

CUTS Annual Report

Inputs from CUTS CART

1. IMPACT

URBAN GOVERNANCE

Rajasthan City Mayor's Learning Platform (RCMLP)

Support: The Asia Foundation (TAF)

Period: April, 2016-April, 2017

The object is to create a platform of sharing and learning based approaches to enhance knowledge of mayors from various cities of Rajasthan by way of organizing Mayor's conferences, Knowledge Enhancement Workshops and Exposure Visits for Mayors and concerned persons of DLB office.

[http://www.cuts-international.org/CART/Rajasthan City Mayors Learning Platform.htm](http://www.cuts-international.org/CART/Rajasthan_City_Mayors_Learning_Platform.htm)

After so much of efforts, finally a formal platform for City Mayors is created and well recognized by the Mayors of Rajasthan. All Mayors are taking part in the Mayors Conferences and other meetings and considering this is as an important event, which can really enhance knowledge on various topics. Mayors take it as the first ever chance to be at a non-government platform to interact with other city mayors in the State itself. One of the major outcome is that this intervention could enhance knowledge of elected representatives especially of Mayors through sharing of information with each other, which resulted into regular interaction with each other.

Setting up of Procurement Observatory in Rajasthan (ProOb II)

Support: Asian Development Bank (ADB), New Delhi

Theme: Setting up a Public Procurement Observatory in Rajasthan.

Period: 18th April, 2016 to 17th April, 2017

ProOb-2 aimed to improve the public procurement framework of the state by advocating for effective compliance of the RTPP Act, 2012 at all the procuring entities. Strategies, approaches and methodology of intervention and research were also the same as were in first phase. The key activities under the project were maintaining a web portal, reviewing the compliance level of RTPP Act and procurement practices, conducting research on ease of doing business in the selected departments and capturing feedback of common citizenries on procurement related issues and finally advocating with the government and concerned departments for improving the things at their level.

<http://procurementobservatoryraj.in/index.html>

The project helped in defining the strategies, methodology and indicators for observing the procurement process in the selected departments in Rajasthan by way of Procurement Tracking and Analysis of 8600 tenders related to works, goods and services. The findings were shared with the concerned officials of ADB and by way of organizing procurement, orientation and dissemination workshops/sessions for the stakeholders and ending up with advocacy workshop with all the government and non-government stakeholders.

CONSUMER PROTECTION

Pilot Project to Promote Organic Consumption in the State of Rajasthan, India (ProOrganic)

Support: SSNC (Swedish Society for Nature Conservation)

Project Period: April 2016-March 2017 (*Bridge Year*)

The project aimed 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. The activities implemented during the period in order to achieve the outcome of the project were orientations, capacity building of farmers and consumers through trainings and exposures, village level awareness programmes for enhancing the level of awareness of both consumers and farmers and the stakeholders advocacy meeting in order to bring all the stakeholders at a common platform.

<http://www.cuts-international.org/CART/ProOrganic/index.html>

The intervention has contributed towards making organic consumption a mass movement in the state of Rajasthan through more awareness to both consumers and producers. This has also helped in involving more stakeholders in the campaign to add value and accountability. The intervention has also contributed in developing more and more demand for organic food by consumers. As a result of sensitization, more farmers also are shifting to organic farming.

