

CUTS Annual Report-2019

Inputs from CUTS CART

1. IMPACT

1. Project: Developing a Culture of Sustainable Consumption and Lifestyle through Organic Production and Consumption in the State of Rajasthan (ProOrganic II)

Period: April, 2017-March, 2021

Support: SSNC (Swedish Society for Nature Conservation)

Main objective of the project is to fill the identified gaps and sustain the acquired momentum to achieve expected outcomes of better eco-system through promotion of organic consumption by way of developing a culture of sustainable development through sensitization, awareness generation and education on organic consumption and production.

2. Project: Green Action Week-Jaipur Campaign, 2019 (It's part of ProOrganic II)

Support: SSNC (Swedish Society for Nature Conservation)

Period: September-October, 2019

This year again, the theme of GAW is 'Sharing Community'. Focusing on the theme, activities have been planned in the community for community kitchen gardening, composting and sharing the yield with the neighborhood community. The activities implemented in this year's campaign were orientation meeting for Jaipur local NGOs & CSOs; setting up of e-waste bins; introductory meetings and a follow up meeting for kitchen gardens; school meetings in select schools; cottage meetings; setting up wall of kindness and six e-waste bins; organizing street plays along with signature campaign etc. The activities got culminated with a Stakeholder's Consultation. This time, the activities were extended to Chittorgarh and Banswara as well.

ProOrganic II started from April 01, 2017 to March 31, 2021 in 192 *gram panchayats* of 96 blocks of ten selected districts of Rajasthan. The third year has been a success in terms of conducting village level activities, farmer's trainings, exposure visits successfully establishing 20 more kitchen gardens and compost units in 20 schools in ten districts, out of which 18 are new, thus bringing more school children also among the stakeholders of the project. This year, media sensitization workshops, knowledge sharing meetings on seed management system for farmers specific are the unique inclusion of new set of activities.

Broadly speaking, the GAW activities has contributed in raising consumer awareness of the environmental impacts of consumption and promote sustainable patterns of consumption; in generating awareness among consumers about organic vegetables and fruits that would encourage consumers to shift towards organic agricultural products and sustainable consumption; in promoting consumers' demand for organic vegetables and fruits; Besides, a feeling of sharing was felt, recognized and well accepted by a society at large in many ways like sharing of household items, agriculture items like seeds and vermi compost manures etc. and readable books. This has not only brought a feeling of sharing

3. Project: Global Green Action Week, India

Support: Swedish Society for Nature Conservation (SSNC)

Period: June, 2019-February, 2020 (Phase 2019-20)

Theme: 'Sharing Community'

Under the campaign, activities were based on the theme 'Sharing Community' to promote the sustainable consumption.

4. Project: Depositor & Education Awareness (DEA) Programme

Support: Reserve Bank of India (RBI), Mumbai

Period: October, 2019- February, 2020 (*Phase II-Quarter III*)

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.

of unusable or excess above items but have also brought the society closer by way of donating and sharing the unused and excess household items, which can be well used by others, who are not in a position to buy. This unique activity could also able to generate a feeling of sufficient availability of organic or other sustainable products, which ultimately tend to sustainable consumption.

The campaign got escalated in other parts of India and getting wider and wider year by year involving other NGOs, CSOs and stakeholders of other states
Maximum participation of women's group and students • Reached out to major parts of urban populated areas • It has also contributed to enhance demand of organic food. • A message of sharing community at larger community level at India level. Campaign helped in igniting cultures of sharing and collaboration, as a way to create sustainable access for more people and at the same time reduce stress on the planet. In long run, it would be an attempt to challenge the norm of private ownership and consumerism through creation of strong, collaborating communities.

