

## CUTS Annual Report-2020

### Inputs from CUTS CART

#### 1. IMPACT

<p><b>1. <u>Project:</u> Developing a Culture of Sustainable Consumption and Lifestyle through Organic Production and Consumption in the State of Rajasthan (ProOrganic II)</b></p> <p><u>Period:</u> April, 2017-March, 2021</p> <p><u>Support:</u> SSNC (Swedish Society for Nature Conservation)</p> <p>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.</p> <p><b>Green Action Week-Rajasthan Campaign, 2019</b></p> <p><u>Period:</u> September, 2020-January, 2021</p> <p>Green Action Week (GAW), observed each year during the first week of October, is a global people's campaign to promote sustainable consumption. Around 50 organisations in 30 countries in Africa, Asia, Europe, North- and South America are participating in the campaign in 2020. Green Action Week is an initiative by the Swedish Society for Nature Conservation (SSNC) and is carried out in India coordinated by CUTS International, a global consumer advocacy group headquartered in Jaipur.</p> <p>"Sharing Community" is the theme for the campaign in 2020. Since 2018, campaign has focused on encouraging cultures of sharing and collaboration. This year campaign will discuss and implement ways that can bring more equal and sustainable access to goods and services for the benefit of the people and the planet, through sharing and collaboration.</p>	<p>The fourth year of the activity though has been hit by pandemic drastically but inspite of this, the activities as planned for the year 2020-21 have been implemented with each and every task taken up as a challenge in the field. The year of 2020 started with the remaining activities of 2019-20 and finally a Stakeholder's Consultation in the month of March, 2020. Then the 2020-21 activities could start only after the end of lockdown, with mainly the online activities in the form of webinars. Later, from July onwards, the team started moving to field and accomplishing major tasks as envisaged in the year's work plan. This includes an exclusive plan of awareness activities on pandemic in the ten districts, the budget for which was culled out from the remaining activities of 2019-20. In a run up to it, the other planned activities of the year 2020-21 too started smoothly and is still in the process scheduled to be completed by March, 2021.</p> <p>Webpage:<a href="https://cuts-cart.org/developing-a-culture-of-sustainable-consumption-and-lifestyle-through-organic-production-and-consumption-in-state-of-rajasthan-proorganic-ii/">https://cuts-cart.org/developing-a-culture-of-sustainable-consumption-and-lifestyle-through-organic-production-and-consumption-in-state-of-rajasthan-proorganic-ii/</a></p> <p>Focusing on the theme, activities were planned in Jaipur covering mainly the area of Panchyawala, Triveni Nagar, Sanganer &amp; Dhawas. The activities, which are planned are 'Awareness Meetings to Strengthen the Six Established E-Waste Bins'; 'Establishing 100 Kitchen Gardens'; 'Organising Cottage Meeting' with triggering sessions; 'Strengthening the Established Wall of Kindness (<i>Saanjha Ki Deewar</i>)' and 'Community Library'; 'Organising Community Level Stakeholder Consultation'; 'Printing and Distributing IEC Material' and organising 'Final Stakeholder's Consultation'.</p> <p>Like in previous years, this time also, the activities were extended to all the ProOrganic II districts and Banswara. Though, the campaign, which should have been completed by end October has been delayed and now would be over only by January 2021 with the State Level Stakeholder's Consultation as the final meeting.</p>
<p><b>2. <u>Project:</u> Global Green Action Week, India</b></p> <p><u>Support:</u> Swedish Society for Nature Conservation (SSNC)</p> <p><u>Period:</u> June, 2020-February, 2021</p> <p><u>Theme:</u> 'Sharing Community'</p> <p>With the purpose to spread the campaign, CUTS has been implementing GAW activities in other parts of India with the support of state</p>	<p>Total 143 organisations had applied for this year GAW, India. Out of these, 11 organisations were shortlisted after rounds of scrutiny. Selection was based on the quality of proposals and validity as per FCRA. Selected organisations were entered into an MoU with CUTS and also provided orientation through a webinar on September 14, 2020, after which, all the partner organisations started doing their planned activities in their respective areas. Out of the total 11 organisations, activities</p>

<p>level networking organizations since last few years. This time, CUTS collaborated with 11 partner organisations in ten states for implementing the campaign in their respective areas. Partners conducted various activities from October 2020, onwards focusing on the theme.</p>	<p>in six were personally monitored by CUTS project team, mainly their state level stakeholder’s consultations. With the purpose of evaluating the campaign of the year, as usual, a State Level Stakeholder’s Consultation in Jaipur was organised on December 22, 2020 with a participation of representatives of all the partner organisations, where, all the partners showcased their performance in the respective areas through presentations. Webpage: <a href="https://cuts-cart.org/green-action-week-2020-sharing-community/">https://cuts-cart.org/green-action-week-2020-sharing-community/</a></p>
---	--

<p><b>3. Project: Mobilizing Key Stakeholders for Eliminating Trans-fats from India</b> <u>Support:</u> Global Health Action Initiative (GHAI) <u>Period:</u> April 1, 2019-Oct 31, 2020 Objective1: Strengthening the TFA related provisions of the Food Safety and Standards (Food Products Standards &amp; Food Additives) Regulations, 2011; promoting earliest notification of the Food Safety and Standards (Labeling and Display) Regulations, 2018 and promoting effective implementation of the both. Objective 2: Empowering consumers to generate public demand to support 2% limit TFA adoption and implementation at the earliest.</p>	<p>After a series of advocacy in the form of personal meetings, interactions with concerned officials, back to back follow ups, media coverages by way of articles, opeds and related news and organising regular webinars, the efforts paid and the food regulator, later followed with one to one meetings with policy makers at central ministries like commerce, health and agriculture through multiple meetings and engaging with WHO Officer; Country representatives and other public health and nutrition experts in India and also industry representatives and business associations and finally conducting a national consultation to advocate for speedy elimination of Trans-Fats from India, Food Safety and Standards Authority of India (FSSAI) issued notification for the elimination of Trans Fats from all Foods, Fats and Oils by 2022. <a href="https://currentaffairs.adda247.com/fssais-new-policy-limits-trans-fats-to-2-in-all-oils-fats-by-jan-2022/">https://currentaffairs.adda247.com/fssais-new-policy-limits-trans-fats-to-2-in-all-oils-fats-by-jan-2022/</a> During 2020, a webinar was organized on the ‘Elimination of TFAs from India by 2022’ on August 6, 2020 with Sunil Bakshi, Head (Regulation/Coded/International Cooperation), FSSAI’, Rachita Gupta, National Professional Officer, WHO, Delhi, Eram Rao, Associate Professor, University of Delhi and Lopa Ghosh, GHAI, India Country Coordinator as speakers and George Cheriyan, Director, CUTS International as moderator. <a href="https://www.youtube.com/watch?v=K9bo4xQXFr8">https://www.youtube.com/watch?v=K9bo4xQXFr8</a></p>
---	---