<p>Grahak Suvidha Kendra, Jaipur <u>Support:</u> Department of Consumer Affairs of Ministry of Food and Consumer Affairs, Govt. of India, New Delhi</p> <p><u>Project Period:</u> July 2015-December 2016</p> <p>Grahak Suvidha Kendra (GSK) was an initiative of the Department of Consumer Affairs, Government of India as a <u>ONE STOP CENTRE</u> catering to a spectrum of services for consumer welfare. The portal is functioning as an extended arm of a common IT platform of National and State Consumer Helplines. The main services rendered by GSK during the period were consumer grievance handling, counselling, advising and creating awareness consumers through outreach programmes.</p> <p>http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm</p>	<p>The project helped in not only diversifying this inherited activity by way of using the technology at its best but also helped in creating an informative data base of lawyers, service providers, regulators, manufacturers, companies and education institutes, with whom, the GSK has been continuously interacting and doing outreach activities.</p>
<p>Strengthen Consumer Safety in India and to publish the 'State of Consumer Safety in India Report' (ConsumersUp-2) <u>Support:</u> Department of Consumer Affairs of Ministry of Food and Consumer Affairs, Govt. of India, New Delhi</p> <p><u>Project Period:</u> October 2015-March 2017</p> <p>The overall objective of the project is to enhance consumer safety in India and promotion of consumer interest contributing towards the national interest. Under the project, the main activity is to conduct comprehensive research on the state of consumers' safety in selected sectors and come up with a research report on the 'State of the Consumer Safety Report'.</p> <p>http://cuts-international.org/cart/consumersUp-2/</p>	<p>The project research report has been successfully completed, printed and unveiled by the Minister Mr Ram Vilas Paswan in New Delhi at a function to commemorate World Consumer Rights Day, 2017. This report not only includes the safety aspects of several services for consumers but also includes input chapters written by eminent writers.</p>
<p>Depositor & Education Awareness (DEAF) Programme <u>Support:</u> Reserve Bank of India (RBI), Mumbai</p> <p><u>Project Period:</u> June 2016-May 2017</p> <p>The objective of the pilot programme is imparting education and awareness for the promotion of depositor's interest and to provide safe and secured deposit lessons to various depositors in five selected districts of Rajasthan. In addition, the programme also aimed to encourage public to have a bank account, discourage public from keeping money in illegal non-bank entities, demystify KYC requirements and provide information about customer rights as a depositor.</p> <p>http://www.cuts-international.org/CART/Financial_Consumer_Protection.htm</p>	<p>CUTS jointly with RBI has tried to ensure and able to produce a mass awareness with regard to safe and unriskey investments. Participants in all the workshops did take part with lot of enthusiasm and there was zeal and zest felt among them. The response from bankers at all the places was commendable.</p>

SUSTAINABLE MOBILITY

Road Safety Advocacy (ROSA)

Support: Global Road Safety Partnership (GRSP)

Project Period: October, 2016-September, 2017

To garner support from parliamentarians, media and other stakeholders for supporting smooth passage of the Motor Vehicle (Amendment) Bill, 2016

(<http://www.cuts-international.org/cart/rosa/index.htm>)

This particular intervention, which is still underway has helped in bringing CUTS into the limelight of road safety work in the country. Though, the organisation has already been into it since last over two decades but with regard to helping ensuring smooth passage of new Motor Vehicle Act, the intervention has helped CUTS is coming closer to public representatives and making submissions before Parliamentary Standing Committee through a Bill Blow on the Act. Through advocacy meetings at the national, regional and the divisional level, it has helped in imparting and generating awareness on new provisions in the proposed amendments in the Bill.

2. HIGHLIGHTS/SPECIAL ENDEAVOUR

CUTS Conferred Swatch Rajasthan Award

CUTS is intervening in the city of Jaipur, Rajasthan to improve the quality of urban service delivery through civic engagement, through an intervention called 'MyCity', since 2012. CUTS also initiated 'Rajasthan City Mayors' Learning Platform (RCMLP)', which resulted in useful peer learning and sharing among Mayors of Rajasthan and enhanced capacity among city managers. Recognizing CUTS contribution in the area of urban governance, the Government of Rajasthan had conferred Swatch Rajasthan Award 2016 to CUTS, which was awarded by Smt. Vasundhara Raje, Chief Minister of Rajasthan in a state level function held in Udaipur *on December 22, 2016*.

http://www.cuts-international.org/CART/CUTS_Conferred_Swachh_Rajasthan_Award.htm

Tobacco Control Advocacy Initiative supported by Consumer Voice & TFK

MoA was signed with Consumer Voice, New Delhi *on July 19, 2016* to conduct advocacy activities in Rajasthan for tobacco control interventions, which is supported by Tobacco Free Kids (TFK). Advocacy efforts are expected to influence the policy makers to maintain the higher taxes on tobacco products in the interest of consumers. Letter demanding high taxes on tobacco products were sent by CUTS and partners to the Chief Minister, Principal Secretary-Finance, Commissioners of VAT and Excise Commissioner. Receipts and copy of letters were shared with Voice. As part of the tobacco control advocacy campaign, a press release was sent to media on the issue of high tobacco taxes.

