; at Space Cinema, Jhotwara Road and at Ramganj Chopar at 6.15 pm.

See: [http://www.cuts-international.org/CART/Granirca/pdf/WCRD\\_2013-Street\\_Play\\_Report.pdf](http://www.cuts-international.org/CART/Granirca/pdf/WCRD_2013-Street_Play_Report.pdf)

On the same day i.e. 15<sup>th</sup> March, 2013, CUTS has an educative event at the ‘Rani Senior Secondary School’ located at Pratap Nagar, Sanganer, Jaipur starting at 11 am, where the team will interact with school children and educate them on various consumer issues, rights, responsibilities and about the theme. On the occasion, school children will also be distributed various pamphlets and literature on consumer protection.

[http://www.cuts-international.org/CART/Granirca/pdf/WCRD-2013\\_School\\_Awareness\\_Report.pdf](http://www.cuts-international.org/CART/Granirca/pdf/WCRD-2013_School_Awareness_Report.pdf)

Besides the overall three year’s activities of the project can be viewed from: [http://www.cuts-international.org/CART/GRANIRCA/pdf/GRANIRCA-Completion\\_Report.pdf](http://www.cuts-international.org/CART/GRANIRCA/pdf/GRANIRCA-Completion_Report.pdf)

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

Support: Ministry of Environment and Forest, GoI.

Period: April 2012-March 2013.

Theme: Biodiversity Conservation.

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

##### **Main Activities Conducted during the Reporting Period:**

- Interactive Workshop for Regional Resource Agencies (RRAs) was organised by Ministry of Environment & Forest (MoEF), Government of India under ‘National Environment Awareness Campaign (NEAC) 2012-13’ at Scope Centre, New Delhi on May 11, 2012. Objective of the workshop was to exchange the view of RRAs on performing the activities, problems faced during the campaign and find out the solutions as well as the getting suggestions to make the campaign more effective.
- The following pre-proposal workshops were held to orient interested NGOs about the application process:

<b>S. N.</b>	<b>Date &amp; Time of Workshop</b>	<b>Division</b>	<b>Districts Covered</b>	<b>No. of Participants</b>
1.	17 <sup>th</sup> May, 2012 10.00 AM	Udaipur	Udaipur, Rajasmand, Dungarpur Banswara, Chittorgarh, Pratapgarh Bhilwara	35
2.	18 <sup>th</sup> May, 2012 10.00 AM	Kota	Kota, Karouli, Jhalawar, Baran Bundi, Sawai Madhopur	50
3.	19 <sup>th</sup> May, 2012 10.00 AM	Jodhpur	Jodhpur, Jaisalmer, Jalore, Barmer Pali, Sirohi	35
4.	21 <sup>st</sup> May, 2012 10.00 AM	Bikaner	Bikaner, Sriganganagar, Hanumangarh, Churu, Sikar, Jhunjhunu	19
5.	22 <sup>nd</sup> May, 2012 10.00 AM	Jaipur	Jaipur, Dausa, Alwar, Bharatpur Dholpur, Ajmer, Tonk, Nagaur	130

- **Post Proposal State Level Workshop, June, 20<sup>th</sup> 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 grassroots experiences. CUTS scrutinized 433 proposals to be presented before the regional committee held during July 16-19, 2012 in New Delhi. A total of 231 proposals with a total disbursement grant of Rs.23, 12,100 were approved by the regional committee.

**4.3 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 Affiliated Network for Social Accountability-South Asia Region (ANSA-SAR) i.e.in Sri Lanka, Bangladesh, Nepal, Pakistan and India.

Project Period: January 2012-December 2012.

**Main Activities Conducted during the Reporting Period:**

- Core Group Meeting under COPSA, May 19, 2012  
A meeting of the members of India country core group of CoPSA was held at CUTS Delhi Resource Centre (DRC), New Delhi on May 19, 2012 with the objective to take the guidance from the member organisations on country specific action plan of CoPSA to feed in to the regional action plan.
- Mid-tem Review of CoPSA  
Naimur Rehman (Chief Operation Officer) and Nuzhat Jabin (Coordinator-Operation and Resource Mobilization) of ANSA SAR, Dhaka visited CART on July, 2012.  
The planned activities for the remaining 6 months and plans to further activate the engagements on the web-portal also were presented and discussed. Naimur mentioned about the need for further activating the process of building the community and to fully utilize CUTS experiences and networks in the area of governance work for the same. Discussions had taken place on mid-term corrections required for better outputs.
- South Asia Regional Training on SAc Tools at Kathmandu, Nepal, Sept. 18-20  
Three days South Asia Regional Training on Social Accountability Tools was organised in Kathmandu from Sept. 18-20. 27 participants from Bangladesh, Nepal, Pakistan, Sri Lanka and India attended the training. Other than CART team Kedar Khadka (Pro Public, Nepal); Carolina Vaira (WBISG, Washington DC); Richard Holloway (PRAN, World Bank Nepal); Nuzhat Jabin (ANSA, Bangladesh) also delivered session on different topics and made presentations. Tahseen Sayed (Country Manager, The World Bank, Nepal) was the Chief guest in the valedictory session and addressed the participants in valedictory session.
- Call for Innovations on SAc  
To encourage innovations in the area of social accountability, a call of innovations was announced to get the case stories from 5 countries of south Asia. The case stories gathered through the process would be evaluated be given a platform to present the case stories.
- Sensitisation Workshop on Dec. 18, 2012 at CCI, New Delhi  
To sensitize donor and government agencies on social accountability approaches, a sensitization workshop was organised under CoPSA on Dec. 18, 2012 at Deputy Chairman Hall, Constitution Club of India, New Delhi. Robert Chase, Lead Economist, South Asia Human Development, The World Bank delivered inaugural address of the event and Bhavna Bhatia, SAR Regional Coordinator, The World Bank Institute and Naimur Rahman, COO, ANSA SAR was also present in the event. The event witnessed the participation of all eminent personalities from various donor, government and media agencies including Ministry of Rural Development, British High Commission, The World Bank, The Asia Foundation, Commonwealth Human Rights Initiative and others. Around 35 participants including presenters of the innovative case studies actively participated in the workshop.
- Context Analysis of CSC project in Health Sector of Nepal  
'Context analysis of Nepal for social accountability interventions' was conducted during the month. OPA and ADS visited Nepal from Feb. 5-12, 2013 and done the study in the districts of

Kathmandu, Rasuwa and Biratnagar of Nepal and met with various stakeholders (Representatives of ruling political party, opposition party, representatives of CSOs, media, donor organizations and government officials, Village level government officials and party representatives) for gathering information in order to understand context of Nepal for social accountability interventions. The visit was coordinated by the Pranav Bhattarai, GoGo Foundation, Nepal The report of context analysis is under progress. Fourth issue of CoPSA newsletter is published and circulated.