CUTS jointly with RBI has tried to ensure and able to produce a mass awareness with regard to safe and unrisky 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>5. Project: Enhancing Financial Protection of Consumers in Particular Women through Financial Literacy Initiatives (FCP) Support: Department of Consumer Affairs, Ministry of Food and Consumer Affairs, Govt. of India.</p> <p>Period: May, 2017-March, 2018 and January to December, 2019</p> <p>The objective of this intervention is to enhance Financial Protection of Consumers in Particular Women through Financial Literacy Initiatives (FCP) by way of building the capacities of rural consumers, especially women in terms of financial literacy there-by enhancing their financial inclusion and overcome vulnerability and ensure the economic security.</p>	<p>The activities could able to enhance awareness, knowledge and skills among the target community on the financial decisions about savings, investments, borrowings, income and expenditure. The first year activity has been commendable with huge number of awareness grassroots meetings in all the 23 blocks of two districts. The year also witnessed successful two stakeholder's consultations at Bhilwara and Chittorgarh respectively and the state level consultation at Jaipur with participation of all the stakeholders.</p>
<p>6. Project: Giving the Poorest Consumers Greater Voice in India, Bangladesh and Indonesia (ProVoice) Support: Consumers International (CI) with the support from IKEA Foundation.</p> <p>Period: April, 2017-March, 2018 (<i>Phase I</i>) Period: April, 2018- July, 2018 (<i>Extended Phase</i>) Period: August, 2018-January, 2020 (<i>Phase II</i>)</p> <p>The purpose of this intervention is to develop a scale-able model to enable low-income households to access safe and sustainable household products, which would eventually ensure that children are brought up in safe and healthy homes in the targeted communities Netawalgarh and Eral (Chittorgarh).</p>	<p>People have started giving a thought about internal air, electricity and quality of water and safety. People have now started asking about using quality electricity goods, consumer complaint redressal centre and process of complaint redressal. They are also aware about the products, they purchase almost daily.</p>
<p>7. Project: Mobilizing Key Stakeholders for Eliminating Trans-fats from India Support: Global Health Action Initiative (GHAI)</p> <p>Period: June 1, 2019-May 31, 2020</p> <p>The project aims for legislative reforms related to trans-fats in India based on the people's participation and ground level evidences. It also aims to expedite the legislative amendment processed related to trans-fats and ensuring to achieve the given deadlines of trans-fats elimination through bottom-up demand of common consumers.</p>	<p>After the intervention, the Food Safety and Standards Authority of India (FSSAI) has decided to form a three-member committee to look into the draft food labelling and display regulations. The regulations have proposed making red colour-coded labels mandatory on packaged food products, which are high in fat, sugar and salt contents.</p>

<p>8. <u>Project:</u> Road Safety Advocacy (ROSA)</p> <p><u>Support:</u> Global Road Safety Partnership (GRSP)</p> <p><u>Period:</u> November, 2017-October, 2019 (Phase II) <i>(extended up to February, 2020)</i></p> <p>The intervention aimed to garner support from parliamentarians, media and other stakeholders for supporting smooth passage of the Motor Vehicle (Amendment) Bill, 2016 and post Act, enhancing Road Safety in India through advocacy for speedy rule making and effective implementation of Road Safety Laws in India clubbing it with road safety awareness activities.</p>	<p>This particular intervention, has helped in bringing CUTS into the limelight of road safety work in the country. 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, which ultimately took the shape of Act in 2019. The second phase was mainly woven around advocacy related activities to garner support and lobbying for smooth passage for rules and regulations by states through various forms of awareness activities.</p>
<p>9. <u>Project:</u> Sustainable Consumption and Production in India (SDG 12)-A Consumer Perspective</p> <p><u>Support:</u> SSNC</p> <p><u>Period:</u> May 1, 2019-October 31, 2020</p> <p><u>Objective:</u> The major objective of the proposed study is to frame the understanding of concept of SCP beyond the SDG 12 and expand it beyond its current environment dimension. The concept shall be studied taking consideration of its presence in UN guidelines for Consumer Protection under Right to Healthy Environment, which goes beyond environment protection and is driven by views and rights of the consumers. At the same time, there is also need to study, if the global goal of SDG 12 is making the desired progress in India.</p>	<p>SDG-12 is very challenging not only for organisations but also for government. Literature review of SDG12 is being done by the team for five targeted states. First draft has been prepared for three states Kerala, Himachal Pradesh and Uttar Pradesh. Odisha and Rajasthan work is still going on. Simultaneously, institutional mapping of the state level departments and agencies related to SDGs 12 is also done.</p>

<p>10. Project: Support PFI for Strategic Engagement with Key Influencers in Rajasthan Support: Population Foundation of India (PFI) Period: August 28, 2019-June 27, 2020 Objective: The project aims to track any shifts in policy dialogue on Adolescent Reproductive and Sexual Health (ARSH) among elected representatives, especially in Rajasthan Legislative Assembly & Committees related to Legislative Assembly, Parliament (especially associated with MPs of Rajasthan) and other discourses that happen among them and other key influencers like academicians, corporates, civil society etc.</p>	<p>Team with the help of consultant completed the profiling work of MLAs in the given format and submitted the same to PFI. Team also finalized the social media plan to be executed during the nutrition week and month. Team on the other side started meeting and reaching to MLAs for lobbying them to advocate and support ARSH by way of social media network.</p>
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2. HIGHLIGHTS/SPECIAL ENDEVOUR

World Consumer Rights Day, 2019 on March 15, 2019

CUTS CART organised WCRD on the theme ‘Trusted Smart Phones’ at CUTS conference hall on March 15, 2019. Bhavna Sharma, Sr. Advisor, TRAI, Jaipur was the main speaker focusing on the role of regulator, whereas, Abhishek Khandal from Vodafone-Idea Ltd. was the speaker on technical aspect of the issue. Reps. from TSPs were there to discuss the issue. There were around 35 participants along with CUTS staff persons. Before the event, a consumer perception survey was also conducted on the issue through online among consumers and the results of which were disseminated during the event among participants.

