

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

Annual Report

Activities from April 1, 2014 to March 31, 2015

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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, Vice-Chancellor, Harideo Joshi University of Journalism and Mass Communication, 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 Empowerment
- Good Governance
- Sustainable Development

4. Projects (including main activities conducted during the period) under implementation

(covering the period 1st April 2014 to 31st March 2015)

- **Project: National Environmental Awareness Campaign, R. R. A for Rajasthan**
Support: Ministry of Environment and Forest, GoI.
Theme: Combating Desertification, Land Degradation and Drought
Objective: To create awareness on issues related to biodiversity and taking appropriate action.
Project Period: April 2014-March 2015.

Main Activities under the Project during the Period

- During the period, under NEAC 2013-14, remaining monitoring visits to partners, which conducted activities in their respective areas were done. A total of 30 monitoring visits were made by the team. Remaining 38 monitoring visits were made by network partners and CHD. Besides, disperse of grants after getting all the receivables were also completed. After that,

the complete final report, copies of UC and audited statements of NEAC 2013-14 was submitted to MoEF on July 8, 2014.

- In the prescribed period, received an appointment letter for the Regional Resource Agency for NEAC 2014-2015. The national theme for the year's campaign was "Combating Desertification, Land Degradation and Drought". Immediately after that, five Divisional Level Pre-Proposal Open Workshops were organized at Chittorgarh (for Udaipur Division), Kota, Jodhpur, Bikaner & Jaipur on August 4, 5, 6, 7 & 12 respectively. By the deadline of August 20, 2014, a total 378 proposals were received for the said year, which were further scrutinized by Centre of Excellence (CoE) on October 17, 2014. Ms. Prarthana Borah, Programme Director, Centre for Environment Education (CEE), New Delhi did the scrutiny along with CEE team from Jaipur. In furtherance, the meeting of the Central Region Committee of Ministry of Environment & Forests (MoEF), GoI was held in Delhi from October 28-31, 2014 for the final scrutiny of proposals. The committee sanctioned a total 295 proposals out of 378 with a total disbursement grant of Rs.29, 50,000.

- **Project: Improving Service Delivery by Urban Local Government in the City of Jaipur Through Enhanced Civic Engagement (My City phase II and III)**

Support: The Asia Foundation (TAF)

Objective: Engaging Community in the Delivery of Key Urban Services in the City of Jaipur.

Project Period: September 2013-September 2014 (II) and October 2014-September 2015 (III)

Main Activities under the Project during the Period

- During the period, **under phase II** of the project, a consultation meeting was organised with the officials of Jaipur Municipal Council on April 09. Total 11 officials including commissioners, health officers, revenue officers, executive engineers etc. participated in the meeting. Meeting was aimed to share objectives of the project and to build the rapport with officials for effective implementation. This consultation was also helpful in understanding the problems, shortcoming in delivery of services by the JMC officials.
- To review the progress of phase II, Mandakini Devasher Surie, Senior Programme Officer, The Asia Foundation visited CART on April 24, 2014 and met with the governance team. Mandakini also visited Mayor's residence along with GC & ADS and met with Jyoti Khandelwal, Mayor of Jaipur City and interacted and discussed about My City project.
- During the period, total 40 Community Meetings were organised in different wards by the partner organisations. Team attended all community meetings and facilitated the discussion. These meetings were attended by local residents, ward councilor and service provider from JMC offices. Discussions took place in the meeting regarding local ward specific issues, which were addressed by the councilor and other service providers.
- Also, during the period, total 16 Interface Meetings were organised in different wards of the city by the partner organisations. Team attended meetings and facilitated the discussions. These meetings were attended by local residents, ward councilor and service provider including officials from JMC zonal offices. Ward specific key findings of the CRC were presented by the team through ppt.
- Besides, Public Service Index (PSI) visits were conducted by project team along with representative of partner organisations. Eight CAG members were approached to take feedback on the identified public services. These feedbacks were verified by the local residents and physical monitoring by team. Total 4 wards have been covered during the period.
- Final dissemination cum advocacy meeting of phase II was organised on 28th August 2014. Jyoti Khandelwal, Mayor Jaipur City; Dr. Ratna Jain, Mayor Kota City; Rao Rajendra Singh, MLA; Manish Pareek, Deputy Mayor and Sagar Parsai, Country Representative, The Asia Foundation were the main speakers of the event and addressed the participants. Key finding of the project including Community Report Card & PSI were presented in the meeting. About 100 participants including ward councilors, officials, representatives of partner organisations and their CAG groups, other CSOs and media were present in the meeting.
- At the conclusion of the second phase of MyCity, all partner organisations were invited to share their experience on September 24, 2014. Objective of the meeting was to discuss the challenges faced, while implementing the activities and to improve the quality of work and sustainability

beyond project period. Representatives of all the partner organisations took part in the meeting. During the meeting project partners raised various issues of budget of community meetings, difficulties in dealing with JMC officials, councilors etc.