**4.4 Project:** Assessing the Impact of Social Accountability Tools in the Service Delivery of MGNREGS through a Short Action Research in Rajasthan with support of Affiliated Network for Social Accountability-South Asia Region (ANSA-SAR). *An extension project of CUTS-CAG ANSA SAR.*

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

**Objective:** Assessing the impact of Social Accountability tools in the service delivery of MGNREGS through a Short Action Research in Rajasthan, India.

**Project Period:** July 2012-September 2012.

#### **Main Activities Conducted during the Reporting Period**

- **Partners Orientation Workshop**  
After identifications of partners CSOs, an orientation workshop was organised on July 04, 2012 at Hotel Pepper Mint, Jaipur. Representatives of 11 organisations took part in the orientation. In introductory remarks GC congratulated partners to successfully complete the first phase of project, which resulted in getting the action research project and to do quality work in this phase also.
- **Survey and Data Entry**  
All partner CSOs were given responsibility to conduct survey in concern Gram Panchayats. Out of 11 partners
- As per planned activities, partners organized repeat CSC and FGDs in selected Gram Panchayats. The activities were conducted attended by team as per below mentioned schedule.

S.N.	Partner Organisation	Date of Meetings
1	CECOEDECON, Jaipur	06/08/2012
2	Gramin Vigyan Seva Sansthan, Dausa	29/08/2012
3	Shri Kalyan Seva Sansthan, Tonk	29/08/2012
4	NIDAAN Sansthan, Jodhpur	30/08/2012 & 31/08/2012
5	Samajik Vikas Samiti, Dholpur	3-4/10/2012
6	Daang Vikas Sansthan, Karauli	5/10/2012
7	Saraswati Bal Seva Samiti, Bhilwara	6/10/2012
8	Ram Krishan Shikshan Sansthan, Jhalawar	4-5/10/2012
9	Lilki Gramin Vikas Samiti, Churu	9-10/10/2012
10	Disha Samiti, Banswara	9-10/10/2012

- **Stakeholders' Consultation on Nov. 19, 2012**  
To gather the feedback of partner and other organisations on the CSC process and its impact, a Stakeholder's Consultation meeting was organised at Hotel Maharani Plaza, Jaipur on Nov. 19, 12. Consultation was attended by representatives of 10 partner organisation and six other NGO working on the issue. Ramvilas Chandel, Sarpanch, Tordi Gram Panchayat, Tonk and Mahaveer Meena, Member Jila Parishad, Bhilwara also took part in consultaion and shared their views about the process of CSC and shared their experiences.

**4.5 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**

- **Execution of Survey**

The objective of the study was to assess the level of knowledge and awareness of consumers regarding their rights. Towards this end, a consumer survey was conducted in 19 Indian states namely Haryana, Jharkhand, Tripura, Karnataka, Kerala, Tamil Nadu, Andhra Pradesh, Madhya Pradesh, Chhattisgarh, Goa, Maharashtra, Gujarat, Odisha, Punjab, Rajasthan, Uttar Pradesh, Bihar, Uttarakhand and West Bengal and 3 Union Territories of India viz. Chandigarh, Delhi and Puducherry. Quantitative data collection under the project commenced on March 23, 2012 and continued till May 16, 2012. The survey work was started from Delhi and concluded in Maharashtra covering 11,499 respondents. While the qualitative data collection ConsumersUp started from March 26, 2012 and continued till June 22, 2012 covering 385 respondents. Prior to development of the study tools a research framework was developed in consultation with members of CUTS team those who were involved in implementation of this project.

Based on the research framework, separate set of survey tools were developed for quantitative and qualitative survey. The survey tools were pilot tested by IDCG team at two urban locations in Delhi and two rural locations in Haryana. After receiving final approval from CUTS team the survey tools were translated into different regional languages.

Apart from the quantitative survey of consumers, about 385 qualitative samples have been collected with an objective to understand the state of Indian consumer from the perspective of public and private sector organisations, departments and individuals working closely with consumers with an objective to develop policy lessons and recommendations on the way forward.

- **Input Papers**

A concept note regarding the nine input papers were prepared after finalising Terms of Reference (ToR) and nine authors were identified for input papers. ToRs for authors were finalised. MoA was also signed with them. The following authors were assigned to write chapters on different rights:

(i) Right to Basic Needs: Suresh P Singh, Policy Analyst, CUTS Centre for International Trade, Economics and Environment (CUTS CITEE).

(ii) Right to Choice: Vandana Vasudevan, Graduate, Indian Institute of Management, Ahmedabad ConsumersUp.

(iii) Right to Information: Y G Muralidharan, Director, Consumer Rights, Education and Awareness Trust (CREAT), Bengaluru.

(iv) Right to Safety: Keya Ghosh, Centre Head, CUTS Calcutta Resource Centre (CUTS CRC), Kolkata.

(v) Right to Representation: Adv. Shirish V. Deshpande, Chairman, Mumbai Grahak Panchayat, Mumbai.

(vi) Right to Healthy Environment: Dr. Roopa Vajpayee, Vice Chairperson, Consumer Voice

(vii) Right to Consumer Education: Prof. (Dr.) C Rajshekhar, Chairman, Post-Graduate Department of Studies in Law, Karnataka University.

(viii) Right to Seek Redressal: Prof. (Dr.) Ashok R Patil, Professor, Chair Consumer Law and Practice, National Law school of India University, Bengaluru, Karnataka.

(ix) Synthesis Chapter: Dr. Vivek Bhandari, Executive Director, Sandarbha Consulting Pvt. Ltd.

- **Knowledge Enhancement Workshops**

The objective of two-day Knowledge Enhancement Workshops (KEWs) were to enhance the knowledge of consumer organisations from the state on new generation consumer issues, on research, advocacy, communication, and resource mobilisation 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 states. Total eight KEWs were organised in two phases during the project period with four workshops each in each phase. Details of the KEWs are as follows:



S.N.	Date	Place	Number of Participants
1.	February 28-29, 2012	Bengaluru, Karnataka	41
2.	March 20-21, 2012	Jamshedpur, Jharkhand	60
3.	March 23-24, 2012	Agartala, Tripura	65
4.	April 06-07, 2012	Chandigarh, Haryana	45
5.	April 26-27, 2012	Mysore, Karnataka	94
6.	May 07-08, 2012	Gurgaon Haryana	44
7.	May 14-15, 2012	Ranchi, Jharkhand	62
8.	May 18-19, 2012	Agartala, Tripura	94

- **Regional Consultation**

The main objective of the regional consultation was to disseminate the preliminary findings from the field research and to get feedback from various stakeholders such as representatives of State Department of Consumer Affairs, consumer organisations, consumer redressal bodies, policymakers, media, academia etc.

Apart from dissemination of preliminary research findings, consultation will serve the purpose of advocacy with policymakers on region-specific consumer issues emerging out of research. Total four RCs were conducted during the period. Details are as follows:

S.N.	Date	Place	Number of Participants
1.	August 03, 2012	Bengaluru, Karnataka	55
2.	August 17, 2012	Agartala, Tripura	63
3.	August 22, 2012	Chandigarh, Haryana	108
4.	August 31, 2012	Ranchi, Jharkhand	65

- **Dissemination Meeting**

One Dissemination Meeting on Consumer Issues was organised at Jaipur on September 13, 2012. The main objective of the meeting was to disseminate the information related to Rajasthan State and gather inputs which was to be incorporated in the State of the Indian Consumer Report 2012 released in the National Conclave later on.