28th Road Safety Week in Rajasthan

January 30 to February 6, 2017

DC & STS organized six *Nukkad Nataks* at different location in Jaipur City on February 4-5, 2017, which was part of the Road Safety Week activities and supported by Dept. of Transport, GoR. Street plays performed was based on the script "**Farak Toh Padhta Hai Bhai**". Importance of road safety messages was delivered to the masses. Around two thousand people gathered during performing *Nukkad Nataks*. Spectators appreciated the efforts made by our team. Good Samaritan and Trauma Care guidelines of Supreme Court were also shared with the present audience during performing street plays. DC & STS also attended the functions to formally launch the week held on January,30, 2017 and also the valedictory function held on February, 5, 2017.

http://www.cuts-international.org/CART/pdf/Dossier-Road_Safety.pdf

World Consumer Rights Day, 2017

16th March, 2017

World Consumer Rights Day, 2017 was commemorated under the banner of GSK, Jaipur by way of organising an interface. This year's issue was 'Building a Digital World Consumers Can Trust'. The meeting was attended by Ms. Bhavna Sharma, Sr. Advisor, TRAI Regional Office of Jaipur. Other participants included reps from TSPs (Tata Docomo, Vodafone, Reliance Com, MTS and Idea Cellular) and CUTS' consumer protection team. Two Joint Advisors Manish Saxena and Manish Lodha were also present from TRAI. In all, there were around 25 participants. Deepak Saxena welcomed the guest and participants, whereas George Cheriyan delivered introductory remarks. Event report of the visit is being prepared and shall be circulated. (http://www.cuts-international.org/CART/pdf/Event_Report-World_Consumer_Rights_Day_March_16_2017.pdf)

Gram Gadar Award for Journalism

Gram Gadar Award 2016 was given to Giriraj Sharma of Daily News of Jaipur during the occasion of Regional Advocacy Meeting under ROSA on 30th March, 2017. The award was given by Shri B L Soni, ADG, Rajasthan Police for the best write up on 'Swatch Bharat Abhiyan'. This award is been given to rural based journalist for the best write ups during the period on a specific theme as decided by CUTS. The purpose is to promote the rural journalism.

http://www.cuts-international.org/CART/pdf/Gram_Gadar_July2017.pdf

Constitution of Committee on Legal Metrology

CUTS has been nominated as part of the committee to recommend amendments to Legal Metrology (Packaged Commodities) Rules, 2011, under the chairmanship of Joint Secretary, Consumer Affairs. The committee would submit its recommendation to Dept. of Consumer Affairs.

National Human Rights Based Approach Workshop

As part of incorporating Human Rights Based Approach into CUTS management and programmes, SSNC has initiated an assessment of CUTS in the year 2015. For the assessment, external consulting agency, Gender at Work was hired. The purpose of the assessment was to map the Human Rights Based Approach (HRBA) employed by CUTS in its work to strengthen accountability, transparency, active and meaningful participation, non-discrimination and the issue of empowerment for all its beneficiaries of the project. The assessment was concluded with a workshop on HRBA for CUTS Staff and its partners on 28-30 November, 2016.

http://www.cuts-international.org/CART/ProOrganic/pdf/National_Level_Workshop_on_Human_Rights_Based_Approach.pdf