- TAF representatives visited CUTS on September 17, 2014 to learn about urban governance issues and challenges in India and to know more about the MyCity intervention in Jaipur. Barbara Smith, Senior Director for Governance and Law and John Taylor, Urban Governance consultant of The Asia Foundation, USA along with Dr. Sagar Parsai, Country Representative and Mandakini Surie, Senior Programme Officer were part of the team.
- After completion of all the activities, all the accounts were settled with accounts team. SoE was prepared after completing the budgeted expenses and the same was submitted to the TAF on 25th September 2014. The final narrative report and monograph in the form of final product was also prepared alongside.
- TAF approved MyCity **phase III** as extension for next one more year. Agreement was signed on 23 September 2014 and sent to TAF with a total budget of Rs.21, 00,300/-.
- Under phase III, CSO consultation was organised on November 27 in which around 35 representatives of CSOs took part. AK Ojha of Centre for Development & Communications, PN Mandola of Lok Sampatti Sanrakshan Samiti, Anshu Singh, PRIA were the main speakers in the session on 'Current context of the Local Governance and role of Civil Society Organisations to improve the Quality of Services'.
- GC and ADS attended the workshop on Urban Citizenship in India and release of the report of Citizenship Index organised by the Janaagraha at Azim Premji Foundation, Bangalore on December 16, 2014. Janaagraha and Brown University, USA jointly did a study concerning the quality of citizenship in urban India. During the event, they met with some of the representatives from Brown University, Azim Premji Foundation, Bangalore University, Janaagraha and others and shared urban governance work of CUTS. They also met with Patrick Heller, Brown University, USA and discussed the possibilities of collaboration. At the same time, GC & ADS also visited BBMP office and met with the Dr. J. Ravishankar, Special Commissioner Projects, *Bruhat Bangalore Mahanagara Palika* (BBMP). Ravishankar arranged a group of officials in his chamber to meet with GC & ADS.
- Councilor's consultation meeting was organised on December 30, 2014 in which around 40 participants including councilors of different wards, representatives of partner CSOs took part.
- In the series of consultation, officials of Jaipur Municipal Corporation were invited on December 31, 2014. Around 25 participants including senior officials from JMC, representatives of JMC zone offices and partner CSOs took part.
- **Under phase III**, formal launch of year third of MyCity project was held on January 16, 2015, where Justice V.S. Dave, former Chairperson of the Empowered Committee appointed by Supreme Court; Manish Pareek, Ex-Deputy Mayor, JMC were the special guest and shared their thoughts on urban governance and MyCity project.
- As per planned activities, partner organizations started conducting community meeting in their respective wards phase III. In the month of January, 2015, 16 meetings were organised by the partners.
- To create a platform for key stakeholders of local self-government where policy level issues can be discussed, CUTS proposed Rajasthan Mayors' Conference. During the period, ADS along with team members visited various cities of Rajasthan and met with the City Mayors in connection with Mayors' Conference. He convinced them to attend the conference and to discuss the issues of ULBs as well as to learn from the other cities.

- **Project: Insight Into Indian States (I3S)**

Support: United Nations Development Programme (UNDP)

Objective: The main feature of the two year project is a coherent, user friendly, sustainable and interactive web portal, which would depict successful and not so successful practices on governance in the selected four States (Assam, Odessa, Rajasthan and Karnataka) of India.

Aim: The aim of the portal is to present an independent and dispassionate view of policies and practices which can help other States to imbibe and improve their own policies and practices.

Project Period: October 2013-September 2014

Main Activities under the Project during the Period

- A Project Advisory Committee was formed under the guidance of UNDP.
- On April 16, 2014, GC along with AJS visited the World Bank office in New Delhi and met with Biswajit Sen (Senior Rural Development Specialist), who is deputy task manager of NRLM and task team leader for Rajasthan.
- Under field research, visits were made by team to Ambedkar Charm Shilp Samiti, Renwal (Jaipur); Society for Upliftment of Rural Economy and Mahila Mandal Aagor both in Barmer; Maharana Pratap Adhayan avam Jan Kalyan Sansthan, Jaipur; Lawan Weavers Cluster, Lawan Village, Dausa; Bagru Block Print Cluster & Kot-jewar Blue Pottery Cluster, Jaipur; Kota Doriya Cluster, Kota; Namda Cluster, Tonk; STEP Academy Aajeevika Bureau, Udaipur; Sadhna promoted by Sevamandir and Shree Nath Grameen Dastkar Samiti promoted by 'Vishvas Sansthan both from Udaipur.
- The project external case reviewer Ms. Simi TB reviewed the collected cases.
- Four issues of I3S newsletter were printed, the copies of which were provided to all partners and its PDF version was uploaded on I3S website also.
- The team worked on the documentation part of the already researched practices and cases from across the state.
- ADS made a visit to Assam from June 2 to 7, 2014 in connection with the action research under I3S project. Manjit Mahanta, of OKDISCD accompanied ADS for the field visits.
- MSS visited Berhampur and Bhuvneshwar, Odisha from 8-11 September, 2014 in connection with monitoring cum facilitation of the action research and other project activities under taken by the Odisha consulting organisation (Youth for Social Development; YSD) and state partner (Centre for Youth and Social Development; CYSD).
- Total number of practices uploaded on the web portal till March, 2015 were around 57 (Rajasthan-17, Karnataka-10, Assam-9 and Odisha-21).
- The number of existing members, who are part of the 'Community of Practice on Rural Non-Farm', is around 228.
- Article written by PSM was published in Business line dated December 02, 2014 and Hindi version of the same was published in 'Amar Ujala' dated Dec. 14, 2014 titled as 'Make in India is necessary in Rural India as well'.
- Development of a web portal: 'Insight In to Indian States':
A web portal hosted outside of the government to make it free from any sort of governmental influence on one hand and making independent, unbiased, neutral and scientific in its all the operational processes on the other has been developed. The examples are from within the country and these would be more relevant. The portal is one-stop destination for single window access to the important challenges faced by various states in Rural Non-Farm Sector in the country, in relation to the good governance practices in initiatives relating to peoples' livelihoods and employment issues, which directly impact or are directly related to the areas for which State governments are responsible especially the focus on employment generation in rural non-farm economy. In contrast to the portals mentioned above, the CUTS' online portal is serving as a knowledge platform seeking to enhance the availability of quality, verifiable and reliable information and contacts which is helpful in providing practical, implementable and tested solutions to the day-to-day challenges face by various States particularly in the rural non-farm sector. The successful/not so successful examples put on the portal from Assam, Karnataka, Odisha and Rajasthan States have been analysed further by giving inside and first-hand information collected by way of preliminary action research.
- After developing and designing all the tools, techniques, templates, indicators, criteria and methods of research as per the decided methodology, selection of the potential cases was made. As per the criteria and after cross validation, all the researched practices were labeled as successful or not so successful and in this consultative process Project Advisory Committee members who were experts of the development and livelihood sector and community members also given their values comments. In the exercise of the

research/consultation/outreach of the practices inputs and feedback of the primary stakeholders were very relevant and useful. Total 48 practices (Assam-7, Odisha-14, Karnataka-10 and Rajasthan-17) had been researched, validated and documented. All these practices have finally been uploaded on web portal and publicized through virtual discussions and other activities.