- **National Conclave on Consumer Issues**

National Conclave on Consumer Issues was organised by CUTS in partnership with Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India at Indian Habitat Centre, New Delhi on October 11-12, 2012. The main objectives of this conclave were to release the report and to discuss on various national level consumer issues and to arrive at the recommendation for the policymakers to address issues.

Hon'ble Minister of State (I/C) for Consumer Affairs, Food & Public Distribution, Government of India K V Thomas inaugurated and released the report with Pankaj Agrawala, Department of Consumer Affairs, Food & Public Distribution, Government of India; Indrani Thuraisingham, Head, Consumer International for Asia-Pacific & the Middle East; Pradeep S Mehta, Secretary General, CUTS in the presence of Mathura Prasad Mahto, Hon'ble Minister for Food, Public Distribution and Consumer Affairs, Government of Jharkhand; Okendro Singh, Hon.ble Minister for Food, Public Distribution and Consumer Affairs, Government of Manipur; Manoj Kumar Parida, Joint Secretary, Department of Consumer Affairs, Food & Public Distribution, Government of India and 110 participants representing 24 states and union territories of India.

*All the activities can be viewed at one link together: [http://www.cuts-international.org/CART/ConsumersUp/pdf/ConsumersUp-Completion\\_Report.pdf](http://www.cuts-international.org/CART/ConsumersUp/pdf/ConsumersUp-Completion_Report.pdf)*

**4.6 Project:** Citizens Up-Contributing towards Corruption Free and Transparent Service Delivery in 'Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)' through Civic Engagement in Jaipur and Tonk Districts of Rajasthan, India- Project on Right to Information RTI (Phase III).

Support: Partnership for Transparency Fund.

Objective: Corruption-free Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) of selected six blocks of Jaipur and Tonk districts of Rajasthan.

Project Period: April 2012-March 2013

### **Main Activities Conducted during the Reporting Period**

- The project formally commenced on April 1, 2012. The project target area includes four blocks of Jaipur and two blocks of Tonk district, in total six blocks (Phagi, Dudu, Sambhar and Govindgarh in Jaipur and Niwai and Malpura in Tonk).

- Under the project A ‘Kick Start and **Orientation Workshop**’ for CGCCs was organised on May 15, 2012 in Jaipur to orient all the members of CGCCs of RTI-PTF phases to share about the phase-III objectives, activities and project overview. In the workshop RC Gupta, ADPC (MGNREGS), Jaipur, P.R. Sharma, Advisor to Minister, *Panchayati Raj* and Rural Development, Govt. of Rajasthan and T. Srinivasan, Chief Information Commissioner, Rajasthan participated as guest/resource persons. About 75 representatives of NGOs, media, elected members of PRIs and CGCCs had taken part in the day long workshop. In the workshop, future steps of the project were also shared and decided. Further to this, questionnaires for the base line survey were prepared and send out to PTF/PAC on 24 May, 2012.

- Under the project a **Baseline Survey** activity was initiated after developing three separate questionnaires for service providers, beneficiaries and non-beneficiaries respectively. Finalized questionnaires were field tested on June 7, 2012 by filling up the questionnaires from respective respondents and further revised the same accordingly. A day long orientation workshop for surveyors cum CGCCs was organised in Jaipur on June 16, 2012 who were selected from all the six blocks of Jaipur (04) and Tonk (02) districts. This orientation programme discussed about survey tools, techniques, required skills, survey areas, sample size and terms and conditions of the assigned tasks including a brief session on importance of the survey activity, lastly a mock exercise of filling up the questionnaires in a group with each other for the better understanding of the spirit of the questions in all the questionnaires.

- **Story Telling and Writeshops**

A day long Story Telling and Writeshops were organized August 06, September 24, November 9 and January 10, 2012. All these were organized in CUTS office at Jaipur. In the events all the CGCCs from all the targeted blocks took part to share their survey experiences, narrate the grassroots case stories of MGNREGS showing the service delivery lacuna and corruption in the system and write them on the spot. All the CGCCs also shared about the excluded communities from MGNREGS, lack of awareness about the entitlements, delayed payments, lack of worksite facilities etc. and also shared the success stories as well achieved so far.

- **Activity by the CGCCs**

**Dudu:** Four meetings cum facilitation camps were organized from Aug. 17-20, 2012 in Reti, Dogra, Dhamana and Khedi-Suva Gram Panchayats of Dudu block. In Dudu documentation of all the forms was done by the CGCCs to share with the fellow CGCCs and identified the project volunteers as well.

**Phagi:** A big interface meeting of MGNREGS Women entitlement-holders was organized in Phagi on August 20, 2012, in which more than 160 people attended.

**Sambhar:** In Sambhar block, three facilitation camps with MGNREGS entitlements were conducted at Jaisinghpura on Aug 16, 2012, Kazipura on Aug. 18, 2012 and Sinodiya on Aug 26, 2012.

**Malpura:** In Malpura block two facilitation camps at Dholi on Aug. 22, 2012 and Malpura on Aug 17, 2012 respectively were organized by the CGCCs to create awareness regarding entitlements, soliciting their issues and suggesting the way forward.

**Niwai:** Two MGNREGS facilitation camps were organized at Siras and Naharwadi GPs with entitlement holders and in Niwai, an orientation programme of the volunteers from six GPs of the block was also done by the local CGCCs. It is to mention that the above activities were done as per the action plan submitted by the CGCCs and detailed report of all the programmes is awaited. MSS2/APT followed up all the programmes mentioned above and taken part in Phagi.

- **Cluster Workshop** at Bhuvneshwar

MSS2 and APT taken part in the two days cluster workshop organised by the PTF/PAC Bangalore of the 'Citizens Against Corruption (CAC)' partners from Odissa, Karnataka, Kerala, Uttarakhand, Rajasthan, Delhi, Sri-Lanka and Nepal from August 16-17, 2012 at Bhuvneshwar, in which around 25 participants taken part. The workshop was organised with the objective of; Measuring/Establishing the results of the CAC projects, based in the evidences, Formulating strategies for Sustainability-How to address corruption in PDS and MGNREGS beyond the project period, in the project areas and outside and Share, discuss and decide other matters as well.

- Under the project, an **Exposure Visit** was organised to Andhra Pradesh from Dec. 16-21, 2012 in which nine delegates from Rajasthan including government officials, Sarpanch and members of CGCCs had taken part actively and enthusiastically. MSS2 & APT were part of the team, who coordinated the visit. Exposure visit was successful in terms of learning the best practices in the MGNREGS and social audit processes in AP. Society for Social Audit, Accountability and Transparency (SSAAT) working under the Rural Development Department of the Government of Andhra Pradesh coordinated the exposure visit in Andhra Pradesh. Under the field activities, CGCCs conducted 08 public meetings at the respective *Gram Panchayats* for gathering the corruption issues and following up the status of MGNREGS entitlements, lodging fresh complaints and rigorous follow up of earlier complaints in MGNREGS using helpline, applying for jobs in form no.6 and getting receipts of the same.