<p><b>4. Project: Road Safety Advocacy (ROSA)</b> <u>Support:</u> Global Road Safety Partnership (GRSP) <u>Period:</u> November, 2019-February, 2021 (Phase III) (<i>extended up to December 2021</i>) 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>The third phase was mainly woven around advocacy related activities post MV Act, 2019 enactment in order to garner support and lobbying for smooth passage for rules and regulations by states through various forms of awareness activities. In a run up to this, continuous advocacy in the form of constant interactions with officials at the central and state government levels was done during the period. Besides, to generate awareness among the road users regarding the key provisions, regular seminars, webinars and consultations among road users and stakeholders were organized. During the year 2020, three webinars were organized, firstly on ‘One Year of Motor Vehicle Amendment Act, 2019’ on September 8, 2020, which was co-hosted by Road Safety Network (RSN) in India) with Nitin Gadkari, Minister of Road Transport and Highways, Government of India; Baijayant "Jay" Panda, Former MP, Lok Sabha; KTS Tulsi, MP, Rajya Sabha; R. C. Faldu, Transport Minister, Government of Gujarat and Yunus Khan, Ex- Transport Minister, Government of</p>
---	--

	<p>Rajasthan as speakers and George Cheriyan, Director, CUTS International as moderator.  <a href="https://www.youtube.com/watch?v=v1T2t">https://www.youtube.com/watch?v=v1T2t</a>  and then second one on 'One year of Motor Vehicle Amendment Act, 2019: Learning from the Pandemic and Way Forward' on October 6, 2020 with Pradeep S. Mehta, Secretary General CUTS International; T. Elangovan, Executive Director Kerala Road Safety Authority, Govt. of Kerala; Dr. Amrita Duhan, Superintendent of Police (Head Quarters), Rajasthan Police, Govt. of Rajasthan as speakers and George Cheriyan, Director, CUTS International as moderator.  <a href="https://www.youtube.com/watch?v=YBEqP29UvT4">https://www.youtube.com/watch?v=YBEqP29UvT4</a>.  The third one on 'Dialogue on Road Safety with Pratap Singh Khachariyawas, Transport Minister, Government of Rajasthan' on November 26, 2020 with Pratap Singh Khachariyawas, Transport Minister, Government of Rajasthan as the sole speaker and George Cheriyan, Director, CUTS International as the moderator.  <a href="https://voiceofjaipur.com/3692">https://voiceofjaipur.com/3692</a></p>
<p>6. <b>Project: Sustainable Consumption and Production in India (SDG 12)-A Consumer Perspective</b>  <u>Support:</u> SSNC  <u>Period:</u> May 1, 2019-October 31, 2020  <i>(extended upto March, 2021)</i>  <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>During the year, Qualitative Interviews were organized in Chhattisgarh on November 09-12, 2020. To study best practice, team also visited government supported initiative <i>Gothan</i>. Then, they visited Uttar Pradesh on November 23-26, 2020. For documenting best practices, team also visited <i>Mati kala Kendra</i> and gathered information regarding best practices under SCP.  As part of activities, 50<sup>th</sup> Anniversary of Earth Day was observed on April 22, 2020 in the form of webinar with Sara Nilsson, Programme Manager, Swedish Society for Nature Conservation, Stockholm, Naomi Scott-Mearns, Sustainable Consumption Manager, Consumers International, London, Rashid S. Kaukab, Executive Director, CUTS International, Geneva and Clement Onyango, Director, CUTS International, Nairobi, Kenya as speakers. George Cheriyan, as moderator the webinar. Again on June 5, 2020, <i>World Environment Day</i> was organized through a webinar with Pradeep S. Mehta, Anubha Prasad, National Coordinator, PAGE (Partnership for Action on Green Economy), UNEP, India, Maria Rydlund, Senior Policy Advisor (Tropical Forest), Swedish Society for Nature Conservation (SSNC), Stockholm, Naomi Scott-Mearns, Sustainable Consumption Manager, Consumers International, London and Dr. Balakrishna Pisupathi, Chairperson, FLEDGE &amp; Regional Vice Chair of IUCN Commission on Education and Communication (for South and Southeast Asia) as speakers and George Cheriyan, as moderator. Then again a webinar on 'SDG:12 Will the Pandemic Slowdown the Progress of Meeting the Target' on August 26, 2020 with Archana Datta, SWITCH-Asia RPAC Coordinator for India, UNEP, Eva Eiderström, Director, Department of Ecolabelling and Green Consumption, Swedish Society for Nature Conservation (SSNC), Dr. Usha Titus, IAS, Principal Secretary, Department of Environment, Government of Kerala and Dr. Joy Elamon, Director General, Kerala Institute of Local Administration (KILA) as speakers and George Cheriyan, as</p>