Seminar cum exhibition: Step towards Food Security and Consumer Empowerment

A seminar cum exhibition was organized by the Ministry of Food, Consumer Affairs and Public Distribution of Government of India at Patna, Bihar. The purpose behind organizing this event was to showcase the initiatives undertaken during the last two years across various segments of consumer affairs including consumer welfare, education, advocacy etc. The event had a huge participation of around 2500 people coming from and nearby Patna, which comprises of people from trade unions, farmers, local traders and many people from various segments of the society. Besides this, a reasonably good representation from the Ministry of Food and Consumer Affairs and Public Distribution. There were stalls from BIS; Food Corporation of India; National Test House; National Sugar Institute; Central Warehousing Corporation; Central Railside Warehouse Co. Ltd.; Indian Grain Management Research Institute; Department of Food, Consumer Affairs and Public Distribution, GSK, Patna; GSK, Jaipur; GSK, Ahmedabad and Consumers Online Foundation. A total no. of 409 persons visited our stalls and many of them even enquired about our work and GSK. Some even sought advises. Minister Paswan and Sushil Modi, ex Deputy CM too came along with a huge mob. http://www.cuts-international.org/CART/pdf/GSK_Alert_May_2016.pdf

3. EVENTS

- **Mayors' Conferences under RCMLP**

In all, three mayor's conferences were organized during the period under the project.

http://www.cuts-international.org/CART/pdf/Event_Report-Mayors_Conference_Udaipur_April_27_2016.pdf

- **Knowledge Enhancement Workshops (KEWs) under RCMLP**

Number of KEWs were organised during the period under the project.

http://www.cuts-international.org/CART/pdf/Event_Report-Mayors_Conference_Jaipur_14sep2016.pdf

- **Exposure visit to Hyderabad on February 15-17, 2017 under RCMLP**

Exposure visit to Hyderabad City was organised for Mayors and Deputy Mayor of Rajasthan on February 15-17, 2017.

http://www.cuts-international.org/CART/pdf/Event_Report-KEW_at_Udaipur_June%2014_2016.pdf

http://www.cuts-international.org/CART/pdf/Event_Report-KEW_at_Kota_June%2015_2016.pdf

http://www.cuts-international.org/CART/pdf/Report-Final_Exposure_Visit_of_Hyderabad.pdf

- **Orientation on Public Procurement under ProOb II**

A special session on procurement was organised on August 22, 2016 under the new phase for 29 Junior Engineers of Jaipur Division including districts of Jaipur, Sikar, Alwar, Jhunjhunu and Dausa.

No link available

- **Dissemination Workshops under ProOb II**

The dissemination workshops were organised on November 03, 2016 in collaboration with State Procurement Facilitation Cell (SPFC), Department of Finance, Government of Rajasthan.

No link available

- **Village Level Awareness Campaign under ProOrganic II**

Village level awareness campaigns has been an important activity, which got started in August 2014 but got completed in January 2015 in the

first phase. Similarly, from April, 2016 to January, 2017 in the bridge year phase, this campaign was organised in selected two new gram panchayats in each block of the districts.

- **Farmer's Training and Exposure Visits under ProOrganic II**

Under the project, six 'Farmer's Training Programmes' and 'Exposure Visits' for farmer groups were organised during the period. The objective was to motivate farmers to reduce chemical uses in farming by way of several sessions/lectures on organic farming and related issues through subject experts and to showcase some of the successful live demonstration of organic farming for the purpose of practical orientation in the nearby farms.

- **Organic Fairs under ProOrganic II**

The purpose of organising fairs was to preach and guide the farmers about the organic way of farming and also to aware them and the consumers about the available organic products and its benefit by bringing them on the same platform as though the farmers are producing the organic products are not getting any outlets to reach the consumers and sell their products, therefore, this was an attempt to help them.

- **Green Action Week under ProOrganic II**

The Green Action Week Campaign 2016 'Organic Food and Farming for All' aimed to facilitate awareness generation among consumers of Jaipur city of Rajasthan about organic food, specifically vegetables and fruits that would encourage consumers to shift towards sustainable pattern of consumption. The campaign was targeted to women and youth amongst consumers.