World Food Safety Day on June 7, 2019

Cognizant of the urgent need to raise awareness at all levels and to promote and facilitate actions for food safety, the first ever World Food Safety Day designated by UN was observed by CUTS on the theme ‘Food Safety, Everyone’s Business’ on June 7, 2019. All the team members of CART took a collective pledge for the cause of safe food in coordination with Food Safety and Standards Authority of India (FSSAI). On the occasion, urging for availability of safe and healthy food for the consumers, CUTS pushed forward the demand of earliest notification of Food Safety and Standards (Labelling and Display) Regulations to FSSAI and Central Government.

World Day of Remembrance (WDoR) on November 17, 2019

Under Road Safety intervention, CUTS commemorated the WDoR, 2019 on November 17, 2019 by doing number of public reach out activities and culmination of the same on the day. On November 15, 2019, series of activities were organised in in two branches of S.S.G Pareek Public School, Jaipur, where more than 1000 students participated and took oath to follow rules of traffic and road safety. On November 17, 2019, a Signature Campaign, Street play and walkathon was organised at Patrika Gate, Jawahar Circle, Jaipur, wherein, more than 40 participants participated in the event and took the oath to follow traffic rules. On the same day again, a Signature Campaign, Street play and a brief discussion about the WDoR and its important was discussed with the State Scouts & Guides at its Local Association Head Quarter, Division Training Centre, Jaipur. In these activities, more than 300 Scouts and Guides actively participated and took oath to follow traffic rules. A brief progress about the WDoR was shared with the GRSP partners on its E-Group dated November 22, 2019, which was appreciated by GRSP.

Green Action Week (GAW) 2019, Rajasthan

This year, under the ProOrganic II project, the activities were extended beyond Jaipur to the districts of Chittorgarh, Pratapgarh, Bhilwara and Banswara besides in few ProOrganic II districts, which was the highlight of the whole campaign. In Jaipur in the month of October, two community level stakeholder's consultations were organised at different venues, one by Vikas Unmukhi Sansthan on October 7, 2019 at Triveni Nagar area and the other by Pehchaan Sansthan on October 9, 2019 in Paanch Batti area in Jaipur. Besides, a launch of E-Waste Bin was also held on October 11, 2019 at CUTS office in Jaipur, which was attended by staff from all the centres of CUTS including HO and the project team. The other activities during the campaign included cottage meetings and street plays at various locations of Jaipur. Final Stakeholder's Consultation was organized on 15 October, 2019 at Jaipur. Vishnu Lata, Mayor, Jaipur and Vijay Singhal, Chief Environment Engineer, Rajasthan State Pollution Control Board were the Chief Guest and Special Guest respectively of the event. In the technical session, Santosh Kumar Agrawal of *Grameen Samajik Vikas Sansthan*, Jaipur & Balram Vaishnav (ETCO) were the speakers. They spoke on the theme 'Sharing Community' and E-waste Management. Nearly 75 participants attended the event.

Giving Poorer Consumer Greater Voice of India (ProVoice)

Under this CI-Ikea supported initiative ProVoice, activities comprise of Snake & Ladder, Puppet Shows, Quiz Competition, Women Group Meetings (1 in Eral+2 in Netawalgarh), Community Meetings, Children Group Meetings, Street Plays etc. were implemented on the ground as per the schedule. These activities were organised in the two targeted communities Eral & Netawalgarh. Meanwhile, two improved cook stoves were also ordered online from Envirofit India Pvt. Ltd. Pune, Maharashtra and given to two identified families to make them the demo users, so that they will use it and will share their experiences with other community members in the coming months.

Depositor Education and Awareness Programme (DEAF) with RBI

Under the RBI-DEAF campaign, round 3 of phase II activities started with the first DEAF, which was organized at Bassi in Jaipur district on October 16, 2019; followed by the second organised at Dudu in Jaipur district on November 8, 2019; the third on November 18, 2019 at Sambhar in Jaipur district; fourth in Niwai, Tonk district on November 28, 2019; fifth at Diggi, Tonk district on December 9, 2019 and the sixth on December 23, 2019 at Bassi in Chittorgarh district.

At all the six places, various issues of banking like banking at door steps, operational aspects of deposit accounts, KYC updation, digital mode of payments and various government schemes were taught to participants by local bankers, FLCCs, LDMs and Munish Kothari, ex-Regional Director, RBI being the key trainer at all places.