	<p>moderator. Project webpage is updated with useful resources and news items. <a href="https://cuts-cart.org/sustainable-consumption-and-production-in-india-a-consumer-perspective/">https://cuts-cart.org/sustainable-consumption-and-production-in-india-a-consumer-perspective/</a>.</p>
<p>7. <b><u>Project: Support PFI for Strategic Engagement with Key Influencers in Rajasthan (ARSH)</u></b>  <u>Support:</u> Population Foundation of India (PFI)  <u>Period:</u> August, 2019-May, 2020  <u>Objective:</u> 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 &amp; 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>The reports and all the deliverables were submitted to PFI and the project ended in time.</p>
<p>8. <b><u>Capacity Building Programme on Planning Monitoring and Evaluation (PME)</u></b>  <u>Support:</u> To conduct capacity building programme on Planning, Monitoring and Evaluation (PME) for CUTS team and other selected CSOs.   <u>Period:</u> 04/20-03/21   Support: SSNC   <u>Objective:</u> It is mainly focusing on conducting capacity building programme PME for CUTS team and other selected CSOs with follow up activities.</p>	<p>In the year 2020, the team shortlisted the probable participants for the training and also the probable trainers for the PME.</p>

## 2. HIGHLIGHTS/SPECIAL ENDEVOUR/EVENTS

### **ProVoice: CI-IKEA Foundation Supported Project**

The project activities got concluded on ground by January 31, 2020. The final narrative report and SoE along with the several supporting reports and other documents, submitted to CI before deadline.

### **Depositor Education and Awareness Programme**

In a series of ten programmes being organized in the third round of Phase II of RBI supported Depositor's Education Awareness Programme under DEAF, during 2020, the seventh DEAP was organized on January 10, 2020 at Pratapgarh with around 65 participants. The programme was well organized with good number of bankers also apart from participants. M P Kothari, ex-Regional Director, RBI was the key resource person. Similarly, the eighth, ninth and finally the last and the tenth DEAP were organized on February 7, 17 and 27, 2020 at Kurgaon; Hindaun City and Mahaveer Ji all in Karouli district respectively. DEAP at Kurgaon in Karouli district with 60 participants and three bankers, BoB, PNB and LDM of BoB. Similarly, in Hindaun City with nearly 65 participants, this time mostly students accompanied by local businessmen and other people. Five

bankers from Bank of India; State Bank of India; Union Bank of India, Bank of Baroda and Punjab National Bank and lastly in Mahaveer Ji with around 46 participants and FIDD nominated LDM of Bank of Baroda and branch manager, PNB. ( <https://cuts-cart.org/pdf/synthesis-report-of-dea-programme-third-quarter-phase-2.pdf> )

### **Road Safety Advocacy**

#### **Capacity Building Workshops on Five Key Risk Factors for Enforcement Officials**

Under the ROSA project, total five capacity building workshops were organised during 2020. Out of the total five, three were organised in Kerala state i.e. on January 13, 2020 at Kannur; on January 17, 2020 at Thiruvananthapuram and on February 24, 2020 at Ernakulam. Similarly, in Rajasthan in Jaipur on February 5, 2020 and second in Ajmer on February 6, 2020. In Kerala, workshops were organised in collaboration with Kerala Road Safety Authority and Centre for Environment and Development, Thiruvananthapuram and in Rajasthan, these were organised in association with Department of Transport of Govt. of Rajasthan. The focus of these capacity building workshops were five key risk factors, which includes Drink and Drive, Speeding, Not Wearing Helmet, Seat Belt and Child Restraint System. All these are behavioral risk factors, which causes maximum road accident deaths and injuries. The other sessions were on Intelligent Transport System, Effective Trauma Care and Road Signs. In each of the workshop, there were around 45-50 officials deputed by Transport Department from Transport Department, Traffic Police and medical and health department. There were lots of discussions, queries and experience sharing during the workshops. ( <https://cuts-cart.org/rosa-project-webpage/#6> )

#### **State Level Feedback and Stakeholder's Consultation and World Consumer Rights Day**

The ProOrganic II project activities for the year 2019-20 got culminated with a State Level Feedback and Stakeholder's Consultation for the year 2019-20 at Jaipur on March 13, 2019. As usual, the purpose of this final activity of the year was to critically analyse the boons and banes of activities implemented in last one year including the achievements and the targets. The event comprised two sessions: the inaugural and technical. The key speakers in the meeting were Dr. A.K. Gupta, Director, Research, SKN Agriculture University, Jobner, Jaipur; R.K. Yadvendra, Joint Director, Department of Agriculture and Dr. Gajendra Sharma, Research Officer, Department of Agriculture both from Govt. of Rajasthan.

As this occasion was clubbed with the commemoration of World Consumer Rights Day, 2020 and the theme of this year's WCRD is also 'Sustainable Consumer', so the event started with an address by George Cheriyan stating the importance, history and purpose of WCRD bringing it down and clubbing it with project objectives and the overall status and future scope of sustainable consumption worldwide. Rajdeep Pareek made a presentation on last year's activities with some very key achievements as part of project outcome over last one year. The event was attended by around 72 participants covering all the district partners of ten project districts and a progressive farmer, local NGO and CSO reps. and media. DD, Jaipur covered the event. The event was conducted with extra care taken while following advisories in the wake of Corona spread.

( <https://cuts-cart.org/pdf/event-report-on-stakeholders-consultation-jaipur-march-13-2020.pdf> )

### **Commemoration of World Food Safety Day**

#### **Food Safety, Everyone's Business**

Everyone has the right to safe, nutritious and sufficient food. Still today, almost one in ten people in the world fall ill after eating contaminated food. When food is not safe, children cannot learn, adults cannot work. Human development cannot take place. Safe food is critical to promoting health and ending hunger, two of the primary

goals of the 2030 Agenda. There is no food security without food safety and in a world where the food supply chain has become more complex, any adverse food safety incident may have global negative effects on public health, trade and the economy. Yet food safety is taken for granted. It is often invisible, until you get food poisoning. Unsafe food containing harmful bacteria, viruses, parasites or chemical substances, causes more than 200 diseases—ranging from diarrhoea to cancer. This international day is an opportunity to strengthen efforts to ensure that the food we eat is safe. Whether you produce, process, sell or prepare food, then you have a role in keeping it safe. Everybody along the food chain is responsible for food safety.

To commemorate the World Food Safety Day, CUTS CART team gathered in the conference room on June 5, 2020 and shared the key messages related to the theme 'Food Safety, Everyone's Business' and called to action through project dedicated social media pages.