- **State Level Advocacy Meeting under ProOrganic II**

The purpose of the State Level Advocacy cum Dissemination Meeting held on 23rd February, 2017 was to present, discuss and evaluate the activities conducted during the extended year of the project in terms of both output and outcome.

http://www.cuts-international.org/CART/ProOrganic/pdf/Synthesis_Awareness_Camps_Pilot_Project_to_Promote_Organic_Consumption_of_Rajasthan.pdf.

http://www.cuts-international.org/CART/ProOrganic/pdf/Synthesis_Farmers_Trainings_and_Exposure_Visits.pdf

http://www.cuts-international.org/CART/ProOrganic/pdf/Synthesis_Report_of_Agricultural_Fairs.pdf

http://www.cuts-international.org/CART/pdf/GAW-Completion_Report2016.pdf .

http://www.cuts-international.org/CART/ProOrganic/pdf/Event_Report_State_Level_Advocacy_Meeting_ProOrganic_2016-17.pdf

- **Meeting of Advisory Committee under GSK**
The Second Meeting of GSK Advisory Committee was held at CUTS Conference Hall, June 30, 2016.

[http://www.cuts-international.org/CART/pdf/Minutes of Advsiory Committee d on 30 June 2016.pdf](http://www.cuts-international.org/CART/pdf/Minutes_of_Advisory_Committee_d_on_30_June_2016.pdf)

- **World Consumer Rights Day, 2017**
Dire Need to Protect the Rights of Consumers in Digital World under GSK

There is need to increase the competition, in order to improve the quality of services of the telecom service providers”, said Bhavana Sharma, Senior Adviser, Telecom Regulatory Authority of India (TRAI) Regional Office, Jaipur.

[http://www.cuts-international.org/CART/pdf/Event Report-World Consumer Rights Day March 16 2017.pdf](http://www.cuts-international.org/CART/pdf/Event_Report-World_Consumer_Rights_Day_March_16_2017.pdf)

- **State of Consumer Safety in India Report (SCSIR) Published and Launched**

The state of consumer safety report, 2016 was published on March 15, 2017 in the World Consumer Rights day (WCRD) event held in New Delhi organized by Dept. of Consumer Affairs. Shri Ram Vilas Paswan, Minister for Consumer Affairs, Food and Public Distribution and Shri Ravi Sankar Prasad jointly released the report.

[http://cuts-international.org/CART/ConsumersUp-2/pdf/Report State of Consumer Safety in India 2016.pdf](http://cuts-international.org/CART/ConsumersUp-2/pdf/Report_State_of_Consumer_Safety_in_India_2016.pdf)

- **Launch cum Workshop under DEAF**
After getting empaneled with RBI, the launch of the DEF along with first awareness workshop was conducted on June 7, 2016 in Jaipur.

[http://www.cuts-international.org/CART/pdf/Report on Launch cum DEA Prog](http://www.cuts-international.org/CART/pdf/Report_on_Launch_cum_DEA_Prog)

- **PARFORE Meeting under ROSA**
Special meeting of PARFORE on Road Safety was organized by the RoSA team in New Delhi on November 16, 2016, which was attended by eight members of parliament from six political parties and GRSP partners were also present.

[http://www.cuts-international.org/cart/rosa/pdf/Event-Report Parfore Meeting.pdf](http://www.cuts-international.org/cart/rosa/pdf/Event-Report_Parfore_Meeting.pdf)

- **National Advocacy Meeting on Road Safety under ROSA**

National Advocacy Meeting on Road Safety was organised on February 2, 2017 at New Delhi. About 100 participants representing more than 20 states consisted of Consumer Activists, representatives from organizations working on Road Safety, legal experts, transport engineers, traffic police and other stakeholders attended the meeting. The single objective of the meeting was

[http://www.cuts-international.org/cart/rosa/pdf/Report-National Advocacy Meeting on Road Safety.pdf](http://www.cuts-international.org/cart/rosa/pdf/Report-National_Advocacy_Meeting_on_Road_Safety.pdf)

to advocate for the early enactment of the Motor Vehicle (Amendment) Bill, 2016.