Telecom Consumer Awareness Programmes

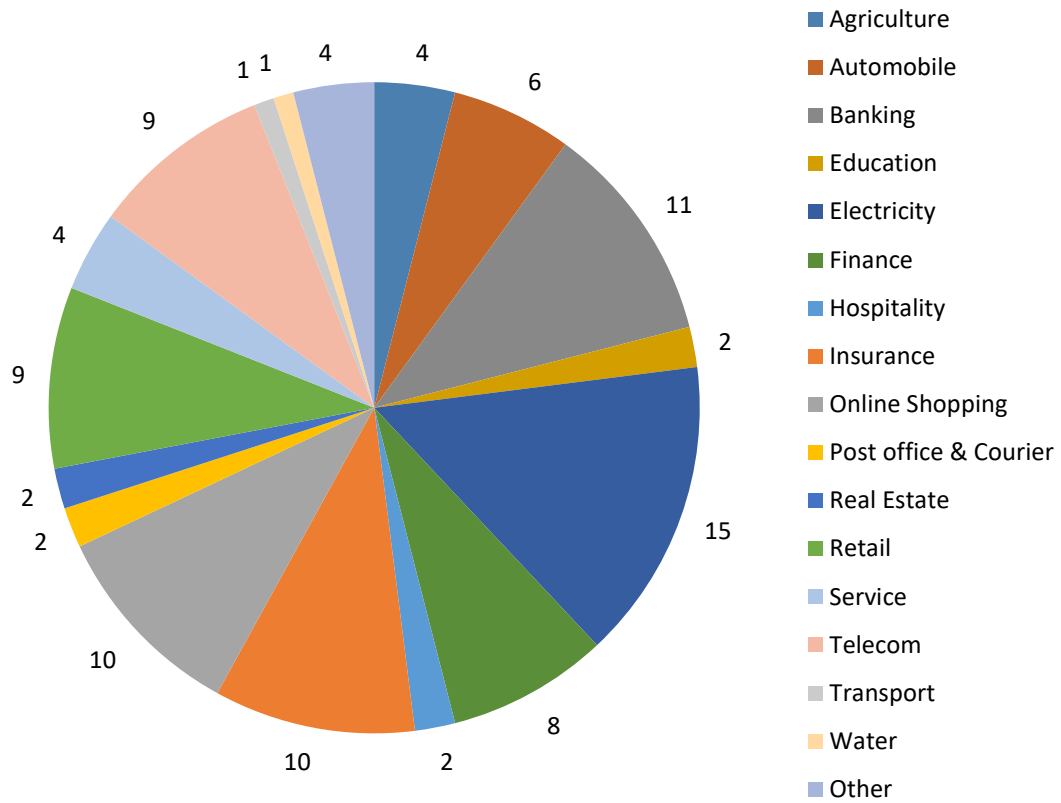
Under the telecom issue related awareness, organized Consumer Awareness Programmes (CAP) supported by TRAI, New Delhi. These programmes were organized at Phulera, Jaipur on March 22, 2019; at Shahpura, Jaipur on June 28, 2019 and at Gangrar, Chittorgarh on September 24, 2019. The programmes were attended by good number of telecom consumers, who were made aware all kinds of telecom and broadcasting issues by way of presentations and video clips. Besides, telecom participants, reps of telecom operators also attended the programmes.

Also commemorated WCRD on the theme 'Trusted Smart Phones' at CUTS Conference Hall on March 15, 2019. Bhavna Sharma, Sr. Advisor, TRAI, Jaipur was the main speaker in the event. NGO representative and telecom operators attended the event focusing on the role of regulator, whereas, Abhishek Khandal from Vodafone-Idea Ltd. was the speaker on technical aspect of the issue.

Road Safety Activities at Grassroot

Under MoRTH project, a Chaupal at Eral Village in Chittorgarh block was organised on March 26, 2019 in the evening. Chaupal was well attended by local villagers of Eral and nearby villages. In total more than 250 villagers participated in the Chaupal, besides district level officials. In the Chaupal, puppet show, songs, plays, comics and satire all on road safety issues were presented by local theater artists in effective way, which was liked by all the participants and officials. Similarly, in line with an inter-school Poster Competition on Road Safety was organised at Chittorgarh on April 12, 2019, which was attended by around 66 students from various schools of Chittorgarh. Again, an inter-school Poster Competition was organised at Bhilwara on April 23, 2019, which was attended by nearly 85 students from various schools of Bhilwara. This was followed by a third inter school Poster Competition on April 26, 2019 at Rotary Club, Jaipur. Besides, an Evening Chaupal at Khandel Village of Jaipur was organised on May 15, 2019. In total, more than 250 villagers participated in the Chaupal. The group of Drama Artist from Alshana Rang Theatre Society, Jaipur performed two *Nukkad Nataks*. This was followed by yet another Evening Chaupal on May 17, 2019 at Biliya Kalan, Hamirgarh, Bhilwara with a participation of 170 people.