### **Participation in SCORAI Conference on June 10-12, 2020**

The 4th International SCORAI (Sustainable Consumption Research and Action Initiative) conference was jointly organized by Northeastern University (School of Public Policy and Urban Affairs) and the KTH Royal Institute of Technology on June 10-12. Due to the pandemic, conference was a fully digital conference. The theme for the 2020 conference was 'Sustainable Consumption & Social Justice in an Urbanizing World'. George, Amar Deep, Madhu Sudan, Amit and Simi attended several sessions in the conference and prepared the brief reports. Amar Deep prepared the posters for submission with George. Consolidated report was finalised and submitted to SSNC on June 15, 2020 for the information and sharing with other think tank members. George was ranked first among active members. Pre-Conference session was attended by George and Amar Deep on June 8, 2021 with other Think Tank members of SSNC.

### **CUTS Awareness Campaign on Good Hygienic Practices in Rajasthan**

CUTS International, as part of its Covid-19 response activities, organised a massive awareness campaign in the State, Rajasthan. The purpose of the campaign was to educate people residing in villages, hamlets, mainly the rural population about good hygienic practices, physical distance maintaining habits, providing tips for safe food practices and other basic health tips. The public was apprised of the need to remain alert, follow all health protocols and save them from getting infected.

It was the time, when people were not aware of pandemic protocols and other safety measures. As a result of which, they were not taking this pandemic seriously, especially in the rural areas during the unlock process. People were found moving around without wearing masks, crowd was gathering in marriages and other functions, proving conducive environment for the virus to spread. Therefore, there is a need to make the people more and more aware about the measures to prevent this virus spread, so that they can save themselves, their families and the community from this pandemic. Hundreds of persons from rural areas of Rajasthan were benefitted from the massive fortnight long awareness campaign, which consisted of 50 awareness activities in 11 districts of Rajasthan from July 1 to 15. These districts were Jaipur, Dausa, Sawai Madhopur, Bhilwara, Chittorgarh, Pratapgarh, Jaipur, Kota, Jhalawar, Jodhpur and Banswara.

The state level launch of the activities was held in Chittorgarh and events were held in various districts. Various dignitaries such as Ankit Kumar Singh, District Collector, Banswara; Mukesh Kalal, Additional District Collector Chittorgarh; Mrs. Sarita Singh, Additional Superintendent of Police Chittorgarh; Sanjeev Sharma, Sub-Divisional Magistrate, Kota; Ratan Lal Regar, Sub-Divisional Magistrate, Jodhpur; Sanket Modi, Deputy Labour Commissioner, Bhilwara; Dr. B. L. Jat, Scientist, KVK, Dausa released the IEC materials of the campaign at various functions, and attended various events along with Sarpanchs, representatives from the Gram Panchayats, representatives from the health Department, ANM and Asha Workers, community leaders,

representatives of partner organizations and CUTS staff. (<https://cuts-cart.org/pdf/cuts-covid-19-response-awareness-campaign-report.pdf>)

### **Role of Organic Products/Organic Farming in Dealing with the Pandemic**

In the midst of the prevailing COVID-19 pandemic, with no vaccine in sight or was still in the making stage during mid 2020 period, an intriguing development occurred at the global as well as the national level, which is a remarkable surge in the sales of organic products in the country over last ten months or so, which has encouraged several organic retailers to come up overnight. This change has occurred because of the changing eating habits of consumers, who are turning to organic foods in order to enhance immunity against Covid 19.

In order to take better cognizance of this development, CUTS International organised a webinar on 'Role of Organic Products/Organic Farming in Dealing with the Pandemic' on August 21, 2020. The main speakers were Dr. S. K. Sharma, Zonal Director, Research, MPUAT, Udaipur; Dr. A. K. Sharma, Principal Scientist, CAZRI, Jodhpur; Virendra Parihar, Programme Producer, DD Kisaan Channel, Doordarshan Kendra, Jaipur and Rohit Jain, Secretary, OFAI. Deepak Saxena moderated. Nearly 103 participated, which includes farmers from project districts, NGO representatives, Govt. officials and students of agriculture universities. [https://www.youtube.com/watch?v=ga\\_VWLSGCS4&feature=youtu.be](https://www.youtube.com/watch?v=ga_VWLSGCS4&feature=youtu.be)

### **Celebrating World Heart Day on September 29, 2020**

Every year on September 29, World Heart Day is celebrated. With increasing cardiovascular illness, the day is to bring people attention to the increasing number of heart illness. The day is there to promote different preventive steps. Its primary goal is to spread information about a quality lifestyle. More than 17 million people die due to heart illness every year. This number is increasing constantly. A significant reason is busy and bad lifestyle followed by individuals. It looks like, we have given up on our health. The number is greater than people dying due to Malaria, HIV or cancer. The day was started by World Heart Federation in 2000 seeing the need of a day dedicated for discussion around heart illness. Both governmental and non-governmental organisation celebrate this day. They organise marathons, public talks, fitness session, exhibition and many other things. We all can play a role in contributing to this day by adopting a few changes in our lifestyle.

CUTS celebrated the World Heart Day and conducted a sample online survey on September 25-27, 2020 of 12 districts among common consumers about general awareness about the Trans Fats, Harmful effects of Trans Fats, sources of TFAs, role of FSSAI in regulating the TFA sector and relevant law making etc. Finally, the survey results came very interesting findings, which were very well picked up with the national media, PTI, UNI, APN news agencies in addition with several online newspaper editions covered the news, which became national news.

### **World Day of Remembrance on November 12, 2020**

The World Day of Remembrance for Road Traffic Victims was started by Road Peace in 1993. Since then it has been observed and promoted worldwide by several NGOs and its associated organizations. On October 26, 2005, the United Nations endorsed it as a global day to be observed every third Sunday in November each year, making it a major advocacy day for road traffic injury prevention. WHO and the United Nations Road Safety Collaboration encourage governments and NGOs around the world to commemorate this day. Under Road Safety intervention, CUTS virtually commemorated the WDoR, 2020 on November 17, 2020. CUTS team reached out to Pratap Singh Khachariyawas, Transport Minister, Rajasthan, Ravi Jain, Transport Commissioner, Rajasthan and Anand Siddhu, Deputy Commissioner of Police (Traffic), Jaipur on this occasion. Team prepared

placards of key road safety messages and took photographs with all the mentioned dignitaries. All the dignitaries appreciated CUTS efforts being made for road safety victims in Rajasthan.