- **Regional Advocacy meeting of Road Safety (RAM) under ROSA**

Regional Advocacy meeting of ROAD Safety was organized on March 30, 2017 at Jaipur with 75 participants, which included 15 NGO reps from Jaipur; 28 NGO reps from other districts of Rajasthan; 7 NGO reps from outside Rajasthan, which includes UP, Punjab, Haryana and MP; 5 from Traffic Department of Rajasthan; 4 from Transport Department of Rajasthan and 3 from media.

- **CART Mini Retreat**

CART Mini Retreat was organised on July 23, 2016 at CUTS Conference Hall, Jaipur. The objective of the retreat was to review the progress of CART Strategic Business Plan and to make appropriate changes. Prof. V.S Vyas made the opening address.

- **CART Advisory Committee Meeting**

CART Advisory Committee Meeting was organised on July 30, 2016. Mr P.N Bhandari chaired the meeting and was attended by 8 members of the committee, viz., Justice V.S Dave, Prof K.S Kothari, Mr Rajendra Bhanawat, Mr Rajendra Bora, Adv. Susan Mathews and Ms Shabnam Aziz along with GC, USM and other CART staff.

- **Benchmarking Survey on Factors Influencing Remittance Costs**

CUTS CART did a research study titled, "Benchmarking Survey on Factors Influencing Remittance Costs" in partnership with Consumers International with the support of World Bank. The purpose of the study was to contribute to the reduction in remittance pricing by highlighting potential causes of high cost in five specific corridors viz. Saudi Arabia-India/Australia-India/US- India/UK-India/Germany- India.

http://www.cuts-international.org/cart/rosa/pdf/Event_Report_Regional_Advocacy_Meeting_Jaipur_on_30th_March2017.pdf

No link available

No link available

http://www.cuts-international.org/CART/pdf/Report_%20Remittance_Study_CUNal.pdf

4. PUBLICATIONS/OUTREACH

- Catalyst (four issues of quarterly e-newsletter) _ Fourth one was out in April 2017
- Gram Gadar (Twelve issues of wall newspaper) _ Twelfth was out in April 2017
- Panchva Stambh (four issues of quarterly newsletter in Hindi) _ Fourth one was out in April 2017
- City Matters (four issues of quarterly newsletter) _ Fourth one was out in April 2017

- Consumer Dialogue (*three issues of quarterly e-newsletter in English*) _Third one was out in May, 2017
- GSK Alert (*twelve issues of e-newsletter*) _Twelfth one was out in April, 2017.
- IEC material published and printed under ProOrganic and Green Action Week
- IEC material, pamphlets, posters and stickers published and printed under GSK
- IEC material published under ROSA.
- Bill Blow Up on Motor Vehicle (Amendments) Bill, 2017