- **Building of a community of Rural Non-Farm Practitioners**
An E-group of around 250 practitioners of variety of backgrounds (Community representatives, who are directly professing non-farm livelihood techniques, people working/supporting/helping to such communities in a way or other, academicians dealing with livelihood subjects, service providers and government officials dealing with livelihood programmes at central and state government level etc.) from across the states mainly from Assam, Odisha, Karnataka and Rajasthan has been formed for regular interactions, information and knowledge exchange from the members. Regularly, e-mail alerts are being sent, to the members of the community relating to the medial news and other resources to up to date information.
- **Facebook Group:** There is an active facebook group on the Rural Non-Farm in which more than 100 members are actively sharing the news, views and useful information on the subject. The information is more or less similar as being circulated in the E-Group.

- **Project: Pilot project to promote organic consumption in the state of Rajasthan, India (Pro Organic)**

Support: SSNC (Swedish Society for Nature Conservation)

Project Period: November 2013-October 2015

Objective: The project is to promote organic consumption in the state of Rajasthan covering six major agriculture potential districts by awareness generation, sensitization, capacity building and advocacy activities. The target districts are Jaipur, Dausa, Udaipur, Chittorgarh, Pratapgarh and Kota. There are total 51 blocks in these 6 selected districts having total 1757 panchayats.

Project Period: November 2013-October 2015

Main Activities under the Project during the Period

- **Under Research:** The research agency (VIMARSH) has completed the data analysis and shared final report of qualitative survey on 27th May, 2014, which was reviewed prior to submission by the project team.
- **District Level Farmer Orientation and Exposure Visits:**
The objective of the activity was to build farmer's capacities and inspire them to take up organic farming. The participating farmers are expected to work as catalyst at local level. The first activity took place at Kota on April 29-30, 2014 at KVK campus Kota. There were about 90 participants. Director Extension KVK and 3 Scientists were resource persons along with 2 others on day one. The second day was a exposure visit to farm of progressive farmer Narendra at village Dangawat, 50 KM away from Kota. There were around 50 participants on day two. The visit made the farmers saw vermicomposting, fruits garden, honey bee hives etc. and interacted with the famers to learn the organic farming techniques. AJS and DC organized the same with the help of local partner. Similarly, in Chittorgarh, it was organised on 6-7 May, 2014. In Chittorgarh, Pankaj Yadav, DDM, NABARD; Assistant Agriculture Officer, Horticulture; O P Pareekh; Assistant Agriculture Director, Shankar Lal Jat and Lead Bank Manager, Ashok Sharma were the key speakers. Ratan Lal Solanki; an officer from KVK; Iqbal Hussain; Head of KVK and Santosh Dulani, Asst Seed Certification Officer spoke on various technical subjects. On the second day, the farmers were taken to a nearby village farm house by the name Nirmal Farm House in village Jaisinghpura, near Bassi, which was around 22 km from Chittorgarh. 60 farmers participated in two days event. In Udaipur, the event was held on 13-14 May, 2014, where B M Dixit, Additional Director, Agriculture & M D RSSCL was the key speaker. Besides, in technical sessions, V K Saini, a Soil Scientist in KVK, Udaipur spoke on soil management and organic manure, while Moti Singh Rathore, an Agronomist with KVK delivered session on organic farming, its importance and various ways etc. Ravi Jain, who runs an organic store in Udaipur by the name Banyan Roots through

coordination with several farmers spoke on certification process and marketing strategies. On the second day, after Mohan Dangi's session, the farmers were taken to a nearby village farm house by the name Suchi Abhiyan, which was around 8 km from Udaipur. The two days event was well organised with around 43 participants. In Dausa, it was held on 28-29 May, 2014. In Dausa, 1st day programme was in Jain Dharmshala at Dausa. Total 65 farmers including around 25 women attended programme. Two speakers came from KVK (R.N. Sharma & Ramavtar Sharma). They explained to farmers about organic farming in detail. Next Day, the whole group visited 2 organic farms near Lalsot town, including farm of district partner in Khatwa village. The participants were shown organic farming of vegetables, turmeric, fruits and other crops. They were also told about various government schemes to promote organic farming and also the methods like vermicomposting etc. Similarly, the event at Pratapgarh was held on June 11-12, 2014 with participation of over 60 farmers of different blocks. The district is tribe populated hence majority of the farmers were from tribal community of Pratapgarh. Representative from KVK provided the information related to organic production, soil treatment, pest control and manure preparation etc. On June 12, 2014, farmers were taken to a nearby farmer's agricultural site to show the applicability of organic farming. The last orientation and exposure was held at Jaipur on 26-27 June, 2014. Among resource persons, Professor A K Gupta, Agronomy in RARI spoke on importance of organic farming citing various long-term health and financial benefits due to organic farming, Anand Shulka, Convener, Moraraka Foundation spoke on organic farming as profession, Project Coordinator in KVK Chomu (Jaipur), Dr. S S Rathore spoke on organic soil management and fertilizers. Professor Shriram Sharma from SKN University, Jobner told about pest management using organic methods. Hari Mohan Gupta of SOAM Society told about organic certification process and organic farming methods. In terms of participation was fairly good enough specially the gender participation. On the second day, the participants were taken for exposure to RARI and Gow (cow) Seva Sangh, Gowshala, Durgapura, where they were showed various systems, techniques and methods of organic culture.

- **Annual Report:** SSNC has shared the assessment of first annual report, which was very positive. They have raised some dialogue issue, which were duly responded by the team. The team also submitted LFA (result matrix) to SSNC.
- **Awareness Campaign:** The objective of organising these awareness camps was to bring forward the whole movement down the line at the grassroots. As proposed, there was one awareness camp in each of selected *gram panchayats* to make consumers and farmers aware of organic products and influence their buying/farming habits. There were different modes, through which efforts were made to raise awareness, i.e. by way of organising street plays and other local means of cultural activities, fixing and displaying posters and distributing hand-outs etc., other local and traditional ways like *chaupal baithaks* (village government meetings) or any other cultural modes like *kathputali* (puppet shows) etc. In nutshell, the objective of organising these block level awareness meetings through camps was to educate and sensitise the public about the ill-fates of chemicals and pesticides being used in agriculture and the importance of locally available agriculture friendly fertilizers and manures, which can be used to decrease the financial burden and hazardous impacts on environment as well as on human.