- On January 22 & 23, 2013 a team comprising of representatives from Mr Srikant from PAC and Mr Arvind from RLEK conducted a two day Peer review of the 'Citizensup' project.

- **Field Review** of three targeted blocks was done by the project team to assess the work and activities done and results achieved. On February 08, 2013 team visited *Sambhar* Block of Jaipur and met with the concerned *Sarpanchs* and GP and blocks officials and discussed about the existing scenario of MGNREGS and initiatives taken for betterment. On February 18, 2013 the review of interventions done at Dudu block was done, team visited the worksites and interacted with the women workers. The first 'Block Interface on Systemic Reforms' was organized on February 22, 2013 at Phagi in which Block Development officer, *Pradhan. Sarpanchs, Secretarys, Rojgar Sahayaks, Aganwadi* workers, MGNREGS beneficiaries and Media representatives took part actively. Further under the project a 'Media Network' was launched including Rural Journalists of all the leading local newspapers and a consultation was organized on 'Role of Media in promoting Governance at Grassroots' on February 26, 2013 in Jaipur in which around 25 medial person took part. Preparations for the end level survey, state Level advocacy meeting, newsletter and other are going on well. A compendium having orders passes so far related to the MGREGS, Transparency, Accountability, RTI and civic engagement has been documented and circulated among the CGCCs and media persons.

- **Block Interface on Systemic Reforms** were organized in different blocks of Jaipur & Tonk district during the month. On March 07, interface meeting was organized at Sambhar block, March 08 at Dudu block and on March 11, at Niwai and Malpura block. In all the interfaces there was good representation of both community and service provider.

- On March 21, 2103 under the project '**Dissemination cum Advocacy Meeting**' was organized at Jaipur. The objective of this meeting was to discuss about the ground realities and systemic issues related to the MGNREGS and ponder upon the survey objectives keeping the survey facts in mind The key speakers of the meeting were Badri Narayan, Additional Commissioner (Employment Guarantee Scheme-II), Dr. N. R. Pareek, Director, Social Audit, Govt. of Rajasthan, Bhagwan Sahay Sharma, Ex Chief Executive Office and special secretary, chief whip of Govt. of Rajasthan, George Cheriyan, Director CUTS.

#### **4.7 Project:** Study on Misleading Advertisement.

Support: Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), New Delhi

Objective: Study to analyse the situation in India regarding Unfair Trade Practices and limitations of the law enforcement in this regard and study the best international practices regarding Unfair Trade Practices especially in the area of consumer protection and their adoption in the Indian context.

Project Period: October 2012-December 2012

## **Main Activities Conducted during the Reporting Period**

CUTS entered into an agreement with GIZ, New Delhi for the ‘Study on the Status of Law Enforcement for Misleading Advertisements in India and its Impact on Consumers’. The formal agreement was signed on October 9, 2012. As part of the study for interviews with the stakeholders GC visited Mumbai on November 1, 2012 and met with ASCI, Moneylife Magazine etc. and interviewed with Mr. Alan Collaco and Ms. Sucheta Dalal. KD & ABS visited Delhi on November 1-2, 2012 and visited the office of FSSAI, TRAI, VOICE etc. and interviews were done with TRAI officials as well as with Mr. Ashim Sanyal (COO, VOICE). The first draft of the report was submitted to GIZ on November 9, 2012. After receiving comments from Poonam Pandey, Technical Advisor, GIZ on November 17, 2012, the finalized report was submitted to GIZ on December 5, 2012.

**4.8 Project:** Improving service delivery by urban local government in the city of Jaipur through enhanced civic engagement (My City).

Support: Asia Foundation

Objective: Engaging community in the delivery of key urban services in the city of Jaipur.

Project Period: August 2012-August 2013

## **Main Activities Conducted during the Reporting Period**

- A project titled ‘Improving Service Delivery by Urban Local Government in the City of Jaipur through Enhanced Civic Engagement’ (My City) on Urban Governance was formally commenced from August 1, 2012. Under this project Public Services Index (PSI) and Citizens Report Card (CRC) will be prepared of 8 identified wards to know the status of various services and amenities available for citizens in the Jaipur city. This will further help in doing evidence-based advocacy to improve the services and amenities.

- **CSO Consultation** was organised on August 28, 2012 at Hotel Maharani Plaza, Jaipur. Meeting was attended by 22 representatives of Jaipur based CSOs. Objectives and proposed activities of the project were shared with participants and discussed the role these CSOs under the project. GC delivered introductory remarks and OPA, ADS facilitated the meeting.

- Shri Manish Pareek (MP), Deputy Mayor of JMC visited CART office on September 25, 2012 along with CSO representative and met with GC & KD and had detailed discussions about the MyCity project.

- A **Councilors’ Consultation** meeting was organised on September 28 at Jaipur Palace with the objective of building rapport with JMC councilors as well as understanding the problems, shortcoming in delivery of services by JMC. 14 councilors of JMC took active part in the consultation and shared their experience and issues related to poor service delivery.

- A **Consultation Meeting** was organised for JMC officials on October 17 at Hotel Vesta International, Jaipur with the objective of building rapport with JMC officials as well as understanding the problems, shortcoming in delivery of services by JMC. 14 councilors of JMC took active part in the consultation and shared their experience and issues related to poor service delivery. Seven senior officers from different zone offices of JMC took part in consultation.

- To formally **launch** the project and to share the details of the intervention as well as to ensure the possible engagement with the key stakeholders, project launch meeting was organised Oct. 31, 2012 at Hotel Jaipur Palace, Jaipur. Jagroop Singh Yadav, CEO, Jaipur Municipal Corporation and K K Bhatnagar, Chairperson, State Commission on Urbanisation as special guest addressed the participants. More than 70 representatives of Jaipur based civil society organisations, area development societies, JMC councilors & officials and media participated in the event.

- **Scoping Visits of City Specific Wards**

For the purpose of finalizing wards, visits were made by team in all the wards.