5. STAFF REPRESENTATION

- MSS, ADS & VAS participated in the ToT on urban governance and AMRUT project organised by Centre for Environment & Development (CED) at Hotel Indiana Pride, Jaipur on April 11, 2016.
- GC attended the Meeting of the Central Consumer Protection Council (CCPC) presided by Shri Ram Vilas Paswan (Hon'ble Union Minister for Consumer Affairs, Food and Public Distribution, Government of India) on April 19, 2016 at Vigyan Bhawan Annexe, New Delhi.
- DS attended Customer Outreach Programme on 28th April, 2016 at Jaisalmer organised by TRAI, Regional Office, Jaipur.
- DC and MNJ participated in the discussion on Policies and Programmes for Children in Rajasthan organized by Budget Analysis and Research Centre (BARC) at Hotel Jaipur Palace on May 5, 2016.
- Amar Deep Singh participated in Smart City Conclave at Hotel Fateh Prakash, City Palace, Udaipur on May 21, 2016 organised by FICCI and Department of Local Self Government, Govt. of Rajasthan. Programme was organised to gather all stakeholders and create a platform to discuss Smart City project of Udaipur.
- DS & MSS participated in the *Vidhayak Sanwad* organised at Rajasthan assembly building dated June 08, 2016 on Green Growth and Energy Transformation. In the meeting 8 MLAs who are member of the Environment Committee took part.
- GC attended the 17th meeting of the Central Advisory Committee (CAC) of Food Safety and Standards Authority (FSSAI) held at India Habitat Centre on June 22, 2016.
- ADS participated in the 'Smart Cities: Revenue Generation and Procurement Agenda' jointly organised by Department of LSG, Govt of Rajasthan and Smart City Council India on July 1, 2016 at DLB office.
- DS attended a meeting on the consultation on Draft BIS Rules on 26th July, 2016 at Manak Bhawan, New Delhi. Additional Secretary Madhulika Sukul chaired the meeting.
- To document the best practices of urban local bodies, team is planning to visit some of the cities during the month. GC and MSS visited Thiruvananthapuram to document the best practice of decentralized solid waste management of Thiruvananthapuram Municipal Corporation (TMC).
- GC attended the CI Partners (CAG, CAI, CERC & CUTS) meeting with IKEA Foundation and CI staff held at Ahmedabad on August 17-18, 2016.
- GC attended the first meeting of the Task Force on UNGCP (United National Guidelines on Consumer Protection) at Dept. of Consumer Affairs on 23rd August, 2016 at New Delhi.
- GC attended the 10th Anniversary Commemorative Special Meeting of FSSAI and Panel Discussion on Food Safety, FSSAI held at Hotel Ashoka organized by FSSAI on August 22 & 23 respectively.
- GC attended the 18th meeting of Central Advisory Committee (CAC) of FSSAI on September 29, 2016 and a special session in connection with 20th session of Codex Coordinating Committee for Asia (CCASIA) at Hotel Lalit, New Delhi on "Feast, Flavors & Fusion of India" A book also was release on the topic.
- DC attended Consumer Outreach Program organized by TRAI Regional Office, Jaipur at Hotel Lal Niwas, Dadha's Mohalla, Phalodi-Jodhpur on Oct. 24, 2016.
- GC attended various CI meetings in Hong Kong from Nov. 8-10. CI Asia-Pacific Member's Meeting, was held on Nov. 8, 2016. In the Member's sharing session, GC made a presentation on financial services. .On Nov. 9 attended a global seminar on 'Consumer's

in the Digital Age'. On Nov. 10, CI Council meeting was held at Hong Kong Consumer Council (HKCC) chaired by Bart Combee, President, CI.

- DS participated in an awareness programme on EMF Emissions and Telecom Towers on 17th December, 2016 at Hotel ITC Rajputana, Jaipur organized by DoT, Govt of India, New Delhi.
- DS along with NGA and DC attended state function to commemorate National Consumers Day on 24th December, 2016 held at IGPRS, Jaipur. Others participated in the function were DC, NGA and two interns Bhaskar and Isha Gupta.
- DC and STS participated in a half-day long Consultation on Government Financing of School Education in India organised by Prayatn Sanstha in association with Centre for Budget Governance and Accountability (CBGA) and Child Rights and You (CRY) on January 12, 2017 at Institute of Development Studies (IDS), Jhalana Institutional Area, Jaipur.
- DC and STS participated in a half-day long Multi-Stakeholder Consultation on Converging Water, Sanitation and Hygiene Services (With Marginalized Community), organised by Centre for Advocacy and Research (CFAR) on January 30, 2017 at Hotel Indiana Pride, Jaipur.
- MSS represented CUTS in the 4th South Asia Region Public Procurement Conference was held in Colombo and Kandy, Sri Lanka, from February 20 to 23, 2017.
- GC & STS attended day long training programme on *Train the Trainer* Depositor Education and Awareness programme organised by RBI at College of Agriculture Banking (CAB) Pune, on February 27 2017.
- PSM, GC, MSS & Rahul Singh attended the World Consumer Rights Day event on March 15, 2017 in which State of Consumer Safety Report 2016 was also launched by Ram Vilas Paswan, Minister for Consumer Affairs, CR Chaudhary, Minister of State for Consumer Affairs, Govt. of India, Ravi Shankar Prasad, IT minister, Gov.t of India.