The details of all the 102 camps conducted are:

S.N.	District	G P A Programmes Conducted from 1 st August, 2014 till 31 st January, 2015
1.	Jaipur	26
2.	Dausa	12
3.	Udaipur	22
4.	Pratapgarh	10
5.	Chittorgarh	22
6.	Kota	10
Total		102

- **Annual Stakeholders Consultation and Feedback Meeting:** It was held on 13th November, 2014 at Jaipur to present the activities conducted during the year and forming strategies for future. The event earmarked the release of the findings emerged from the study conducted under the project on ground realities of organic consumption and production. It was attended by SSNC representatives Sara Nilsson & Ulrika Hjertstrand; Shital Prasad Sharma, Director, Agriculture; S. S. Rathore, Programme Coordinator, KVK; Surendra Babu, AGM, NABARD; B. D. Yadav, Professor of RARI, Durgapura along with consumer activists, NGO representative and farmers. For detailed report, link for the same is http://cuts-international.org/cart/ProOrganic/pdf/Event_Report-Annual_Stakeholders_Meeting-ProOrganic.pdf
 - **SSNC Team Visit:** SSNC team comprising Sara and Ulrika visited Jaipur from 12-17 November, 2014 to review the progress of SSNC supported projects, mainly Pro-Organic project and also Green Action Week (GAW) Campaign. The meeting was very successful and satisfied with the progress so far, SSNC assured about continuous support for Pro-Organic and GAW. The visit report was prepared and uploaded at project webpage. Link is http://cuts-international.org/cart/ProOrganic/pdf/Report-Visit_by_SSNC_Team_Nov_2014.pdf.
 - **Visit of New President of SSNC:** Ms. Johanna Sandahl visited CUTS on January 15, 2015. GC, AJS, DS & AKJ accompanied her to KVK, Chomu campus to see organic farming practices and interaction with farmers along with partners. It followed up with meeting with CART staff. AJS made a presentation about SSNC supported interventions and there was discussion to further strengthen the partnership between CUTS and SSNC.
 - **District Level Consultations:** The objective of conducting these consultations in all six districts was to discuss the preliminary findings of this action research and to receive the inputs to be used in finalising and preparing the research report and the advocacy document as proposed in the project. The aim of the meeting was also to formulate the strategies for future with farmers so as to come out with much more focused work on the issue in future. The first consultation was organised at Dausa on March 27, 2015. It was attended by 63 participants including KVK in-charge; Assistant Director, Horticulture; District Industries Officer; Deputy Director, Animal Husbandry; farmers; consumers and shopkeepers.
 - **Under Documentation and Outreach:** Four handouts in Hindi were printed for distribution during farmer orientation meetings and other awareness activities. All these handouts and news were uploaded at project webpage, which is being updated at regular and constant level by way of uploading other project related information like event reports, media releases and other documents.
- **Project: Community Monitoring of Roads under PMGSY in partnership with PAC**
Support: PAC and supported by National Rural Roads Development Authority (NRRDA), Bangalore.
Objective: Monitoring of the 30 selected roads (completed and under construction) in Jaipur and Tonk districts constructed under 'Pradhan Mantri Gram Sadak Yojana (PMGSY)
Project Period: June 2013-March 2014 (*post project activities continued upto September 2014*)

Main Activities under the Project during the Period

- The team comprising of MSS, GC and APT met with Ms. Jane M. Tournee, Consultant with ILO and Tournee Organisation, Germany and Mr. Ashok K. Arora, Senior Specialist Rural Roads, ILO-PMGSY project, PWD, Jaipur on May 30, who visited CUTS and shared the experiences of PMGSY rural roads project with NRRDA.
- MSS & ADS visited Bangalore from June 15-18, 2014 and attended partners meeting under Community Monitoring of PMGSY road project. Meeting was organised by the Public Affairs Centre (PAC) at their campus jointly with National Rural Road Development Agency (NRRDA) to share experiences from phase-1 and for planning the phase-2 of project. Officials of the NRRDA, KRRDA, World Bank and representatives of State RRDA were present in the meeting. MSS and ADS shared experiences from Rajasthan with the participants and gave suggestions to improve the condition of PMGSY roads in the state.

- The dissemination meeting of the phase-1 findings was organised by RRRDA at SMS Convention Centre, Jaipur on July 14, 2014. In the meeting NRRDA official Ms Manju Rajpal (Deputy Secretary (RC) & Project Leader, PMGSY (RRP II), MoRD, GoI) and the World Bank representative Satyanand Mishra took part along with more than 50 participants from RRRDA (Project Implementation Unit officials, executive engineers, assistant chief engineer and chief engineer of OMGSY), CMATs.
 - Meetings with CMAT's were held on August 4, 5 & 6 for rectification of errors in the forms of completed roads. The team finalised and sent the entered data of both on-going and completed formats to the PAC on August 01, 2014. The comments were received from PAC, Bangalore on August 14, 2014. MSS along with JSR completed the revised data entry of both the on-going and completed roads formats to the PAC dated September 16, 2014.
- **Project: Awareness on Right to Choice of Consumers of Financial Services, with special focus on the issue of Mis-selling and Financial Incentives in Indian Banks.**

Support: In partnership with CI and Which? (UK)

Objective: The overall objective of the project is to promote appropriate eco-system for consumers to make right choice in their financial planning and to discourage incentive inspired mis-selling by front desk bank staff/financial agents.

