



CUTS Centre for
Consumer Action,
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Consumer Information Centre (CIC)



There have been four consumer related cases, which were directed to the Centre. Three of them pertained to 'unsatisfactory services' of the banking institutions, causing losses to the consumers. One case related to the inefficiency of a car dealer in providing the requisite services to the consumer.

Child Domestic Workers Programme – Phase-II

CUTS Centre for Consumer Action Research & Training (CUTS-CART), in collaboration with Save the Children (UK), has implemented the Child Domestic Workers (CDWs) project, '*Hum Bhi Bachche Hain*' in Jaipur, Rajasthan through child-to-child approach. The project aims to examine the issue closely and generate awareness on CDWs through schools adopting child-to-child approach. In the Second Phase-II, awareness building and sensitisation exercise began on October 10, and continued till December 22, 2005. Following activities were carried out under the programme:

- *Chitrakan* (Painting Competition);
- *Nukkad Natak* (Street Play);
- Screening of the Documentary Film; and
- Focused Group Discussions (FGDs).

The Centre organised an Inter-School Painting Competition called '*Chitrakan*' on October 17,

2005 in the premises of Youth Hostel, near *Ambedkar Circle*, Jaipur. George Cheriyan, the then Assistant Director, CUTS emphasised the need to generate awareness and sensitise the people on the issue related to the welfare of CDWs, including advocacy at the government level for inclusion of CDWs in the Child Labour (Prohibition and Regulation) Act, 1986.

In all, 50 children from various schools participated in the event, who exhibited their creativity in the form of thematic paintings on the issue of CDWs. The idea of using art as a mode of expression is in fact, one of the processes to sensitise students and teachers towards the conditions of the CDWs, thereby ensuring, a 'child

domestic worker free home' as well as 'child labour free India'.

While addressing the students and teachers, Nitu Shahi, Coordinator, Save the Children, (UK) appealed for their support towards prohibition of CDWs from doing domestic work. She underlined the fact that these children are the future of India and can be instrumental in playing an important role in societal development. Dharmendra Chaturvedi of CUTS-CART briefed the



School children participating in the Focused Group Discussion

project and outlined the purpose for conducting the event.

Staging *Nukkad Natak* (street play) was another significant activity, which aimed at sensitising people on the issue through presentation of the plight of two children, '*Ramu and Kamla*', the CDWs. Jaipur-based theatre group called, *Kesari Shikshan Sansthan* performed the *Nukkad Natak* that depicted the impact of child abuse in the domestic environment and also highlighted the sexual abuse of the girl child. The theatre group elicited the participation of onlookers by involving them. The documentary film titled '*Jiya*' depicting the plight of a girl child working as CDWs and how she underwent abuses was shown to the audience.

Focused Group Discussions (FGDs) were organised in various schools of Jaipur between October and December 2005. The FGDs focused on soliciting the ideas and views of school children regarding CDWs by involving them in a serious discussion on the issue. Every student speaker strongly felt the need for awareness building at the societal level and questioned the need for CDWs in the society. They also expressed their views on what they might do in a similar position. Besides, they strongly opined, that these children should be provided education and other basic benefits as per the Indian Constitution.

The panel of judges from the participating schools awarded the best speakers prizes as well as a memento of participation to all the students. On one occasion, Paivi, a postdoctoral student from Finland, under the sponsorship by the Save the Children, Finland, participated and gave away the mementos at the

Government Girls Senior Secondary School at Sanganer, Jaipur.

The *Bhaskar* TV, Jaipur did the media coverage of the inter-school painting competition held on October 17, 2005. English and the Hindi newspapers also carried reports of the various events under the project.

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Media Workshop under the Grassroots Reachout and Networking in India on Trade & Economics (GRANITE)

CUTS-CART, in partnership with CUTS Centre for International Trade, Economics & Environment (CUTS-CITEE) and with support from Novib (Oxfam, The Netherlands) and Norwegian Agency for Development Cooperation (NORAD), New Delhi, organised a Media Workshop at Harish Chandra Mathur-



L-R: Jai Singh Kothari, Editor, *Nafa Nuksan*; Dr. L.N. Nathuramka, Senior Eminent Economist, Pranav Kumar, Policy Analyst of CUTS addressing the Media Workshop.

Rajasthan State Institute of Public Administration (HCM-RIPA), Jaipur on October 6, 2005. The objective of workshop was to actively involve the media in disseminating comprehensive information and greater orientation on issues pertaining to agriculture, textile & handlooms under globalisation and WTO regime, so that the right information and knowledge about these issues could reach in the right perspective to the public at large, and thus, could have larger implications on their lives.