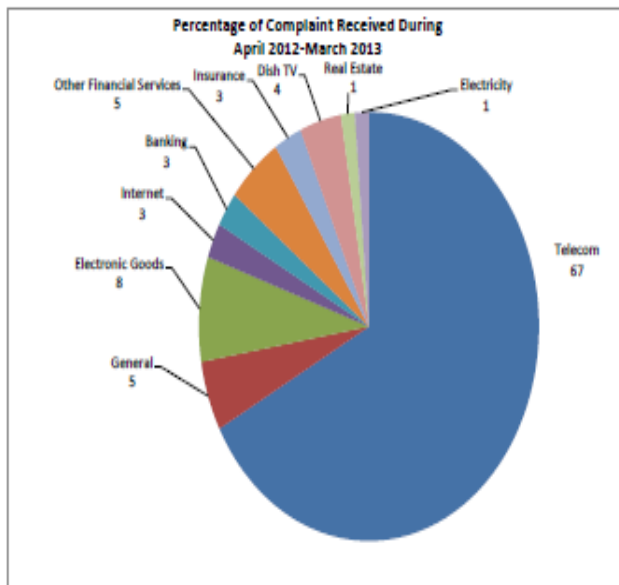
- Discussing the draft of CRC questionnaires and taking the comments of partner organisations, a

meeting was organised in the CART conference hall on Jan. 09. Seven partner organisations attended the meeting and provided their comments on CRC. Also, discussion was held on the strategy for conducting various activities of MyCity project.

- To orient the team of surveyors and nodal persons of all partner organisations, a workshop was organised on Jan. 21 at Hotel Maharani Plaza under MyCity. OPA welcomed participants and explained about the CRC. ADS briefed about the project and explained the project activities. GC in his concluding remarks called all partners to maintain the quality of activities, which is very important for successful completion of project. After the orientation, formal MoAs were signed with partners and handed over a copy of MoA. CRC survey activity has been started by the partner organisation after the orientation programme. Each partner is conducting 75 surveys in their concern ward. For monitoring the activities of partner team has been divided the responsibility of each ward.
- After CRC survey, **Community Meetings** under MyCity project were organised in February month. Follow up was done with all partners for finalizing the dates of meetings. Partners were provided the reporting format, sample of banner and other guide lines for meetings. Second round of the community meetings were organised by the partner organisations in March. ADS did follow up with all partners for finalizing the dates and preparations of the meetings. Partners were provided the reporting format, sample of banner and other guide lines for meetings. All partners conducted community meetings in their respective wards.

## 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 (DCF) 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 without going to the DCFs. If complaints are not sorted out up to the satisfaction of the consumers, then the cell also provides advice for filing of complaints in the DCFs, State Commissions and National Consumer Dispute Redressal Commission (NCDRC).

### 5.2 Training on Community Score Card for Pro Public, Nepal

A five day training workshop on Community Score Card (CSC) was conducted for the participants from Pro Public, Nepal from May 28 to June 01, 2012 at Hotel Jaipur Palace, Jaipur. Six participants from Pro Public and APT from CART got trained in the workshop. OPA, ADS and MSS facilitated the training as resource persons. GC in introductory remarks spoke about the governance and accountability in general. He also made a presentation on social accountability (SA) tools and its usages. Participants were taken to the *Madhorajpura Gram Panchayat, Fagi* for conducting a field exercise as part of the training on May 31, 2012. As part of the field exercise the team conducted CSC

at the primary health centre (PHC). *Sajag Sansthan* (Local NGO) provided support for this field exercise and did the ground level preparatory work.

### **5.3 National Consumers Conclave, New Delhi**

National Conclave was successfully organized on October 11-12, 2012 at India Habitat Centre, New Delhi under the project ConsumersUp. The conclave was well attended by more than 110 Participants representing 24 states and UTs. Union Minister of States (I/C) for Consumer Affairs, Food & Public Distribution, Government of India, Prof. K V Thomas released the '*State of the Indian Consumer 2012*' by giving a copy to Pankaj Agarwala, Secretary (Consumer Affairs). Besides the Union Minister, there were other dignitaries including two State Ministers of Consumer Affairs from Jharkhand and Manipur, Shri Mathura Prasad Mahto and Shri Okendro Singh respectively. Manoj Kumar Parida, Joint Secretary (Consumer Affairs), and Indrani Thuraisingham from Consumer International were also present during the National Conclave.

After the inaugural session there were six thematic sessions on each of the eight consumer rights, where input chapter writers made the presentations and Chair and the discussants provided the feedback. Dr. Charles Dias, Member of Parliament and Member of CCPC was the Chief Guest in the valedictory session. Media had good coverage and the event was covered in almost all national newspapers. Overall it was a good show with the joint efforts of the team.

### **5.4 Gram Gadar Award 2012**

Mr. Chuna Ram Godara of Barmer district, a freelance journalist was selected for the *Gram Gadar* Award for best rural journalist for the year 2011. A jury headed by renowned journalist Shri Rajendra Bora had done the selection. The same was announced through a press release on April 13, 2012, which is the *Gram Gadar* day. On the occasion of State Level Media Consultation under GRANIRCA Stakeholders meeting on October 30, 2012, Gopal Sharma, Assistance Director, Department of Information and Public Relations, Government of Rajasthan distributed the award consisted of Rs. 10,000/- cheque and a certificate of appreciation to Chuna Ram. The purpose of giving this award is to promote and encourage the rural media persons.

### **5.5 Observation of 'International Day for Persons with Disability' on December 3, 2012**

International Day for Persons with Disability was organised by CUTS CART in partnership with Sight Savers with a number of activities such as public meeting, photo exhibition and a blood donation camp. The event was held at the Press Club, Jaipur and was inaugurated by Manish Pareek, Deputy Mayor of Jaipur along with George Cheriyan (Director, CUTS), Abraham George (Area Director, Sight Savers North West India) and Jagdish Chauhan (Programme Officer, Sight Savers, North West India). In the blood donation camp total 12 people donated their blood including some PWDs as well. The exhibition of the photographs clicked by the children, who were almost blind due to cataract and now normal after corrective eye surgery by Sight Savers, attracted a large crowd and attained media attention. In consultation as well around 50 people took part.

### **5.6 Science Express: Bio-diversity Special Train in Jaipur**

Science Express-Biodiversity Special (SEBS) train arrived in Jaipur on December 6, 2012 with the exhibition on biodiversity in India and remained in Jaipur at Durgapura Railway Station from 6 to 9 December, 2012. Large number of students and general public visited the train and seen the exhibition. The Science Express is a unique collaborative initiative Ministry of Environment & Forest and the Department of Science & Technology, Govt. of India with the aim to create awareness on the biodiversity in India, climate change and other similar issues various section of the society specially the students. GC along with DC, BNS & APT visited Durgapura railway station and witnessed the inaugural session. After staying at Jaipur, train was stationed at Bhagat ki Kothi, Jodhpur from 10-13 December and at Barmer from 14-17 December, 2012.

### **5.7 The Observation of 'National Consumer Day' on 24<sup>th</sup> December 2012**

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. DC participated in the state level function organised by DoCA, GoR held on December 24, 2011

### **5.8 C1. Meeting of the International Expert Group Meeting on Financial Services (FS), January 31 & February 1, 2013**

Access to stable, secure and fair financial services is important for consumers everywhere. As a result of global financial crisis and the double dip economic recession, the importance of financial consumer protection has increased. CI's work on FS ranges from financial education projects to global campaigning. Keeping in mind the need to have focused work on FS, an international expert group on FS was formed in October 2010. The group was reconstituted in October 2012 and given the work that CUTS has done in this area, CUTS was invited to re-join the group for 2013. The reconstituted group had its first meeting in London. GC attended the meeting representing CUTS. Justin Macmullan, Antonino Serra, Robin Simpson and James Braddock from CI also attended the meeting. CI had already included CUTS as an implementing partner in a couple of fundraising proposals.