Sectorwise Complaints in Percentage (2019)



Grahak Sahayta Kendra

In the year 2019, GSK entertained a good number of complaints, the details of which are explained through graph and below, the sector wise figures.

Sector wise complaints (in Percentage)

Agriculture	4
Automobile	6
Banking	11
Education	2
Electricity	15
Finance	8
Hospitality	2
Insurance	10
Online Shopping	10
Post office & Courier	2
Real Estate	2
Retail	9
Service	4
Telecom	9
Transport	1
Water	1
Other	4
Total	100

3. EVENTS

State Level Stakeholder's Consultation on March 1, 2019

Under ProOrganic II project, State Level Feedback and Stakeholder Consultation for the period 2018-19 was organized at Jaipur under the ProOrganic II project. Dr. L. N. Kumawat, Assistant Director, Dept. of Agriculture, Rajasthan and Dr. V.S. Yadav, Director, Rajasthan Agricultural Research Institute, Jaipur were the special guests in the inaugural session. During the technical Session, Dr. S. R. Singh, Additional Director, National Institute of Agriculture Management (NIAM), Jaipur; Dr. A.K. Gupta, Dean SKN Agriculture University, Jobner; Mr. Sandeep Bhargava, CEO OneCert Asia were the key resource persons. On occasion, two schools namely Saint Paul's, Mar Thoma, Ramsar Mundia, Jaipur and Rajkiya Vidyalaya, Deoli, Sawaimadhopur were awarded for best organic gardens listed under the project.

Rajasthan Road Safety Expert Group Discussion on March 25, 2019

Under ROSA project, a high-level road safety expert group discussion was organised by CUTS on March 25, 2019 in Jaipur to discuss the gaps in the legislative and institutional framework of road safety and progress of implementation of guidelines of the Supreme Court Committee on Road Safety. In the discussions, Ms. Nidhi Singh, Deputy Transport Commissioner; Road Safety Cell members from Education, Police, Medical and Health, NHAI and PWD participated in the discussions. In the discussion, selected NGOs working on road safety also took part. In the meeting, Mr. Harish Meena, Ex-MP and now MLA also actively participated. Project consultant Ashwini Bagga made a technical presentation about road safety scenario in Rajasthan.

Stakeholder Workshop on Legislative Gaps in Road Safety on May 21, 2019

Under ROSA project, CUTS organised the workshop in Thiruvananthapuram on May 21, 2019 in collaboration with Centre for Environment and Development (CED) and Kerala Road Safety Authority. In the meeting, Shanker Reddy, IPS, Kerala Road Safety Commissioner; Elangovan T. Executive Director, KSRA; Babu Ambat, CED; Nalin Sinha, GHAI; Dr. Suresh, Joint Transport Commissioner and John Kutti, KLIPS and around 47 participants, road safety experts, activists and other experts participated in the event.

District Level Workshops on Good Samaritan Guidelines on May 28 and May 30, 2019

Under MoRTH project, two back to back workshops at Chittorgarh on May 28, 2019 and at Bhilwara on May 30, 2019 respectively were organized. Chittorgarh had a participation of 94, whereas Bhilwara witnessed the participation of 65 people. In both the programmes, local officials from traffic police, RTO and other departments of district administration participated besides local NGOs and citizens.

State Level Seminar on Good Samaritan Guidelines on July 2, 2019

In a run up to MoRTH activities, State level seminar in Good Samaritan Guidelines was organised on July 02, 2019 in Jaipur. The event was special since Lieutenant General Cherish Mathson, PVSM, SM, VSM, General Officer Commander-in-Chief, South Western Command of the Indian Army, Jaipur and Transport Commissioner Mr. Rajesh Yadav, DIG (Traffic) were the key speakers. More than 100 stakeholders participated in the seminar. Dainik Bhaskar reporter Chetan Kumar Malviya from Bilada (Jodhpur) was selected for Gram Gadar award for

the best rural based journalism for the year 2018 and was given the award on this occasion by the Chief Guest.