Period: April 2014 to March 2015

Main Activities under the Project during the Period

- **Under Research:** The survey in 5 cities, Jaipur, Chennai, Kolkata, New Delhi and Mumbai, for the purpose of getting feedback from consumers as well as from the front desk bank staff, responsible for selling various financial products' got conducted through a research agency.
 - **Consultation on RBI's Draft Charter of Customer Rights:** Got conducted on September 18, 2014 at Jaipur. It was attended by around 35 delegates including V. G. Sekar, General Manager, Department of Banking Supervision, Reserve Bank of India (RBI), Regional Office, Jaipur; A. B. Das, Secretary and DGM, Office of Banking Ombudsman Office, Jaipur; senior officers of banks; organizations working on financial consumer protection issues; consumer activists and media. GC and Consumer Protection Team were involved in organization. The survey agency has completed the data collection and sent soft copy of survey data.
 - **A National Level Advocacy and Dissemination Meeting:** Was organised in Hotel Jaipur Palace on February 20 2015. More than 50 representatives including officials from RBI, SLBC, NABARD, banks, media, CSOs and other stakeholders participated in the event. Representatives from leading consumer organization throughout the country also participated and contributed in the event. Findings of the research conducted under the project in five major cities were shared in the meeting. Dharmendra Azad, AGM, Department of Banking Supervision, Reserve Bank of India (RBI); R.K. Meena, AGM, State Level Bankers Committee (SLBC); Dr. Surendra Babu, DGM (NABARD); Shirish Deshpande, Chairman Mumbai Grahak Panchayat; Chairman Mumbai Grahak Panchayat; Ashim Sanyal, VOICE, New Delhi, Adv. A Asokan, FEDCOT, Chennai and Jai Singh Kothari, from Nafa Nuksan.
- **Project: Global Green Action Week**

Theme: Safer and Sustainable Food for All

Support: Swedish Society for Nature Conservation (SSNC)

Objectives: To generate awareness among consumers about organic vegetable and fruits that would encourage consumers to shift towards organic agriculture products and sustainable consumption and thus promoting consumers' demand for organic vegetables and fruits. Also to foster policy and practice for promoting the use of organic agricultural products.

Period: September 2014 -October 2014.

Main activities conducted during the reporting period:

- **Developing IEC material:** Two types of posters were designed and developed in both English and Hindi Languages. Two types of leaflets were also developed in Hindi Language.

- **Street Plays:** A total number of 10 street plays were organised at various market places to reach out to a wider audience in an attempt to modify consumer behavior in favour of organic products. For conducting the plays, Ras Rang Manch, a Jaipur based street play group was given the responsibility.
- **Cottage Meetings:** A total number of nine cottage meetings were organised in nine different localities of Jaipur targeting urban consumers. In each of these meetings, consumers were made aware of the importance of consuming organic food. They were also informed about the simple technique of growing organic kitchen garden through the medium of tray cultivation. An expert from Morarka Foundation has been called up on to facilitate as a resource person on the theme of organic food and farming for all.
- **Stakeholders' Consultation:**
To mark the conclusion of the Green Action Week Campaign, a State Level Stakeholder Consultation on the theme 'Organic Food and Farming for All' was organized on October 16, 2014. The aim of the consultation was to advocate for a shift in policy towards organic consumption and production. GC made the opening address. R. A. Mishra, General Manager, NABARD, shared his experience of working on the issue of Organic Farming through farmer clubs and briefed about the initiatives of NABARD such as credit schemes for organic cultivation. Sheetal Prasad Sharma, Additional Director (NMOOP), Department of Agriculture, Govt of Rajasthan briefed about the National Mission on Sustainable Agriculture and Sub-Mission under Organic Agriculture. Dr. K. Ram Krishna, Director of Research, SKN Agriculture University, Jobner through a presentation, said that there are serious health concerns due to polluted environment, unsafe drinking water and food. Mr. Sanjay Jhala, Dy. Director, Department of Food & Consumer Affairs, linked the need of organic farming and consumption with the traditional values and emphasized on adopting good moral values.
As part of the event, a panel discussion was also held in which the experts from different agencies participated including Dr. S.S. Rathore, Incharge, Krishi Vigyan Kendra, Chomu, Dr. A.C. Shivran, Prof. of Agronomy, SKN Univ. of Agriculture and Satyaveer Beniwal, DGM, Morarka Foundation. More than 70 representatives from civil society/consumer organisations, farmers' group, media and government departments participated in the consultation. The consultation generated a good response from the participants and was able to secure a good coverage in the Media as well.
- **Web Page:** A web page has been created under the Green Action Week Campaign. The web page of Green Action Week 2014 could be seen at <http://www.cuts-international.org/cart/Green Action Week 2014-Organic Food and Farming for All.htm>

- **Project: Procurement Observatory (ProOb) in Rajasthan**

Support: The World Bank

Theme: Setting up a Public Procurement Observatory in Rajasthan

Objective: Defining the strategies, methodology and indicators for observing the procurement process in the selected departments in Rajasthan.

Period: 20th November 2014 to 19th November, 2015.

Main activities conducted during the reporting period:

- New project named 'Setting up a Public Procurement Observatory in Rajasthan' has been taken up in partnership with CUTS Institute for Regulation and Competition (CIRC), New Delhi with the support from the World Bank, New Delhi. The targeted area of the project is Rajasthan and there will be two state departments (Public Works Department and Health and Family Welfare) be chosen.
- MoU has been signed between CUTS CART and CIRC on November 19, 2014. A brief discussion was held with Archana Jatkar with the project staff for basic orientation on November 26, 2015.
- The domain name for the project website has been registered in the name of procurementobservatoryraj.in

- Under the Project a ‘Project Design Meeting’ was held at January 28, 2015 in Jaipur with the objective of giving the project overview and telling them about the project activities in detail to the concerned stakeholders and seeking their comments on the strategies, methodology and Indicators for Observing the procurement process in the selected departments in Rajasthan. Six Representatives from department of Health, Finance and Public Works Department participated in the meeting along with representatives from Transparency International (Rajasthan)
- Analysis of the legislation and Literature Review: Rajasthan Transparency in Public Procurement Act (RTPP), 2012 was analyzed in comparison with UNCITRAL model Law on procurement. Other available Rajasthan specific literature was also reviewed and analyzed for having an idea of the related legal regime of the state and understanding the context as well.
- A briefing paper on Legal framework of Procurement in Rajasthan has been drafted as per discussion with CIRC team and has been sent again to them for their inputs on dated February 26, 2015.