R K Sharma of CUTS-CART briefed the objectives of the project with a special focus on the role of the media in the light of the sixth WTO Hong Kong Ministerial Conference in December 2005. Suneel Bhargava, Chartered Accountant of S Bhargava Associates, Jaipur discussed the General Agreement on Tariffs and Trade

(GATT), health and global environment, safeguard mechanism etc. Jai Singh Kothari, Editor, *Nafa Nuksan*, Jaipur highlighted the role of media on the issue of economic governance and development. Pranav Kumar of CUTS-CITEE explored the critical issues, such as economic rights, agricultural services *vis-à-vis* WTO and international trade and the kind of initiative desired by governmental agencies and non-governmental organisations (NGOs) to address grassroots level issues. L N Nathuramka, an eminent economist of Jaipur analytically put forward the steps taken by several countries related to export subsidies, outsourcing, education, labour reforms and patent rights. Group discussions relevant to Rajasthan state on agriculture, textiles and handloom concluded the event with a list of recommendations.

Power – CUTS-FES Project: Phase-II

Under Phase-II of CUTS-FES (Friedrich Ebert Stiftung), the sixth circle level workshop was conducted on October 15, 2005 at Jodhpur, Rajasthan. S K Vishnoi, Managing Director (MD) of Jodhpur *Vidyut Vitran Nigam* and two Chief Engineers participated in the workshop.

The seventh circle level workshop was conducted on November 9, 2005 at Churu in which O P Gaur, Executive Engineer and R C Khandelwal, Assistant Engineer, Churu Circle represented the technical side. Media persons, including Matadeen Jangid and Madhav Sharma attended the workshop. Suresh Dhakad, advocate, Churu District Court also participated in the event. The total numbers of participants were 60. Deepak Saxena of CUTS-CART coordinated all the events under the CUTS-FES initiative.

Rational Use of Drugs (RuD)

CUTS-CART organised a consumer awareness campaign under the project, Rational Use of Drugs (RuD) at Government Girls Senior Secondary School, Jhotwara in Jaipur, Rajasthan on November 26, 2005. Nearly 150 students of 10th, 11th and 12th standards took part in the campaign. Rajeshwari Kalia, the Principal of the school and Deepak Saxena from CART were the resource persons. Events such as sessions on RuD, debates and a film entitled '*Sahay Upay*' show were also held. The Centre also organised an interface campaign on the RuD at Bhilwara, Rajasthan, on October 16, 2005.

Samvaad on Land and Water Management

CUTS-CART, in association with the Centre for Environment Education (CEE), Ahmedabad, organised a two-day *Samvaad* (dialogue) on 'Land and Water Management for Sustainable Development' at HCM-RIPA, Jaipur on October 26-27, 2005. *Samvaad* marked the conclusion of the CUTS project on Land and Water Management Leading towards Bio-diversity Conservation, which was implemented over the last three years at Chittorgarh in partnership with the United Nations Development Programme (UNDP) and the Global Environment Facility (GEF) under the Small Grants Programme (SGP).

The multi-folded objectives of *Samvaad* were to share and consolidate key findings and learning's from the grassroots on the status of land and water management and to showcase best practices.

Rukmini R Haldea, Principal Secretary, Forests, Mines & Environment, Government of Rajasthan inaugurated the *Samvaad*. Dr MS Rathore, Institute of Development Studies (IDS), Jaipur delivered the keynote address. The CSOs working at the grassroots made presentations on various aspects of land and water management. Bharat Ram Meena, Secretary, Department of PHED, Government of Rajasthan; Dr Surjit Singh, IDS, Jaipur; Dr A J James, Environmental and Natural Resource Economist and Madhavi Joshi, CEE, Ahmedabad spoke in various sessions. D S Mathur, Chief Engineer, Department of Irrigation and Indira Gandhi Nehar Pariyojna (IGNP) was the Chief Guest in the valedictory session. About hundred delegates representing various CSOs/VOs/CBOs working on land and water issues from all over Rajasthan and Gujarat participated in the *Samvaad*.

Workshops on Investor Education & Protection

CUTS-CART organised fifth, sixth and seventh workshops in a series of ten workshops under the Investor Education and Protection programme. The fifth workshop under the project Securities and Market Awareness Campaign (SMAC) was organised at Jodhpur on October 14, 2005. Binod Sharma of Securities and Exchange Board of India (SEBI) participated in this workshop.

The sixth workshop was organised at Churu, Rajasthan on November 8, 2005. D P Kaswan, Senior Manager, State Bank of Bikaner and Jaipur, P D Agarwal, Advocate and Madhav Sharma, Journalist participated as resource persons. About 46 participants attended the workshop.