6. VISITS

- Uday Mavani, CEO, Consumer Education and Research Centre (CERC) Ahmedabad visited CUTS on April 20, 2016. GC along with the GSK team met with him. The meeting was held in order to discuss the functioning of GSK and share the experience and learning of both CUTS & CERC in the implementation of GSK and formulate collective strategies to address the challenges. MSS also met with him and discussed about the latest developments of car crash safety initiatives of CI.
- The DSO visited CUTS on May 7, 2016. GSK team along with GC sat with DSO and clarified all issues/queries raised by DSO, who was focusing more on GSK work rather being general for CUTS as a whole as such.
- Ms. Trine, a student from Oslo University, Norway and intern at Just Jobs Network visited CUTS on May 4, 2016 as part of her study on MNREGA. On May 4 she had discussion with GC along with MSS & ADS.
- Mr. Kailash Chand Meena, Secretary of Minority Commission, Government of Rajasthan made a courtesy visit to CUTS on May 27, 2016, met with GC & MSS and shared about various schemes of Minority Commission where CUTS could collaborate, specifically about a socio-economic survey about the status of minorities in 27 blocks of Rajasthan.
- Ms. Anna Winstrom, Programme Manager from SIDA visited CUTS on September 21, 2016 to learn about CUTS work in the field of sustainable consumption. GC along-with the team facilitated the visit.
- Two staff from SSNC, Sara Nilsson and Victor Astrom were in Jaipur from 29th November to 2nd December, 2017, mainly to attend HRBA workshop and also review the status of the project ProOrganic and also make few field visits.
- Emily Crego, Proposal Manager and Charlotte Mack Heller, Climate Change Specialist, ABT Associated from USA visited CUTS on December 14, 2016 to seek possibilities of collaboration in Urban Governance area. Along with ADS they visited Department of LSG, GoR and had a meeting with senior officials at DLB Conference Hall.

7. INTERNSHIP AT CART

1. Tavishi Singh from BVDU New Law College, Pune from **May 09-June 08, 2016**
2. Ayushi Khurana from Symbiosis Law College, Pune from **May 25-June 24, 2016**
3. Nikhil Gautam from Jaipur National University, Jaipur from **June 06-June 30, 2016**
4. Anand Singh Kheechee from Amity University, Jaipur from **June 01-July 15, 2016**
5. Shefali Modi from Jindal Global Law School, Sonapat (Haryana), NCT of Delhi, India from **June 27-July 26, 2016**
6. Gaurika Khandelwal from National Law University (NLU), Delhi from **July 01-July 31, 2016**
7. Prarthna Sharma from National Law University (NLU), Delhi from **July 02-August 1, 2016**
8. Divisha Agarwal from Gujarat National Law University, Gandhi Nagar (Gujarat) from **November 02-December 01, 2016**
9. Varun Akar from ILNU, Ahmedabad, Gujarat from **November 03 - December 02, 2016**
10. Tejaswini Bhagat from Symbiosis Law School, Pune (Maharashtra) from **November 22 - December 21, 2016**
11. Divtej from School of Law, Christ University, Bangalore from **December 05-December 30, 2016**
12. Bhaskar Agarwal from NLU, Jodhpur from **December 05-December 31, 2016**
13. Isha Gupta from NLU, Delhi from **December 20-January 19, 2017**

8. CART AT SOCIAL NETWORK

CART is managing four face book pages, one each for MyCity, Insight into Indian States (I3S), ProOb & CoPSA (Community of Practice on Social Accountability), GSK and three dedicated web portals for (ProOb), COPSA and I3S

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.

9. AFFILIATIONS

- Central Consumer Protection Council, Government of India.
- Central Advisory Committee of Food Safety and Standard Authority of India (FSSAI)
- Advocacy Forum for Tobacco Control, India.
- Telecom Regulatory Authority of India as Customer Advocacy Group.
- Bureau of Indian Standards as recognised consumer organisation.
- Global Partner of Global Partnership for Social Accountability (GPSA)
- Member of Roster of Experts and Roster of Practitioners of GPSA
- Consumer Policy Advocacy Committee of BIS
- Reserve Bank of India as affiliated NGO.