5. Special Endeavors & Highlights

- **GPSA Global Partners Forum, May 14-15, 2014, Washington DC**
The Global Partnership for Social Accountability (GPSA) hosted the first Global Partners Forum in Washington, DC, on May 14-15, 2014. GPSA is a Program hosted by the World Bank that supports CSO-led Social Accountability initiatives through funding and knowledge products. The Forum was part of the GPSA’s Knowledge & Learning Strategy, which puts emphasis on continued dialogue between the partners and on sharing lessons learned that will be disseminated and put into practice. CUTS being one of the Global Partners of GPSA, representing CUTS, GC attended the Forum meeting.
- **Screening of Katiyabaaz and Panel Discussion on Curbing Power Theft’, December 16, 2014**
CART organized the Screening of Katiyabaaz and Panel Discussion on Curbing Power Theft’ at Hotel Jaipur Palace on Dec. 16, 2014. In the opening session, RG Gupta, Advisor, Department of Energy ; Mr. R. C. Sharma, Director, Rajasthan Electricity Regulatory Authority (RERC) and K. L. Vyas, Ex-Member RERC spoke on the issue of power theft in Rajasthan. In the Panel discussions, Chhavi Rajawat, Sarpanch, Sodha village; Rajendra Bora Senior Media Person; R. C. Sharma and Sunny Sebastian, Vice-Chancellor, Harideo Joshi University of Journalism and Mass Communication expressed their insights on the issues presented in the documentary. It followed up with open discussions, in which around 100 representatives from discoms, regulator, academic institutions, consumer groups, civil society organizations and media persons participated.
- **Observance of Road Safety Week and Seminar on Road Safety**
On 27th of February, a seminar was organized on Section 134 of M V Act, 1988 during the Road Safety Week organized by state from February 23-28, 2015. The event was supported by Dept. of Transport, Govt. of Rajasthan. A sum of Rs.48000/- was sanctioned for conducting Inter school Drawing and Painting Competition, which was later on converted into Workshop on MV Act Section 134. The event was organized at Hotel Jaipur Palace, wherein 88 people representing NGOs, Health Department Officials, Transport Officials, Media and CSOs of Jaipur participated.
- **Awareness Campaign with BIS, Jaipur**
Cart Organized an awareness workshop with BIS on 25th March, 2015 at Jobner (Jaipur), which was attended by DS, DC and VAS from CUTS CART and U S P Yadav, Scientist F; Mahesh, Section Officer and Arun, another senior official from BIS, Jaipur. The programme was focused on hallmarking standards.

- **Grahak Suvidha Kendra (GSK) awarded to CUTS**
Minister Ram Vilas Paswan awarded GSK to CUTS along with four other organization in the country on the occasion of a National Conference in Delhi on 18th March, 2015 organized by Department of Consumer Affairs, Ministry of Food and Consumer Affairs of Govt. of India held at Vigyan Bhawan to commemorate World Consumer Rights Day, 2015.
- **CART Mini Retreat**
CART Mini Retreat held in Hotel Royal Orchid Central dated September 6, 2014. Shri Rajendra Bhanawat (IAS ret'd), Chairman, *Doosara Dashak* was the guest speaker and made the opening address. GC chaired the entire discussions. MSS made presentation about the SBP (2013-17). In addition to CART staff, GAM (CHD) & Shreya Kaushik from CCIER attended the retreat.

6. Outreach Activities (including publications)

(covering the period 1st April 2014 to 31st March 2015)

1. Catalyst *(four issues of quarterly e-newsletter)* _Fourth one was out in April 2015
2. Gram Gadar *(Twelve issues of wall newspaper)* _Twelfth was out in April 2015
3. Panchva Stambh *(four issues of quarterly newsletter in Hindi)*_Fourth one was out in April 2015
4. City Matters *(four issues of quarterly newsletter)* _ Fourth one was out in April 2015
5. Consumer Dialogue *(six issues of quarterly e-newsletter in English)*_Sixth one was out in April 2015
6. My City newsletter *(two issue in English)*
7. I3S newsletter *(two issues in English)*
8. IEC material published and printed under ProOrganic.
9. IEC material and posters published and printed under Green Action Week
10. Besides, some briefing papers published on different issues/topics under projects as mentioned above.

7. Staff Representations *(covering the period 1st April 2014 to 31st March 2015)*

- DS participated in a CI regional meeting for Pacific and the Middle East (CIAPME) members organised at Empress Hotel, Chiang Mai in Thailand and also attended the international seminar on Consumers in the Digital Age on April 1-4, 2014.
- AKJ attended a Focus Group Discussion (FGD) in Jaipur on issue of Enabling Environment for Voluntary Organisation, organised by VANI on April 09, 2014.
- Arjun Kant Jha and Dharmendra Chaturvedi of CUTS participated in the launch event of the Centre for Road Safety at Rajasthan Police Academy, Jaipur on April 10, 2014.
- George Cheriyan, Director, CUTS and Amarjeet Singh attended two back to back conferences organised by Gesellschaft für Internationale Zusammenarbeit (GIZ), India, under Consumer Policy and Protection (CPP) Programme of GIZ at Delhi. The first conference on 'Enforcement of fair commercial practices: Appropriate legislative measures' was held on April 14, 2014.
- George Cheriyan attended a meeting of the drafting group of the National Consumer Policy on April 22, 2014 organised by Department of Consumer Affairs of Government of India.
- Deepak Saxena represented CUTS in a meeting on April 24 and May 20 to review the proposed amendments in Consumer Protection Act, 1986 organised by Department of Consumer Affairs of Government of India.
- VAS represented CUTS in the Conference on Water Sustainability with Rain Water Harvesting, organized by PHD Chamber of Commerce and Industry on May 1, 2014 at SMS Convention Centre, Jaipur.
- Amarjeet Singh participated in the Regional Event on 'Financial Capability-A people-centred approach to rethink Financial Inclusion' held on May 9, 2014 organised by Centre for Micro Finance (CmF) in partnership with GIZ in Jaipur.
- GC, DS & AJS visited RBI and met with Regional Director, Dr Sathyan David on June 4, 2014 for discussing possibility of RBI support and cooperation in the forthcoming Right to Choice project on 'Mis-selling and financial incentives by Banks'.