The seventh workshop was conducted at Jaipur on November 14, 2005 in collaboration with the Jaipur Stock Exchange. Madhukar, full time member of SEBI from Mumbai, Jeevan Sonparote, Deputy General Manager, SEBI, Mumbai, K L Jain, President, Jaipur Stock Exchange, J S Dhankar, Executive Director, Jaipur Stock Exchange, Rajesh Kothari, expert on investment issues and Dean of Poddar Institute of Management, Jaipur, participated in the workshop. A total of 150 participants were present. Deepak Saxena of CUTS-CART conducted all the workshops.

PROJECT

Trade and Globalisation

An Inception workshop on 'Strategies and Preparedness for Trade and Globalisation' with special reference to Small and Cottage Industries, including Handicrafts and Leather Footwear was conducted under the GRANITE project at HCM-RIPA, Jaipur on November 7, 2005. CUTS-CART, in association with Federation of Indian Chambers of Commerce and Industry (FICCI) and Federation of Indian Micro and Small & Medium Enterprises (FISME), organised the event. The key participants included industry sector, members from the United Nations Conference on Trade and Development (UNCTAD), NGOs, media, government officials, artisans, academia etc. The welcome note was co-addressed by Maharaja Jai Singh, Chairman, FICCI Rajasthan State Council and Rajeev D Mathur of CUTS International.

Eminent personalities, such as Arun Goyal, Academy of Business Studies, New Delhi and Purushottam Agarwal, Secretary, Small Scale Industries and Khadi and Village Industries, Government of Rajasthan gave their keynote addresses. Presentations were made by Abhijit Das of UNCTAD, Anil Bharadwaj, Secretary General, FISME, New Delhi and Manisha Gupta, Consultant, Handicrafts & IPR Protection, Jaipur.

REPRESENTATIONS

Millennium Development Goals

R K Sharma of CUTS-CART participated in the State Level Consultation meeting organised by Centre for Community Economics and Development Consultation Society (CECOEDECON). This was under the UN Millennium Development Goals (MDGs) held on December 21, 2005 at Amer, Jaipur. During this half-day event Salil Shetty, Director UN Millennium Campaign shared his views. The welcome address was delivered by Justice (Retd) V S Dave. About 12 key NGOs participated in this interaction.

Collaboration with BIS

Dharmendra Chaturvedi of CUTS-CART participated in a one-day meeting, jointly organised by Bureau of Indian Standards (BIS) and the Consumer Action Network Society (CANS) on the occasion of the World Standards Day on October 14, 2005 at the Rajasthan Chamber of Commerce, Jaipur. Meenakshi Hooja, Principal Secretary, Food, Civil Supplies and Consumer Affairs, Government of Rajasthan, presided over the function.

A seminar was also organised by CART in collaboration with BIS at Alwar on November 16, 2005, which was well attended. Amitabh Mukherjee, Director BIS was present during the interaction.



Hunger and Food Security

The International Project Meeting on 'Hunger and Food Security' organised by United Nations University – World Institute for Development Economics Research (UNU-WIDER) was held at Marina Congress Centre in Helsinki During October 12-14, 2005 in collaboration with UN – Food and Agriculture Organisation (FAO). George Cheriyan of CUTS-CART actively participated in the event. He presented the second draft of the research paper, 'Enforcing Right to Food in India: Bottlenecks in delivering the expected outcomes'. This presentation focused on corruption and the resultant failure of various welfare schemes. A total of 22 papers were presented in 11 different technical sessions. The second phase of the project would be on 'Gender and Food Security'.

Good Governance

Under the thrust area of Good Governance of CUTS-CART, the Participatory Expenditure Tracking and Survey (PET) on Mid Day Meal Scheme (MDMS) was launched on October 21, 2005 at CUTS Centre for Human Development (CHD) at Chittorgarh. K C Sharma of CUTS-CART coordinated this event.