National Conference on Road Safety in Delhi on September 25, 2019

Under ROSA project, the national conference was held on September 25, 2019 in Delhi. In the inaugural session, Dr. Vinay P. Sahasrabudhe, Chairman, Select Committee (Rajya Sabha) MVAB, 2017 was the chief guest, who inaugurated the national conference. In this session, Mr. Rajesh Yadav, Secretary to Govt. of Rajasthan and Transport Commissioner; Pradeep S. Mehta and George Cheriyan were also present. The inaugural session was followed by two technical sessions, first one was on 'Scope of Rulemaking: Contribution in the CMVR' and second session was on 'Implementation of MVA, 2019 in States: Opportunities and Challenges'. In the conference, more than 60 participants from 20 states, representatives from media, state officials, MoRTH officials, road safety experts and GRSP partners from various states actively took part.

State Level Media Sensitization Workshop on November 27, 2019

Under the ProOrganic II project, the workshop was attended by special guest Dr. V.S. Yadav, Dean, S.K.N. Agriculture University, Jobner and Jagdish Pareek, a progressive organic farmer of Ajeetgarh of Sikar district and also a Padam Shri awardee besides others.

The workshop highlighted that approximately 30 per cent of the organic producers of the world are in India. As per the World of Organic Agriculture Report 2018, out of total 2.7 million organic producers in the world, 8.35 lakh organic certified organic producers are in the country. But, India has only 2.95 per cent certified organic land out of the total available in the world. Padam Shri Jagdish Pareek, a progressive organic farmer from Sikar said that farmers were committing suicide in the greed of subsidy. He said that farmers are borrowing money to make part payment to available government subsidy and they trapped in vicious circle of loan interest. So, they commit suicide. Pareek said that government should provide subsidy on agriculture equipment, purchase of seeds instead of funding for green house or poly house.

In the workshop, 35 media persons and project partners, CSOs working for organic farming along with more than 45 participated.

District Level Stakeholder's Consultation cum Dissemination Meetings on November 26 and November 29, 2019

Under the Financial Consumer Protection related work, the two district level events were organized on November 26, 2019 at Bhilwara and on November 29, 2019 at Chittorgarh. Both the events were successful in terms of participation, speakers and overall arrangements especially an active participation of women group leaders, who were present in very good numbers. In Bhilwara, Lokesh Saini, DDM, Bhilwara; O P Somani, FLC, BoB and Prakash Choudhary of Bhartiya Mazdoor Sangh were the key speakers, whereas in Chittorgarh Ms. Bijal Surana, DSO, Chittorgarh; S.K Mehndiratta, LDM and Arvind Purohit, FLC were the key speakers. Sachin Kumar, ASO, Department of Consumer Affairs, Govt. of India was the representative from the Ministry in Chittorgarh.

State Level Stakeholder's Consultation on December 20, 2019

In a run up to FCP, a state level consultation was organised by CUTS at Jaipur earmarking the culmination of the two year's project supported by Department of Consumer Affairs of Govt. of India on December 20, 2019 on 'Enhancing Financial Consumers' Protection in particular women through financial literacy initiatives'. Rashmi Gupta, Additional commissioner, Department of Consumer Affairs, Govt. of Rajasthan and Mukesh Kumar, DGM, RBI Jaipur were the key speakers in the inaugural session besides George Cheriyan. Key findings of baseline survey under the project were presented by Amar Deep Singh

The programme was organized to mark the conclusion of a two year's project implemented in 673 gram panchayats of all 23 blocks of two districts Bhilwara and Chittorgarh in Rajasthan. The key outcome of the activities in these two districts were presented by Gaurav Chaturvedi and Gayatri Moad, who are the coordinators of Bhilwara and Chittorgarh respectively. Some interesting case studies were presented by women beneficiaries from targeted areas.

Munish Kothari, ex-Regional Director of RBI, Mumbai and O P Somani, FLCC, Bank of Baroda, Bhilwara were the two observers and interpreter in the session, where women group leaders of SHGs in two districts showcased their work towards enhancing financial literacy, inclusion and protection related work.

Programme was attended by around 70 participants including representatives of CSOs working on financial literacy, media and banks, beneficiary of the project from Bhilwara and Chittorgarh district.

Lights for Defenders Campaign on December 10, 2019

CART team members observed Lights for Defender's Day on December 10, 2019 at CART conference hall to honor the environmental defenders all over the world. It was a call from SSNC.

4. PUBLICATIONS/OUTREACH

- Catalyst (*three issues of quarterly e-newsletter*) _Fourth will be out in January 2020.
- Gram Gadar (*Twelve issues of wall newspaper*)
- Paanchva Stambh (*three issues of quarterly newsletter in Hindi*) _ Fourth will be out in January 2020.
- City Matters (*three issues of quarterly newsletter*) _ Fourth will be out in January 2020
- Consumer Dialogue (*two issues of tri-annual e-newsletter in English*) _ Third will be out in January 2020.
- GSK Alert (*three issues of quarterly e-newsletter*) _Fourth will be out in January 2020.
- IEC material published and printed under ProOrganic and Green Action Week.
- IEC material published under ROSA.
- IEC material published under FCP and DEAF.
- Event reports of project activities.