### **5.9 CUTS-CI Global Meeting on 'Review of United Nations Guidelines for Consumer Protection' (UNGCP), Feb. 25-March 1, 2013**

CUTS was the local partner in India with CI for the global meeting on 'Global Meeting on Review of United Nations Guidelines for Consumer Protection (UNGCP)'. CUTS succeeded in obtaining the required NoCs and letters for visa authorization from DoCA, MEA & the Ministry of Home Affairs after rigorous follow and all the invited participants got the visa on time. Also worked with CI in finalization of programme schedule, finalization of design for banners, getting banners printed etc. CUTS also succeeded in getting the DoCA to host a dinner for the delegates on February 26 and ensuring the participation of MoS, MoCA, Sec (CA) & JS (CA) in the inaugural session and also in the dinner along with other officials from DoCA. GC & JSS along VS2 was involved in the planning and preparations.

### **5.10 Observation of World Consumer Rights Day 2013**

#### **A. Street Plays on the theme**

On 15<sup>th</sup> March, 2013, CUTS organised street plays on four public places located in four corners of Jaipur city. The purpose of conducting these street plays is to make people (general masses) aware of consumer rights and responsibilities and also to make them known about the WCRD theme of this year through traditional and conventional styles like story based plays on the street with traditional trumpets, singing, dancing using musical instruments. The four street places were conducted at Tonk Phatak at 9 am; at Amrapali Circle, Vaishali Nagar at 4 pm; at Space Cinema, Jhotwara Road and at Ramganj Chopar at 6.15 pm. DS, DC, AKJ, JSS & BNS attended the street plays at various locations.

#### **B. Participation in the Government function.**

AJS attended the WCRD event organized by state department of consumer affairs at IGPRS, Jaipur on March 15, 2013.

#### **C. Awareness Event at School**

On the same day i.e. 15<sup>th</sup> March, 2013, CUTS organised an educative event at the 'Rani Senior Secondary School' located at Pratap Nagar, Sanganer, Jaipur starting at 11 am, where the team interacted with school children and educate them on various consumer issues, rights, responsibilities and about the theme. On the occasion, various pamphlets and literature on consumer protection also were distributed to the students. DC & AKJ facilitated the event.

#### **D. Public event on March 18, 2013 in partnership with DoCA, Government of India**

On 18<sup>th</sup> March, 2013, a public event was organized in Jaipur to mark the WCRD. Dr. Lalit Mehra, Principle Secretary, Consumer Affairs of the Government of Rajasthan, was the Chief Guest. The other dignitaries attained spoke in the meeting were Ms. Ruth Anna, Programme Director, GIZ, Delhi, Dr. Poonam Pandey, Technical Expert, GIZ, New Delhi, Mr. Amrit Lal Saha, Chairman, Consumer Coordination Council, Ms. S. Saroja, CAG, Chennai and Dr. Keya Ghosh & Mr. George Cheriyan of CUTS. The seminar was attended more than 75 consumer activists from all districts of Rajasthan and

raised their concerns and suggestions. On this occasion, Dr. Lalit Mehra also distributed awards to GRANIRCA district partners and some consumer activists. The entire consumer protection team was involved in the organising of various events.

**5.11 Review of ConsumersUp phase I-** To review the activities of phase I and to discuss the project idea for phase II, a meeting was held in Jaipur on March 18 at 2.30 pm. In addition to CUTS consumer protection team, Ms. Ruth Anna, Dr. Poonam Pandey, Amrit Lal Saha, S. Saroja, and Dr. Keya Ghosh attended the meeting. GC & AS7 coordinated the meeting. A social evening also was organized on March 18 evening at 7.30 pm. Along with guests, CART team and representatives from other centers attended the dinner.

## **5.12 Institutional Partnership**

A long term cooperation agreement has been signed between Research Centre for the Law and Policy of Global Consumer Protection, China and Consumer Unity & Trust Society (CUTS) at Wuhan University, China on March 16, 2013. Pradeep S. Mehta, Secretary General, CUTS signed the agreement on behalf of CUTS.

## **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 (*Four issues of bi-monthly newsletter*)
- Consumers in Action (*Four issues of quarterly newsletter in English*)
- Consumer Dialogue (*Six issues of bimonthly e-newsletter in English*)
- ConsumersUp (*Three issues*)
- Accountability Solutions (*Four issues*)
- Citizens Up (*Three issues*)

Besides, these were also printed during the period:

- Briefing Papers on Insurance Services: Challenge and Opportunities; Access to Medicines: Challenges and Way Forward; Access to Electricity Redressal Mechanism in Rajasthan: A Boon or Bane.
- Plight of Electricity Consumers in Rajasthan bilingual research report under GRANIRCA.
- Training Manual for consumers on consumer protection and related issues in Hindi and reprinted in English with modifications.
- Reprinting of pamphlets on Consumer Protection in Hindi.
- A report of Status of Consumers in Rajasthan under Consumers Up along with its overview.
- 'Issues to be Advocated' - An advocacy document printed under GRANIRCA.

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

- ADS attended a press conference jointly organised by RVHA and Indian Asthma Care Society at Pink City press club, Jaipur on April 3, 2012. Objective of the conference was to appreciate the step taken by Govt. of Rajasthan to increase the taxes on tobacco products from 40 to 50 percent.
- ADS took part in a joint representation by the members of Rajasthan Coalition on Tobacco Control (RCTC) to Ashok Gehlot, Chief Minister (CM), Rajasthan held at his residence on 3<sup>rd</sup> May, 2012. Anti-Tobacco posters were release by the CM. A memorandum was given to CM to ban the tobacco products in Rajasthan state.
- ADS attended the meeting under RCTC banner at RVHA office on April 07, 12. Discussion was held on planning to run RCTC on regular basis.
- DS & DC attended the 13<sup>th</sup> meeting of State Advisory Committee of Rajasthan Electricity Regulatory Commission (RERC) on April 27, 2012.