### **Lights for Defenders Campaign on December 10, 2020**

The December 10 is the anniversary of the universal Human Rights Declaration. So, CART team organised a manifestation at CUTS conference hall to honour the hundreds of environmental defenders who are killed every year. Nimisha coordinated this manifestation for environmental defenders "Light4Defenders".

### **National Level Partners Meeting on December 22, 2020**

The GAW, India activities got over with a Partners Meet held at Jaipur on December 22, 2020. Out of 11 partners, 10 participated in the meeting.

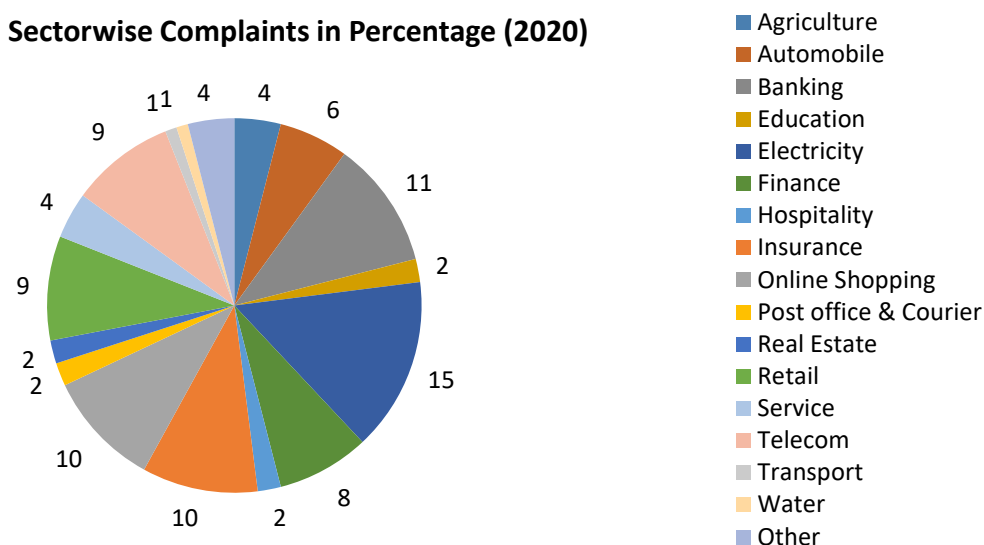
In the meeting, all the participating partners briefed about their activities during the whole campaign and highlighted the importance of the partners meet. George Cheriyan, Director, CUTS International welcomed all the participants and said that COVID-19 has thrown travel plans around the globe into disarray. He appreciated the courage that participants have shown. George explained about Green Action Week, which is a global campaign to promote sustainable consumption. Green Action Week is an initiative by the Swedish Society for Nature Conservation (SSNC), starting in Sweden in 1990 and grown up to become an international partnership from 2010 and is carried out in coordination with Consumers International. He stressed upon few challenges, while observing the GAW 2020 in India. These challenges are an unprecedented pandemic and recently amended Foreign Currency Regulation Act (FCRA).



### Grahak Sahayta Kendra

In the year 2020, GSK entertained a good number of complaints, the details of which are explained through graph and below, the sector wise figures.

**Sectorwise Complaints in Percentage (2020)**



**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
<b>Total</b>	<b>100</b>

### **3. PUBLICATIONS/OUTREACH**

- Catalyst (*three issues of quarterly e-newsletter*) \_Fourth will be out in January 2021.
- Gram Gadar (*Twelve issues of wall newspaper*)
- Paanchva Stambh (*three issues of quarterly newsletter in Hindi*) \_ Fourth will be out in January 2021.
- City Matters (*three issues of quarterly newsletter*) \_ Fourth will be out in January 2021
- Consumer Dialogue (*two issues of tri-annual e-newsletter in English*) \_ Third will be out in January 2021.
- GSK Alert (*three issues of quarterly e-newsletter*) \_Fourth will be out in January 2021.
- IEC material published and printed under ProOrganic and Green Action Week.

- Event reports of project activities.
- A briefing paper titled ‘Trans-Fats Regulation and Oil Seeds Self-Sufficiency in India: Possible Impacts and Way Forward’ was published online.
- IEC on COVID-19 awareness activities.