5. STAFF REPRESENTATION

- George Cheriyan attended the monitoring committee of the Department of Consumer Affairs of Ministry on March 13, 2019 to review the status of the activities implemented under the project. George Cheriyan attended the 25th meeting of the Central Advisory Committee (CAC) of Food Safety and Standard Authority of India (FSSAI) on March 13, 2019 in New Delhi.
- Aakansha Choudhary attended National Conclave on food organised by Centre for Science and Environment on March 15, 2019 in New Delhi.
- Rajdeep Pareek attended the fifth lecture of Krishi Gyandeeep Lecture Series on March 18, 2019, on "Linking Farmer Producer Organizations to the Market" at Jaipur on March 18, 2019.

- Amar Deep Singh attended a consultation meeting of CSOs at Save the Children office on March 18, 2019 on the recommendation of NITI Aayog to key government ministries for a synergistic relationship between the government and the voluntary sector.
- George Cheriyan attended the first retreat of the RTSL (Resolve to Save Life) in Washington DC on April 2-4, 2019. Global Health Advocacy Incubator (GHAI) is a partner to it, that seeks to save 100 million lives through several high-impact strategies focusing on the elimination of trans-fat, reduction of sodium, and improved treatment of high blood pressure.
- Amar Deep Singh participated in a consultation on Emerging Public Health Challenges: E-Cigarette/New Tobacco Product organised by CTFK at India Habitat Centre, New Delhi on April 10, 2019.
- George Cheriyan and Deepak Saxena attended Consumers International Summit, 2019 at Estoril, Portugal on April 29-May 2, 2019. Besides plenaries, they also attended various side events and parallel sessions.
- Madhu Sudan Sharma represented CUTS in the strategic meeting of GRSP held on June 04, 2019 at the office of Save Life Foundation, Delhi.
- Deepak Saxena and Swati Punia attended and took sessions in TRAI programme on 'Information, Protection & Rights of Telecom Consumers in Digital Area' at Shimla, HP on June 18, 2019.
- Aakansha Choudhary participated in the fourth conference of the Global Research Forum on Sustainable Production and Consumption hosted by the Hong Kong University of Science and Technology from June 26-29, 2019 in Hong Kong.
- Amar Deep Singh attended a workshop organised by Centre for Advocacy and Research (CFAR) in Ajmer on June 26, 2019 and delivered sessions on 'Citizen Engagement and 74th Constitutional Amendment' focused on CUTS urban interventions.
- Aakansha Choudhary attended Committee meeting of the Bureau of Indian Standards (BIS) Committee on 'Food Hygiene, Safety Management and other Systems' on July 18, 2019 in Manak Bhawan, New Delhi.
- George Cheriyan visited Geneva from July 7-11, 2019 and attended the 4th Session of the Intergovernmental Group of Experts on Consumer Protection Law and Policy organized by UNCTAD at Palais des Nations, Geneva on July 8-9, 2019. On July 9, George also attended a round table on 'Contribution of Consumer Protection to Sustainable Consumption'.
- George Cheriyan attended the National Consultation on 'Towards Inclusive Green Economies' organized by UNEP-PAGE-TERI in Goa on July 14-16, 2019.
- Deepak Saxena attended a Stakeholder's Consultation on Energy for Development in Climatic Vulnerable Rajasthan on July 23, 2019 at Jaipur organized by WRI, India.
- Amar Deep Singh represented in the consultation organised by PRIA at IGPRS, Jaipur on July 31, 2019.
- Satya Pal Singh attended 'World Bio-Fuel Day' on August 10, 2019 at New Delhi organised by Dr. Harsh Vardhan, Minister of Health & Family Welfare, Science & Technology, & Earth Sciences
- Amar Deep Singh participated in a conference organised by Safetipin jointly with Centre for Social Research (CSR) and The Asia Foundation (TAF) at Jodhpur on August 6, 2019.
- Amar Deep Singh attended closing session on "Panchayati Raj and Local Self Government Empowerment" on the occasion of 75th birth anniversary of late Prime Minister Rajiv Gandhi, organized by Rajasthan Government in Jaipur on August 19-20, 2019.
- Amar Deep Singh participated in International symposium organised by National Institute of Disaster Management (NIDM) and Department of Science and Technology (DST) at Constitutional Club of India, New Delhi on September 26-27, 2019.
- George Cheriyan & Nimisha Gaur attended the 'Partners Meeting' on September 3, 2019 organised by CI in Chennai. The meeting was mainly to discuss four months' activities and strategy to move forward.