- ADS attended the Interactive Workshop for Regional Resource Agencies (RRAs) organised by Ministry of Environment & Forest (MoEF), Government of India under 'National Environment Awareness Campaign (NEAC) 2012-13' at Scope Centre, New Delhi on May 11, 2012. Objective of the workshop was to exchange the view of RRAs on performing the activities, problems faced during the campaign and find out the solutions as well as the getting suggestions to make the campaign more effective.
- GC participated in a Webinar on Consumer International's '**Your Rights, Our Mission/Strategy 2015**', and CI's Annual General Meeting, which took place on 7 June, 2012 **straight after the President's webinar**, via teleconference.
- ADS took part in the discussions named '*Jan Manch*' organised by ETV on June 13, 2012 based on tobacco control issue. Spoke persons of BJP and Congress, Sukhram Kohli (MLA), representatives of various CSOs were present in the discussion. Programme was telecasted on June 17, 2012 on ETV channel.
- MSS participated in a brief dissemination meeting of 'Rajasthan Right to Hearing Bill, 2012' called by District Collector, Jaipur at Collectorate Conference Hall on 27<sup>th</sup> July, 2012.
- GC met with the Chief Secretary, Mr. C.K.Mathew in a dinner meeting on 9<sup>th</sup> September, 2012 and discussed various issues to urban governance (condition of roads etc), poor status of NREGS implementation in the state etc. GC also discussed with Mr. Jiji Mammen of NABARD about possible areas of collaboration.
- GC along with DS & JSS, as part of following up for participation in the Jaipur Dissemination Meeting and National Conclave under Consumers Up project visited the SCDRC office and the Govt. Secretariat and met with Justice Ashok Parihar (President, SCDRC) and Mr. Tapesh Pawar (Secretary, CA) on September 10, 2012.
- DC participated in an Open House Session September 15, 2012 at BSNL District office Jaipur.
- The programme marking the 10 years of Budget Analysis Rajasthan Centre (BARC) was held on October 4, 2012 in Jaipur along with a discussion on "Budget Analysis and Civil Society Organizations in India: Challenges Ahead". KD represented CUTS in the meeting.
- KD & DS attended the CCC Northern Regional Consumer Convention held in Shimla on October 6, 2012 and participated in two workshops on the same day.
- KD represented CUTS at a meeting conducted by Centre for Science and Environment (CSR) at Jaipur on the October 9, 2012 with regard to "Jaipur City Dialogue on Air quality and transportation challenge: An agenda for action"
- DC attended the second meeting of Divisional Railway Users' Consultative Committee (DRUCC) held on October 10, 2012, at Jaipur Rly. Divisional Office.
- GC along with DC visited the office of newly started International Center for Environment Audit and Sustainable Development (iCED) in Jaipur under the CAG of India on October 16, 2012 and met with Ms. Rebecca Mathai, Principal Director and Ms. Nameeta Prasad, Director, iCED and briefed about CUTS and discussed possible areas of collaboration.
- GC along with DC visited the office of National Bank for Agriculture and Rural Development (NABARD) on October 17, 2012 and met with Shri Jiji Mammen, Chief General Manager and discussed possible collaboration in the area of financial inclusion and literacy.
- DS & AKJ participated in a meeting of NGOs called by Deptt. of Road Transport of Govt. of Rajasthan on October 18, 2012 to discuss future activities with the department. The new additional transported commissioner Ms. Deepthi Kachwah conducted meeting. AKJ again visited the office of Transport commissioner on October 30, 2012 and submitted 7<sup>th</sup> National Road Safety Award application.
- DS participated in a TV talk show on '*Kaise Karen Khariddari-Aaj Ka Mudda*' organized by HBC TV channel on 1<sup>st</sup> November, 2012.
- ADS attended a three day 'Project Cycle Management Programme' organized by Socio Research and Reform Foundation (SRRF) in New Delhi on November 6-8, 2012.
- DS attended the 27<sup>th</sup> meeting of the Central Consumer Protection Council (CCPC) held in Kochi on 16<sup>th</sup> November, 2012 chaired by Prof. K.V. Thomas, MoS for Consumer Affairs, Food & Public Distribution, Government of India. Kerala Chief Ministers, Oommen Chandy,

other ministers from states and DoCA officials attend the meeting along with members of CCPC.

- DS & DC attended the 14<sup>th</sup> meeting of the Advisory Committee of RERC on November 23, 2012 held at office of RERC. D.C. Samant, Chairman, RERC chaired the meeting.
- MSS participated in the National Budget Consultations held from December 5-6, 2012 and organised by Centre for Budget and Governance Accountability (CBGA), New Delhi. MSS took part both the days of the consultations.
- ADS represented CUTS in one and half day Consultative workshop organised by MoEF, Govt. of India for RRAs under NEAC at Centre for Environment Education (CEE), Ahmedabad, Gujarat on December 6-7, 2012.
- OPA attended a discussion on "Corporate Sector Participation in Rajasthan's Higher Education" held on December 07, 2012 at State Planning Board Office, Jaipur.
- GC attended the two days international conference organised by Institute of Governance Studies (IGS) of BRAC University and Affiliated Network for Social Accountability– South Asia Region (ANSA-SAR) in collaboration with United National Millennium Campaign – Asia & Pacific Region, Public Affairs Centre (PAC), Governance and Public Policy Program of North-South University and the Governance Research Unit, Monash University from December 7-9, 2012 in Dhaka to deliberate on 'Governance and Public Service Transformation in South Asia'.
- MSS attended in the Partners meet of Sightsavers organised in Jaipur on December 10, 2012. MSS took part in the discussions and shared his experiences of mainstreaming disability and related other issues.
- GC & DS visited the Government Secretariat on December 11, 2012 and met with Mr Lalit Mehra, Principal Secretary, Consumer Affairs, Food & Civil Supplies and other officials in the Food and Consumer Affairs Dept. and updated about CUTS work on consumer protection and invited for State Level Feed Meeting.
- GC attended the national consumer convention of CCC held at Kochi, Kerala organized in partnership with NOCER at Ashir Bhavan, Kochi, Kerala as a speaker and spoke about the state of the Indian Consumer on 29<sup>th</sup> December, 2012. Prof. K.V.Thomas, MoS for Consumer Affairs, Food & Public Distribution attended the inaugural session of the convention as the Chief Guest.
- DC delivered Lecture on consumer awareness in NSS camp on January 8, 2013 at Govt. Girls Higher Secondary School, Choti Chopar, Jaipur.
- GC, DS, DC, OPA, MSS, AJS &, ADS, AKJ, ABS, JSS & VG attended the event CUTS 30<sup>th</sup> anniversary lecture by Nandan Nilekeni at HCM RIPA, Jaipur.
- MSS attended a lecture on '*Neta, Netagri and Netratav*' delivered by Mr. Gopal Gandhi, former Governor of West Bengal organised by 'School of Democracy', Jaipur in the memory of Late Ajit Bhattacharjea at Pinkcity Press Club on February 01, 2013 at 7:00pm onwards.
- MSS participated in a creative workshop on disability organised by Rajasthan Patrika Media Action Group February, 01, 2013.
- DS & AKJ visited the office of the State Minister for Home & Transport Shri Virendra Beniwal, met with the minister and updated the minister about the road safety work of CUTS on February 07, 2013.
- AJS attended meeting on "Bridging the Employability Gap: The way forward" on February 14, 2013 at Directorate of Economics & Statistics, Yojana Bhawan, Jaipur organized by State Planning Board, Rajasthan.
- DS & AJS attended an event on 'Power Sector Reforms in Rajasthan-The Expectations, Achievements, Challenges and Way Forward' organized by Prayas, Energy Group, Pune; Samta Power, Jaipur; The Institution of Engineers (India), Jaipur Chapter and RSEB retired Abhiyanta evam Adhikari Jan Kalia Trust on 18-19 February, 2013.
- DC attended Dist. Level steering and coordination committee meeting (Tobacco control) at the Police Commiserate office on February 19, 2013.
- PSM along with GC & DS visited, DoCA, GoR on February 18 and met with Dr. Lalit Mehra, Principal Secretary, Consumer Affairs, Food and Civil Supplies to update him about

CUTS work on consumer education and protection, and also to invite him for the upcoming WCRD scheduled on March 18, 2013. The meeting was very fruitful.