#### 4. OPEDS/ARTICLES

- An oped titled ‘Veg oils: A Viable Alternative’ got published in the Deccan Herald on February 29, 2020 authored by George Cheriyan
- [Generating Consumer Demand for Trans-fat Free Vegetable Oils](#), co-authored by George Cheriyan and Simi T.B., Asian age, March 05, 2020
- [Covid-19 Lockdown and the Nationwide Consumer Woes](#), authored by George Cheriyan in The Edition, April 25, 2020
- [Sustainable Consumer: Promoting consumption with minimal impact on environment](#), authored George Cheriyan in News Mobile, March 16, 2020
- Its Lockdown Time, Yet Road Accidents Happening?  
Despite the lockdown restrictions, people are riding around on flimsy reasons without using seatbelts and helmets, and traffic junctions being unmanned and traffic lights switched off, essential and commercial vehicles including ambulances are plying at excessive speeds leading to accidents, wrote George Cheriyan and Madhu Sudan Sharma. The article was published The Edition on May 12, 2020.
- George Cheriyan & Simi TB wrote an article on “Improving Immunity with Trans Fats Free Diets to beat Covid 19”. The same was published in THE EDITION on May 28, 2020. The article underlines the fact that CoViD-19 penetrates more into people with low immune power. While food or dietary supplements cannot prevent or cure CoViD-19 infection, a good regular intake of healthy diet aids in building ones immune system, help stay healthy and fight the disease.
- George Cheriyan & Amar Deep Singh wrote an article jointly on the issue of tobacco control with the title ‘Banning tobacco products as part of fight with covid19’. Article was published on Jawabdosarkar.com and in Matters India on June 4
- George Cheriyan and Nimisha Sharma wrote an article jointly on the theme of ‘World Environment Day’ with the title ‘Time to Redefine the Relationship with the Nature’ in Matters India on June 5, 2020.
- Pradeep Mehta along with George Cheriyan & Simi TB wrote an article on “Importance of Biodiversity in Dealing with the Pandemic”, which was published in South Asia Monitor, June 5, 2020.
- George Cheriyan & Simi TB wrote an article on “Kerala Sets Example in Trans-Fat Free Bakery Products”, which was published in Matters India, June 27, 2020.
- An article titled “Towards Trans-fat Free Bakery Foods” by George Cheriyan published in Deccan Herald on July 2, 2020.
- George Cheriyan & Amar Deep co-authored an articles which was published on July 20 in South Asia Monitor with the title ‘Needed a bicycle renaissance to promote environment-friendly road culture’.
- Focusing on Jaipur city, joint article wrote by George Cheriyan & Amar Deep ‘Learning from the lockdown and the Need of Sustainable Mobility’ was published on July 25 in Voice of Jaipur print and web version.
- *Chhapte Chhapte*, Hindi news daily from Kolkata published an article on July 29, ‘Learning from the lockdown and the Need of Sustainable Mobility’, which was co-authored by George Cheriyan & Amar Deep.
- An article co-authored by George Cheriyan & Aradhana Gupta titled ‘Realizing Basic Right to Internet: Challenges And Way Ahead’ was published in Matters India, August 03, 2020
- [Pandemic Severely Impacts SDG 12 Targets; Asia-Pacific Region Unlikely to Meet Goals](#) authored by George Cheriyan in South Asia Monitor, September 06, 2020

- An article jointly written by Rajdeep Pareek and Deepak Saxena on '*Jaivik Ke Liye Nitigat Sudharon Ki Jarurat*' (Organic Farming Needs Policy Level Reforms) published in Haldhar Times of August 31-September 6, 2020.
- On the occasion of the World Heart Day published an article on TFA elimination and its relation with Cardio vascular diseases and Non-Communicable Diseases (NCDs), co-authored by George Cheriyan and Madhu Sudan Sharma, which was published on September 29, 2020 in Outlook Poshan India newspaper.
- An article 'Sustainable Consumption in South Asia: Making Use of Sustainable Opportunities from the Pandemic' coauthored by George Cheriyan and Simi T.B.in South Asia Monitor, December 19, 2020

## **5. STAFF REPRESENTATION/ORIENTATION**

- Amit Babu attended 'Pre-Budget Workshop', which was conducted by BARC on January 10, 2020 at IDS, Jaipur.
- George Cheriyan attended the National Consumer Convention organized by Consumer Coordination Council (CCC) in Lucknow, on January 11, 2020. George delivered the keynote address in the inaugural session and flagged relevant consumer issues such as economic slowdown, lack of consultation on key economic issues, road safety, transfat etc.
- Orientation meeting for MSW students of Jaipur National University, Jaipur on January 17, 2020 at CUTS Conference Hall.
- Amar Deep Singh attended the national consultation on urban governance organised by Praja Foundation at IHC, New Delhi on January 22-23, 2020.
- George. Madhu Sudan Sharma, Amar Deep and Puja Singh Shekhawat, Aradhana Gupta participated in Science innovation lecture by Shri Amitabh Kant, CEO, Niti Aayog on 'Mainstreaming Innovation Towards \$5 Trillion Economy' at Jaipur on January 25, 2020, which was jointly organised by CUTS and Department of Science & Technology, Rajasthan.
- Deepak Saxena and Aradhana attended a FICCI-CASCADE seminar on 'Containing Counterfeiting and Smuggling: A Step towards Prosperous Nation Building' on February 13, 2020 at Jaipur.
- Deepak and Amar Deep attended a webinar organised by SSNC and CI on April 15, 2020 on Green Action Week.
- George attended the Consumers International Global Member Connect Series Call on Sustainable Consumption on April 20, 2020.
- George, Deepak and Aradhana attended a webinar organized by CI on April 30, 2020 on 'Successful Campaign on Consumer Protection Act'. The main presenter was Rosemary Siyachitema of the Consumer Council of Zimbabwe (CCZ), who portrayed about their successful ten year campaign to pass the country's first Consumer Protection Act.
- Madhu Sudan participated in the webinar on Pandemic and Beyond; Rebuilding Public Health organised on May 11, 2020.
- Deepak, Amar, Simi T B and Amit Babu attended webinar "Can I recycle this?" on May 13, 2020 organized by The One Planet Network's Consumer Information Programme.
- Rajdeep Pareek attended a webinar on May 27, 2020 on 'Agrarian Crisis Needs an Economic Solution' with expert Dr. Devendra Sharma (Trade Policy Analyst).
- Rajdeep attended another webinar on May 29, 2020 on 'Organic, Natural and Healthy Life Style' hosted by Biofach India.
- George and Deepak attended an informal online meeting organized by TRAI, Jaipur on June 1, 2020, which was chaired by Bhawna Sharma, Regional Head and attended by CAGs of Rajasthan.
- Deepak attended a virtual meeting organized by BIS, Jaipur on June 2, 2020 with major VCOs, who are connected with BIS. The purpose was to discuss future activities on standards. Kanika Kalia, Regional Head chaired the meeting.