- Deepak Saxena participated in a meeting on possible amendments in Legal Metrology Act in New Delhi on June 11, 2014 organised by Department of Consumer Affairs of Government of India and Arjun Kant Jha also participated in the second such meeting held on June 20, 2014.
- DC attended an Ecological Workshop for Youth from Rajasthan as resources person - on June 11, 2014 at Jaipur organized by *Grameen Viksa Shodh Avam Takniki Kender (GVSTK)*, Tonk.
- DC attended consumer education workshop June 11, 2014 organized by Tata Teleservices Ltd. Jaipur.
- MSS & ADS visited Bangalore from June 15-18, 2014 and attended partners meeting under Community Monitoring of PMGSY road project organised by the Public Affairs Centre to share experiences from phase-1 and for planning the phase-2 of project.
- DC attended Rajasthan Core Team Meeting on June 19, 2014 organized by Alliance for Immunization in India (AII).
- DS & AJS visited Delhi on July 16, 2014 and made presentation on the technical proposal of the EoI submitted to DoCA for a study on implementation of Essential Commodities Act, 1955 and the Prevention of Black-Marketing and Maintenance of Supplies Act, 1980. GC visited DoCA on July 24, 2014 and submitted the same and participated in the financial bid opening process.
- GC attended 'Inter Ministerial Monitoring Committee on Misleading Advertisements' of Government of India, scheduled to be held at Dept. of Consumer Affairs, Krishi Bhawan, New Delhi on July 18, 2014.
- GC attended a roundtable on Smuggled and Counterfeit Food Products organised by DoCA jointly with FICCI-CASCADE at Federation House on July 24, 2014.
- MSS participated in the elementary education workshop in Jaipur on July 26, 2014 organised by SCM SPRI, Jhalana Dungari Jaipur
- MSS participated in a stakeholders consultations organised by Independent Evaluations Office, Govt. of India, New Delhi at its conference hall on dated July 28, 2014 on the issue of PDS.
- GC represented CUTS in the 12th Central Advisory Committee (CAC) Meeting of Food Safety and Standards Authority of India (FSSAI) on August 1, 2014 at New Delhi.
- DS visited Rajasthan Vidhan Sabha Speaker's house on August 6, 2014 and met with Mr Kailash Meghwal along with PSM and USM and explored possibility of holding *Vidhayak Samvad* again with the present MLAs.
- On August 13, 2014, ARS participated in the event organised by 'RVHA' in partnership with the 'State Tobacco Control Cell' to 'Release Highlights of the Report on 'Economic Burden of Tobacco Related Diseases in Rajasthan'. ARS again participated in the workshop organised by 'The Hunger Project' on 'Strengthening Women's Empowerment through Electoral Processes' (SWEEP Campaign) on the same day.
- AJS attended Stakeholders Consultation on BIS amendment Act & CP amendment Act at BIS conference hall, New Delhi on September 2-3, 2014.
- GC attended meeting of the working group on Smuggled and Counterfeit food products at FSSAI, New Delhi on September 15, 2014.
- DS attended Regional Workshop on Capacity Building of CAGs and Consumer Education" for Western Region and Consumer Outreach Programme at Surat (Gujarat) organised by Telecom Regulatory Authority of India on September 26, 2014.
- George Cheriyan attended the National Consumer Convention organised by Consumer Coordination Council (CCC) with the support of Department of Consumer Affairs, Government of India on 'Challenges Facing Indian Consumers' Suggestions on a National Consumer Policy' in New Delhi on October 10, 2014. Later George also attended Annual General Meeting (AGM) of CCC on October 11, 2014 held at Jawahar Lal Nehru National Youth Centre, New Delhi.
- Amarjeet Singh attended 3rd Universal Salt Iodisation (USI) State-level Stakeholders meeting organised by Micronutrient initiative in Jaipur on October 10, 2014.
- Deepak Saxena and Dharmendra Chaturvedi participated in the 'World Standards Day' event on October 14, 2014 jointly organised by Bureau of Indian Standards (BIS), Jaipur office and Vishwakarma Industries (VKI) Association, Jaipur at Jaipur.

- George, Deepak and Amarjeet met with Subodh Agarwal, Principal Secretary, Food, Civil Supplies and Consumer Affairs, Government of Rajasthan on October 16, 2014 for a meeting of consumer organisations.
- Jaishree Rathore participated in an open house discussion arranged by *Bhartiya Sanchar Nigam Limited* (BSNL) on October 29, 2014 at Jaipur.
- George Cheriyan attended the meeting of the Consumer Policy Advisory Committee of the Bureau of Indian Standards in New Delhi on October 31, 2014.
- Deepak Saxena & Dharmendra Chaturvedi attended the 17th meeting of State Advisory Committee of RERC, held on November 19, 2014 at Jaipur.
- Pradeep Mehta and George Cheriyan met with the Minister for Consumer Affairs, Shri Ram Vilas Paswan on November 21, 2014 at New Delhi.
- George Cheriyan and Amarjeet Singh attended the Stakeholders Workshop on "Fourth Amendment to Consumer Protection Act, 1986" held at Indian Institute Public Administration, New Delhi on November 24, 2014.
- Amarjeet Singh attended the fourth meeting of the Resource Management Sectional Committee, MSD 12 of Bureau of Indian Standards held at New Delhi on November 25, 2014. In context, George Cheriyan attended one day Workshop on 'proposed amendments to Bureau of Indian Standards Act, 1986' held at New Delhi on December 1, 2014 and similarly on December 10, Amrat Singh participated in the Meeting of Regional Publicity Committee, Central Regional Office of BIS, New Delhi.
- On 1st of December 2014, ARS participated in the Society Day Function organised by Bosch.
- On 11th of December, 2014, ARS, MSS and ART participated in the World Bank Seminar to Review its Operational Procurement Policy.
- GC & ADS visited BBMP office and met with the Dr. J. Ravishankar (IAS), Special Commissioner Projects, *Bruhat Bangalore Mahanagara Palika* (BBMP) on December 16, 2014.
- On 23rd of December, 2014, ARS participated in A Multi Stakeholder Event on Policy and Practice for Better Working Conditions in the Natural Stone Sector in Rajasthan organised by ARAVALI and Ethical Trading Initiative (ETI) at Jaipur.
- Amarjeet Singh attended a State-level Rajasthan Government function on the occasion of National Consumer Day at Jaipur on December 24, 2014.
- GC attended a meeting on 'Recent Trends in Consumer Rights and Unfair Trade Practices' in a National Conference of the Non-Judicial Members of the State Consumer Disputes Redressal Commissions organised by the National Judicial Academy, Bhopal on 3 January, 2015.
- GC attended the 13th meeting of the Central Advisory Committee (CAC) of Food Safety and Standards Authority of India (FSSAI) at New Delhi on 8th January, 2015.
- DC attended a session on 8th January, 2015 at Maharaja Girls School, Jaipur on consumer rights.
- JSR attended a seminar on 8-9 January, 2015 on Union Budget at New Delhi.
- JSR attended a 7th Colloquium on Community led Microfinance & Livelihoods 2015 organized by CMF, Jaipur on January 19th- 20th, 2015 at Jaipur.
- DC attended the consumer Outreach Programme organized by TRAI Regional Office on January 21, 2015 at Nagaur.
- On invitation from SSNC, GC visited Stockholm (Sweden) from January 18-21, 2015 for various meeting at SSNC, SIDA & ICLD and for speaking in a mini Seminar at SSNC.
- GC visited Geneva from January 21-24, 2015 mainly for attending the Third Ad Hoc Expert Group Meeting on the United Nations Guidelines on Consumer Protection (UNGCP) organised by UNCTAD at Palais des Nations, Geneva on January 22-23, 2015 as part of the delegation of Government of India.
- DS attended a Customer Outreach Programme of TRAI held at Bharatpur on January 29, 2015
- DC attended the inaugural function of national seminar on Missed opportunities in child Nutrition, Health and development organized by Department of Home Science, UGC-SAP, University of Rajasthan, Jaipur on January 30, 2015.
- GC attended the 29th meeting of reconstituted Central Consumer Protection Council (CCPC) was held in Patna, Bihar on February 5, 2015.