- GC along with MSS took part in the Pre-budget consultations of NGOs with the Rajasthan Chief Minister on February 19, 2013. GC presented the key points during the consultation and presented a copy of the CUTS memo to the Chief Minister.
- GC & JSS participated in various meetings of Consumers International, 'Consumers in the Information Society: Rights, Justice, Connection' on February 25, CUTS-CI Global Meeting on 'Review of United Nations Guidelines for Consumer Protection (UNGCP)' on February 26-27 and 'Regional Members Meeting' on February 28–March 01, 2013. STB attended the global meeting for 'Review of UNGCP' on February 26-27, 2013. PSM attended the inaugural session of the global meeting on February 26 forenoon and made a presentation on historical review of CI's work on UNGCP. PSM also attended the dinner hosted by the MoS at the India Habitat Centre.
- AJS attended a National Seminar cum Consultation on Mediation in Consumer Disputes to be organized by FICCI on March 7, 2013 in New Delhi. This programme was organized under the Mediation Advisory Centre (MAC) Project– A joint initiative of Department of Consumer Affairs (GOI), FICCI and GIZ.
- A teleconference of the members of the expert group on financial services of CI was held on March 19, 2013. GC participated in the teleconference and provided inputs.
- MSS & APT visited Secretariat, on March 14, 2013 and met Mr. Abhay Kumar Secretary Rural Development Govt. of Rajasthan and updated him about the 'Citizensup' Project and invited him for the final dissemination meeting and also met with other concerned officials.
- DS & AJS visited the office of BIS and met with Kishore Kumar, Regional Director, BIS, Jaipur on March 13, 2013 and discussed with him possible collaboration with BIS in awareness campaigns. DS & DC again visited BIS office on March 25, 2013.
- DS & DC visited, DoCA, GoR on March 25 and met with Dr. Lalit Mehra, Principal Secretary, Consumer Affairs, Food and Civil Supplies to request him to forward GRANIRCA II proposal to GoI with a recommendation from GoR

## **8. Visits**

- Steve Kosack from the Harvard Kennedy School, USA and Jean Arkedis from R4D, Washington DC, USA visited CART on July 9, 2012 to discuss about the proposal R4D is developing in partnership with the Harvard Kennedy School, for a portfolio of impact evaluations to understand better, whether and under what circumstances transparency and accountability interventions have an impact on the quality and use of service and spending as well as ultimate human development outcomes. If the proposal is successful, it would be supported through the Transparency and Accountability Initiative (TAI) with funding from DfID, Gates, and Hewlett. GC along with OPA, MSS2 & ADS met the team.
- Naimur Rehman (Chief Operation Officer) and Nuzhat Jabin (Coordinator-Operation and Resource Mobilization) of ANSA SAR, Dhaka visited CART on July 25 for the mid-term review of CoPSA.
- Sr. Mariola, the newly appointed member of Rajasthan State Minorities Commission visited CART office on July 25, met with GC and discussed about various plans of the Minorities Commission as well as the status of implementation of schemes meant for minorities in Rajasthan.
- Shri Manish Pareek (MP), Deputy Mayor of JMC visited CART office on September 25, 2012 along with CSO representative and met with GC & KD and had detailed discussions about the My City project. MP also briefly met with the governance team and provided suggestions about selection of wards and inputs about the status of various services delivered by JMC.
- OPA attended the meeting at CUTS conference hall organized on the occasion of the visit of Mr. Bruno Lasserre, President, French Competition Authority on December 19, 2012 and briefly spoke about the activities of CART.
- Dr. Sunil Prakash, Treasurer, CCC & President, Consumer Forum, New Delhi visited CUTS CART on October 26, 2012 and met with George and other team members and also visited other CUTS offices in Jaipur.

- Ms. Indrani Thuraisingham (Head, CI Office for Asia Pacific and the Middle East) along with Mr. Satya Sharma (Regional Project Officer, Asia Pacific and Middle East) and Ms. Aziza Mourassilo (CI, Office for Middle East, Oman) visited CUTS Jaipur on February 22, 2013. Indrani and Satya had detailed discussions with GC regarding the finalizing the logistics and programme schedule of the events in Delhi.
- MoEF, GoI appointed D.C. Khanduri, Consultant and Alok Yadav, Scientist of Indian Council of Forestry Research & Education (ICFRE), Dehradun for the evaluation of NEAC. Both the persons visited CART on March 12, 2013 to evaluate the NEAC in Rajasthan. Four partner organisations were also invited to share their experiences with the evaluators.

## 9. Internship at CUTS-CART

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

- Ms. Daminee Sharma from Institute of Law, Nirma University, Ahmedabad from 1<sup>st</sup> May to 31<sup>st</sup> May 2012 on Consumer Protection issues.
- Mr. Aniruddh Panicker from National Law University, Orissa, Cuttack from 16<sup>th</sup> May to 16<sup>th</sup> June 2012 on Consumer Protection issues.
- Ms Arani Mukherjee of Modi Institute of Technology, Laxmangarh from 17<sup>th</sup> June to 16<sup>th</sup> July, 2012 on Public Service Guarantee Act and Access to Medicines.
- Mr. Vamil Gaur from Bharti Vidyapeeth Deemed University, Punez from 4<sup>th</sup> December to 30<sup>th</sup> December 2012 on Consumer Protection issues.
- Tushar Pareek from Bharti Vidyapeeth Deemed University, Pune from 12<sup>th</sup> December to 18<sup>th</sup> December, 2012 on 'Review of Functioning of State Information Commission, Rajasthan in the back drop of recent judgment of Supreme Court in Namit Sharma' Case'.
- Ms Richa Sharma, from Lady Shri Ram College for Women, Delhi from 19<sup>th</sup> December, 2012 to 31<sup>st</sup> December, 2012 on Consumer Protection issues.

## 10. COPSA Webportal

CoPSA web portal is on air and functioning well. Till March 31, 2013, total registered members of CoPSA web portal are 40 and total no of subscribers are 303. Total 69 people liked 'Accountability Solutions' Facebook page and more than 5756 visitors visited the CoPSA web portal.

## 11. Yahoo Groups

Similarly, the situation of yahoo group as on 31<sup>st</sup> March, 2013 is as:

<u>Group Name</u>	<u>Total Members</u>	<u>Moderator</u>
CUTSConsumersUp	294	AJS
CUTSRajGovForum	82	MSS
CUTSGovForum	239	OP

## 12. 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.