- Madhu Sudan and Satya Pal Singh attended a webinar on 'World Food Safety Day', which was jointly organised by FAO/OIE/WFP/WHO in Asia and the Pacific through zoom on 'Food safety in the "new normal" on June 3, 2020
- Deepak attended CUTS webinar on June 4, 2020 on 'Electricity Act (Amendment) Bill 2020'. The webinar discussed key features of the Bill beneficial or non-beneficial to consumers. The webinar was chaired by Bipul Chatterji and Geeta Gauri, former member, CCI as one of the speaker.
- Madhu Sudan and Simi T B attended a webinar, organised by Consumer VOICE on June 7, 2020, which was organised in collaboration with Confederation of Indian Industry-Surakshit Khadya Abhiyan (CII-SKA) on the 'Food Safety, Everyone's Business'.
- Webinar Series: BIGRS India RAP Webinar (4- Part series); Aradhana attended webinar series organized by Bloomberg Philanthropies under the BIGRS 2020-2025 and the World Bank's GRSF on June 2nd, 4th, 9th and 11th, 2020.
- Amar attended webinar 'Can I recycle this' on June 15, 2020 organized by The One Planet Network's Consumer Information Programme. It was aimed to share key findings of study named 'Can I recycle this' conducted by CI and UNEP.
- Madhu Sudan participated in an online and over phone survey done on June 16, 2020 by program official of World Bank on Ease of doing business in India.
- Amar Deep delivered a talk on the topic 'Role of Sharing Community in Sustainable Consumption' organised by Anmol Foundation, Chhattisgarh on June 23, 2020.
- Amar Deep and Amit attended webinar on 'Getting Serious about Living: 1.5-Degree Lifestyles and Opportunities from Visionaries in a Post COVID World' on June 23, 2020, which was organized by one planet network.
- George and team attended the Commemoration webinar on World Food Safety Day, 2020 jointly hold by Zimbabwe/FAO/WHO/FIA/CZ on June 26, 2020.
- CI/CGAP workshop on 'Effective Financial Consumer Protection Advocacy in Developing and Emerging Economies', June 22, 2020. George attended and made a presentation on Engaging and Enhancing Consumer Protection in Financial Services, including Grievance Redressal.
- CI Member Call on Sustainable Consumption, June 23, 2020. George shared about CUTS work on Sustainable Consumption.
- Growing Social Justice, Coady Alumni Conversation On June 25, 2020: George attended and spoke about social justice in the context of pandemic Webinar to commemorate of World Food Safety Day, organized jointly by Food Stakeholders Network of Zimbabwe along with WHO, FAO etc. on June 26.
- Consumer Outreach Programme (COP) was organized by TRAI, RO, Jaipur on June 26, 2020, Deepak, Dharmendra Chaturvedi and Aradhana attended.
- Amit attended e-Conference on National e-Conference on Sustainable Development on July 01, 2020 which was organized by St. Aloysius Institute of Technology Education, Jabalpur.
- Amar and Amit attended webinar on Managing Urban Solid Waste on July 3, 2020 organized by Ministry of Housing and Urban Affairs (MoHUA) in association with Centre for Science and Environment (CSE), New Delhi.
- Deepak, Amar, Amit and Simi attended webinar on Consumer Trust in E-Commerce and the Platform Economy on July 8, 2020 organized by Consumers International.
- George and Deepak attended a Webinar on 'Building Consumer Trust in E-Commerce and the Platform Economy' hosted by Consumers International on the at the 'World Economic Forum Multistakeholder' on July 8, 2020. PSM was one of the panelists in the Webinar.
- George, Deepak and Satyapal attended a webinar on Strengthening the Collective Voice of Consumers in the Financial Sector hosted by CGAP in partnership with Consumers International on July 9, 2020.
- Deepak attended a webinar on Strengthening the Collective Voice of Consumers in the Financial Sector on July 9, 2020 by CI-CGAP.

- Deepak and Aradhana attended a webinar organized by TRAI, Jaipur on July 24, 2020 on '5G in INDIA Specification, Use Cases, Challenges and Action Plan', which was chaired by U K Srivastava, Pr. Advisor, TRAI.
- George attended the 16th Meeting of the 'Food Hygiene, Safety Management and Other Systems Sectional Committee, FAD 15' of the Bureau of Indian Standards (BIS), held on July 22, 23 & 24, 2020. Deepak joined in the meeting on July 23, 2020.
- Deepak and Rajdeep attended a Webinar on India's Organic Market: Future Trends & Opportunities on July 23, 2020 organized by Biofach India.
- GC had an interaction with the faculty and students of Regulatory Governance of Tata Institute of Social Sciences (TISS), Mumbai on July 31, 2020 on the topic 'Food Sector Regulation in India: Role of CSOs in Functioning of FSSAI'.
- Deepak and Aradhana attended a webinar on 'New CPA, 2019-Challenges and Issues', organised by School of Legal Jurisprudence Studies of Central University of Karnataka, on August 7, 2020.
- Deepak and Aradhana attended a webinar on 'National Webinar on Central Consumer Protection Authority (CCPA)', organised by MGP, Mumbai on August 8, 2020.
- George, Deepak and Aradhana attended a Dialogue on 'CPA, 2019', organised by CAG, Chennai on August 10, 2020.
- Deepak attended a webinar on 'Post Covid Global Consumer Protection', organised by MGP, Mumbai on August 11, 2020.
- George was one of the speakers in the national webinar organized by Mumbai Grahak Panchayat (MGP), on introducing leading consumer organisations in India, held on August 14, 2020.
- George, Deepak and Aradhana attended a National Webinar Series on Consumer Protection Act 2019, Rule & Regulations organised by Chair on Consumer Law & Practice, National Law School of India University, Bangalore from August 21-26, 2020.
- ADS attended webinar 'National Housing Summit' by on August 26, 2020.
- Deepak and Satyapal attended an online introduction meeting on 'Digital Payments and Financial Inclusion', organised by Carnegie India on August 27, 2020.
- Simi attended a webinar organised by UNEP's One Planet Network SPP Programme on 'Sustainable Public Procurement 2.0 for Accelerating Sustainable Growth in the Asia Pacific' on August 27, 2020.
- George and Madhu Sudan participated in a Virtual Stakeholder Validation Workshop of 'India: Country Procurement Assessment Report, on August 27, 2020. CUTS was given a slot for response.
- Deepak attended a workshop on 'Initiatives Required to Improve QoS Inside the Buildings' on September 4, 2020 organised by TRAI, New Delhi.
- George, along with Gauhar Mahmood and Madan Lal Keer attended Partners Meet of Save the Children West Hub States (Maharashtra, Madhya Pradesh & Rajasthan) and spoke about CUTS work on child rights, on September 7, 2020.
- Deepak attended a webinar and report releasing on 'Organic and Natural Farming in India' on September 8, 2020 organised by CSE, New Delhi.
- George along with Madhu Sudan, Simi and Satyapal participated in a Consumer International Member Connect webinar on September 10, to discuss CI global action plan with the FAO.
- Deepak attended a webinar on 'Grievance Redress by Courts in Consumer Finance' on September 17, 2020 organised by NIPFP, New Delhi.
- Deepak attended a webinar- 'Urja Samvaad: Energy Dialogues for Transforming Rajasthan' on September 17, 2020 organised by CUTS C-CIER and BASK, Jaipur.
- Dharmendra attended the online event on release of Monograph on "Improving connectivity inside the Buildings" and a whitepaper on & Smart Cities in India: Framework for ICT Infrastructure' on September 22, 2020. The documents released by Dr RS Sharma, Chairman TRAI and Secretary, MoHUA.