- George Cheriyan and Madhusudan Sharma on September 05, 2019 participated in the Media Interface and Stakeholders event under Eat Right India campaign organized by the Ministry of Health and Family Welfare, Govt. of India and FSSAI, New Delhi.
- Amar Deep Singh participated in international symposium organised by National Institute of Disaster Management (NIDM) and Department of Science and Technology (DST) in New Delhi on September 26-27, 2019.
- Pooja Panwar attended the event on October 23, 2019 titled 'Rajasthan's Public School Education System' organised by Accountability Initiative at IDS, Jaipur.
- Madhusudan Sharma participated in the seminar and represented CUTS on October 29-30, 2019 held in Kuala Lumpur. The seminar discussed mainly about Asian road safety challenges, ASEAN Road Assessment Programme, which includes India RAP, China RAP, My Rap for Malaysia.
- Madhusudan Sharma represented CUTS in the '14th CII Food Safety, Quality and Regulatory Summit' which was organised by CII, at New Delhi on December 11, 2019.
- Madhusudan Sharma and Satyapal Singh attended a meeting with Civil Society Organization" called by FSSAI on Eat Right Movement, where CUTS was one of the key stakeholders.
- Nimisha Sharma attended a State Level Convention on 'Child Marriage and Adolescents' Sexual and Reproductive Health and Rights' organised at Jaipur jointly by Save the Children, More Than Bride Alliance, Sajha Abhiyan (on Child Marriage), Jan Swasthya Abhiyan and Girls Not Bride in close coordination with Directorate of Women Empowerment and National Health Mission, Govt. of Rajasthan on December 16, 2019.
- Dharmendra Chaturvedi C along with Amardeep Singh, Amit Babu & Nareshwar (intern) attended the National Consumer's Day Event organised by Department of Consumer Affairs (Govt. of Rajasthan) at IGPRS, Jaipur on December 24, 2019.
- Madhusudan Sharma represented CUTS as panellist for a session titled as 'FSSAI Game Changers': The 'Network of Consumer Organisations for Food and Nutrition' (NetCOFaN) in the second 'National Eat Right Mela', organized by FSSAI on December 27, 2019 at New Delhi.

6. CART at Social Network

- CART is managing four FB 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.
- CART has Twitter account with link: <https://twitter.com/CUTSCART>
- Besides, CART is also responsible for moderating two google 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.

7. VISITS

- Nalin Sinha, India representative of Global Health Advocacy Incubator (GHAI) from Delhi visited CUTS CART on March 11, 2019, and reviewed the GRSP RoSA-02 project activities.
- Priyanka Londhe, CSR visited CUTS CART on June 27, 2019 and discussed the issues related to urban women's safety and issues attached with this.
- Lopa Ghosh and Om Bera of GHAI Country Coordinator, India visited CUTS CART on August 30, 2019 and reviewed project activities and had a detailed discussion on new strategies to move forward and finalised to run a month campaign around the 'World Heart Day'.

8. INTERNSHIP AT CART

- Neha Vashishtha from of Institution-IIS University, Jaipur during December 24, 2018 to January 23, 2019.
- Utkarsha Goswami from Institute of Law, Nirma University, Ahmedabad during December 24, 2018 to January 23, 2019.
- Himanshu Bhargava from Institute of Law, Nirma University, Ahmedabad during December 24, 2018 to January 24, 2019.
- Ashleen Samuel from Kristu Jayanti College, Bangalore during January 08-29, 2019.
- Shreya Dangayach from School of Law, JECRC, Jaipur during May 15-June 14, 2019
- Garima Jain from School of Law, Manipal University, Jaipur during May 27-June 30, 2019
- Jaya Paliwal from School of Law, Manipal University, Jaipur during May 20-June 27, 2019.
- Kshitij Sharma from School of Law, JECRC University, Jaipur during May 27-June 30, 2019.
- Mridula Sharma from School of Law, Manipal University, Jaipur during July 01-July 31, 2019.
- Divyae Patel of United World School of Law, Ahmedabad during June 17-July 16, 2019.
- Palak Sinha of Symbiosis Law School, NOIDA (UP) during November 11, 2019 to December 11, 2019.
- Nareshwar Singh Shaktawat of Jindal Global Law School, Sonapat, Haryana during December 09, 2019-January 09, 2020.

9. AFFILIATIONS

- Central Consumer Protection Council, Government of India (CCPC).
- 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 (TRAI-CAG).
- 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.
- Member of Global Think Tank of Swedish Society for Nature Conservation (SSNC).
- Consumer Policy Advocacy Committee of Bureau of India Standards (BIS)
- Reserve Bank of India as affiliated NGO.
- Member, State Advisory Committee of Rajasthan Electricity Regulatory Commission (RERC).