- On February 7, 2015, ARS attended one day training and capacity building event on Fund Raising for NGOs organized by ARAVALI to enhance understanding, approaches and methods on Fund Raising for NGOs.
- DC attended open house for consumers organized by BSNL, Telecom District Jaipur on February 18, 2015.
- AJS visited Sawai Madhopur on February 12, 2015 to represent CUTS in the consumer outreach program organized by TRAI Regional Office, Jaipur at Sawai Madhopur.
- MSS participated on the seminar on the theme of 'Make in India: Zero Defect, Zero Effect', jointly organized by National Productivity Council (NPC), Jaipur and Rajasthan State Productivity Council (RSPC), Jaipur on 12th February, 2015.
- DS along with AKJ, DC and VCH attended the second day event of the Road Safety week at Science Park, Shastri Nagar on February 24, 2015.
- ADS represented in the state level consultation on living condition of young children in urban poverty organised by Humara Bachpan supported by Bernard Van Leer Foundation at IDS, Jaipur on February 27, 2015 at Jaipur.
- MSS participated in the annual budget consultation cum review exercise with MLAs organised by BARC, Jaipur dated February 28, 2015.
- DC participated in a meeting of district/block level officials of Government and Non-Government Organisations on 9th March 2015 organised by Reliance Foundation at Jamvaramgarh on 'Bridging the Gap between Rural Bharat and Urban India'.

11. Visits made at CART Office

- To review the progress of MyCity phase II project, Mandakini Devasher Surie (MDS), Senior Programme Officer, TAF visited CART on April 24.
- Dr. Sagar Parsai New Country Representative, The Asia Foundation (TAF) visited CUTS on August 28, 2014 and met with staff representatives.
- Barbara Smith, Senior Director for Governance and Law and John Taylor, Urban Governance consultant of The Asia Foundation, USA along with Dr. Sagar Prasai, Country Representative and Mandakini Surie (MS), Senior Programme Officer, TAF India visited CUTS for discussions on urban governance issues and challenges in India on September 17, 2014 and later met with State Commission on Urbanisation
- New President of SSNC, Ms. Johanna Sandahl (JS) visited CUTS on January 15, 2015 and also visited KVK, Chomu with project team to see organic farming practices and interaction with farmers along with partners.

8. Internship with CART

The following interns were with CART in the month of July.

- Mr. David Mehala, Student, B.A LLB (H) School of Law, Raffles University, Neemrana
- Mr. Surjeet Singh, Student, B.A LLB (H) School of Law, Raffles University, Neemrana
- Ms. Vishakha Chatterjee, an intern from Modi Institute, Laxmangarh (Sikar)

9. CUTS CART moderates:

1. COPSA Web portal
2. I3S Web portal (Insight Into Indian States)
3. ProOb Web portal (Procurement Observatory in Rajasthan_procurementobservatoryraj.in)

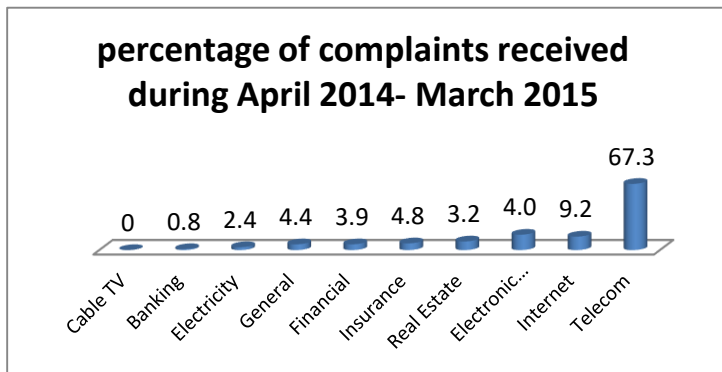
Besides, CART is also responsible for moderating three yahoo groups:

[CUTSConsumersUp](#): for Consumer Empowerment in India to take the issues of consumer protection forward

[CUTSGovForum](#): to discuss news and views on Governance issues and challenges in India

[CUTSRajGovForum](#): to discuss governance issues in Rajasthan.

10. Consumer Complaints Handling, Information & Advisory Services (CHIAS)



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 provide advice for filing of complaints in the DCFs, State Commissions and National Consumer Dispute Redressal Commission (NCDRC).

11. Affiliations

- 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.
- Telecom Regulatory Authority of India (TRAI) as Customer Advocacy Group.
- Bureau of Indian Standards (BIS) as recognised consumer organisation.
- Global Partner of Global Partnership for Social Accountability (GPSA)
- Member of Roster of Experts and Roster of Practitioners of GPSA
- Inter-Ministerial Monitoring Committee (IMMC) on Misleading Advertisements
- Consumer Policy Advocacy Committee (CPAC) of BIS