MEETINGS WITH GOVERNMENT/DONOR AGENCIES

- On October 6, 2005, Deepak Saxena had a meeting with Dr Ashok Singhvi, Transport Commissioner, Government of Rajasthan in connection with setting up of State Level Road Safety Council and grant-in-aid in favour of CUTS through Ministry of Road Transport and Highways, New Delhi.
- On October 13, 2005, George Cheriyan had a meeting with Merja Sundberg, Counsellor at the Department of Development Policy, Unit for NGOs, Ministry for Foreign Affairs, Government of Finland at Helsinki. George Cheriyan provided a detailed introduction of CUTS International and its activities through various Programme Centres and handed over two sets of publications to her. The Department of Development Policy is funding different countries under bilateral agreements, multilateral agreements and through international NGOs on social sector (health, education etc) and conflict resolution and trade.
- On October 14, 2005, Dharmendra Chaturvedi and Smriti met Nitu Shahi at Save the Children, (UK) office in Jaipur to further discuss the details of the activities under the project.
- On October 14, 2005, Deepak Saxena met Binod Sharma, Manager, SEBI at Jodhpur with regards to extension of cooperation with SEBI. Sharma is looking after the Investor Education Programmes and had a discussion on SMAC programme, which is being implemented with the support of SEBI.
- On November 14, 2005, Deepak Saxena had a meeting with Madhukar, the whole time Member in SEBI and Jeevan Son Parote, Deputy General Manager, SEBI, who were the guest of honour in SMAC programme at Jaipur organised jointly with Jaipur Stock Exchange on same day at the Conference Room of the Jaipur Stock Exchange. The meeting aimed towards discussing various aspects of SMAC programme.
- On November 24, 2005, Deepak Saxena met Meenakshi Hooja, Principal Secretary, Food, Civil Supplies and Consumer Affairs, Government of Rajasthan. The meeting was called by the Department of Consumer Affairs, Government of Rajasthan at Jaipur Secretariat, in connection with the preparations for organisation of the National Consumers Day 2005.
- On November 26, 2005, Deepak Saxena met with Pawan Arora, RTO, Jaipur and Satyapriya Singh, SP, Traffic, Jaipur in a meeting organised by the Department of Transport, Government of Rajasthan. The meeting was convened at the Conference Hall, *Parivahan Bhawan*, Jaipur in connection with the preparations for the Road Safety Week, 2006.
- On December 27, 2005, Deepak Saxena had another meeting with Pawan Arora, RTO, Jaipur and Satyapriya Singh, SP, Traffic, at Yaadgar by the Department of Traffic Police, Jaipur.

FUTURE ACTIVITIES

Road Safety Week

Under the Road Safety Programme, CUTS-CART will organise road safety week in Jaipur city during January 02-08, 2006 to generate awareness among pedestrians, commuters and vehicle drivers. During the week-long event, various programmes will be organised, pamphlets will be distributed on safety aspects, and meetings will be organised with drivers of buses, taxis, and rickshaw pullers. Apart from this, CART will also take part in school children rally, distribute FAQ on road safety and Section 134 of Motor Vehicles Act at various petrol pumps and road junctions of the city.

Project on Mid-day Meal

CUTS-CART, in collaboration with South Asia Social Accountability Network (SasaNet) of the World Bank (WB), Hyderabad, has taken up a new project, 'Participatory Expenditure Tracking and Survey (PETS) on Mid-day Meal Scheme' (MDMS) in Chittorgarh district. The project aims to analyse the scheme and the expenditure at the Rajasthan state-level with special focus on Chittorgarh district. The orientation of surveyors will be organised at Chittorgarh, Rajasthan, on February 02, 2006.

Securities Market Awareness Campaign

CUTS-CART is actively involved in the Securities Market Awareness Campaign (SMAC) with the support of Securities and Exchange Board of India (SEBI) since May 2004. Under the first and second rounds of the campaign, 10 workshops were conducted in various remote areas of Rajasthan.

The third round of the campaign started in August 2005 and will continue till March 8, 2006. The aim of the workshops, like the previous ones, is to acclimatise the investors with the functioning of the securities market, such as the basic fundamentals of investment and risk management and their rights and responsibilities.

The 9th and 10th workshops in the series will be organised at Barmer and Bhilwara districts of Rajasthan on February 11, 2006 and March 18, 2006 respectively.

Power Sector Reforms Campaign

As part of commencing the activities of the Phase II of CUTS-Friedrich Ebert Stiftung (FES) Project on 'Involvement of Consumers in Power Sector Reforms', a series of day-long orientation workshops will be organised in 12 identified circles of Rajasthan, India, from June 18, 2005 to May 12, 2006. The 9th and 10th workshops in the series will be organised on February 10, 2006 at Barmer and on March 17, 2006, at Chittorgarh respectively. The 11th workshop will be organised at Ajmer on April 7, 2006 while the last one will be organised on May 12, 2006 at Udaipur. The major objective of the programme is to facilitate an active involvement of consumers in the power sector reforms.

PUBLICATIONS



VISITS

- On October 04, 2005, Nitu Shahi, SC (UK), NCI visited CART office. George Cheriyan, K C Sharma, Dharmendra Chaturvedi and Smriti had a meeting with her. She discussed the activity plan and budget of the CDWs project.
- On October 22, 2005, after the launch of Participatory Expenditure Tracking and Survey (PETS) project in Chittorgarh on October 21, 2005, George Cheriyan and KC Sharma met with the World Bank representative J V R Murty at CART office and had detailed discussions on the work plan, questionnaires and the inception report. Murty also briefly met with Rajeev Mathur and Bipul Chatterjee of CUTS.

CART IN MEDIA