- Deepak attended a webinar on 'Mainstreaming ODR in India and the Role of Justice Delivery Providers in Rural India' on September 23, 2020 organised by Administrative Secretariat, NITI Aayog Expert Committee on ODR.
- George attended a call with the scoping mission team of GIZ new project in India under the *Global Program Sustainability and value addition in agricultural value chains (ProAgriChains)* of German Ministry of Economic Development (BMZ) on September 23, 2020
- Dharmendra and Aradhana attended online Awareness meeting with SHGs on Sanitation, Hallmarking & Healthcare Standards on September 30, 2020 organised by Bureau of Indian Standards, Guwahati Branch Office.
- Simi & Amar Deep attended the 2020 Virtual Asia-Pacific Think Tank Summit organised and hosted virtually on October 13, 2020 by the Think Tanks and Civil Society Program at the University of Pennsylvania with the theme 'A World Disrupted and Transformed.
- STB attended World Bank webinar, A Sustainable Recovery for People and Planet on October 14, 2020. Event brought together policymakers, youth leaders, CSOs and global experts.
- Deepak and Aradhana attended a session on Consumer Outreach Activities of BIS, 'Role of Consumer Groups' hosted by Bureau of Indian Standards on October 15, 2020.
- George and Deepak attended CUTS Executive Committee on October 16, 2020. Deepak made a presentation on CART's activities and George attended CUTS AGM as well.
- George and Simi attended FSSAI World Food Day on October 16, 2020. The theme for this year is 'Grow, Nourish, Sustain. Together'. An event to celebrate 'World food Day' presided over by Dr. Harsh Vardhan, Union Minister for Health and Family Welfare.
- Nimisha Sharma attended a webinar organised by Vishwa Yuva Kendra on "FCRA Amendments 2020: Implications & Way Forward" on October 21, 2020.
- George attended virtually Eighth United Nations Conference to Review All Aspects of the Set of Multilaterally Agreed Equitable Principles and Rules for the Control of Restrictive Business Practices (UNRC) held from October 19-23, 2020, in Geneva.
- Deepak and Amar Deep attended a physical meeting on 'CUTS-Adda', at CUTS Conference Hall on October 27, 2020, which is a proposed platform for collective thinking that advances our belief and is thought provoking. PSM, BC, USM and ALS besides other centers colleagues were also present.
- George and Deepak attended the digital Strategy workshop on November 20, 2020. The main purpose of the meeting was to discuss on the SSNC strategy process and changes to the program, the SIDA application process as well as gathering input on how to best ensure that relevant perspectives are met in the future program.
- Aradhana attended Training of Trainers for Member of NGOs/VCOs on & Consumer Protection Act 2019 & Rules (November 04-06, 2020) by IIPA, Delhi.
- Satyapal attended webinar series on Grievance Redress Systems and Consumer Protection in Finance on November 5, 2020 organised by NIPFP.
- Amar Deep participated in an online workshop organised Tobacco Free World on November 11 and shared CUTS tobacco control interventions and engagement with government and non-government organisations in this area.
- STB attended Global Think Tank Summit was organised on November 13, 2020 by the Brookings Institution and the Think Tanks and Civil Societies Program (TTCSP). The summit discussed regional policy challenges, particularly in light of the COVID-19 crisis.
- Consumers International organized various activities during the week November 16-20, 2020 to commemorate the 60th anniversary. George attended the Asia-Pacific Regional Members meeting and spoke about the new challenges in the region. Aradhana attended special address by Mukhisa Kituyi, Secretary-General, UNTACD as young representative on November 20, 2020 and made brief intervention and participated in the briefing call on November 17, 2020 as well.
- Deepak attended a webinar on 'The New Consumer Protection Act' on November 21, 2020 organised by Consumer Coordination Council, New Delhi in association with 'The Legal Interns', a legal firm.

- FSSAI jointly with Vital Strategies organised a webinar on Trans fats - Science, Regulation and Global Experience on Wednesday, November 18, 2020. George was one of the key speaker and spoke on the topic: Civil Society and consumer perspective – what is needed? Madhu Sudan, Simi, Satyapal also attended the webinar.
- Valedictory Event for Trans-fat Free Diwali Campaign organised by Department of Community Medicine and School of Public Health, Postgraduate Institute of Medical Education and Research (PGIMER), Chandigarh was held on November 21, 2020.
- Amar Deep attended a webinar on Urban Governance Index 2020 release by Praja Foundation on December 8, 2020.
- Amar Deep attended National Consumer Rights Day organized by DoCA, GoI on December 24, 2020.
- Deepak, Aradhana and Raghav Sachdev (intern) attended online Consumer Outreach Programmes on ‘Cyber Security amid Covid Pandemic’ organised by TRAI Regional Office Jaipur on December 6 and 26, 2020 respectively.

#### **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> and Facebook page: <https://www.facebook.com/cutsintcart>
- 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.

#### **6. INTERNSHIP AT CART**

During 2020, only one intern from Raghav Sachdeva from Symbiosis Law College, Noida, UP joined the internship virtually from November 16-December 16, 2020.

#### **7. AFFILIATIONS**

- Central Consumer Protection Council, Government of India (CCPC).
- 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 on Sustainable Consumption of Swedish Society for Nature Conservation (SSNC).
- Reserve Bank of India as affiliated NGO.