

## About CART

Established in 1983 as a small voluntary group of concerned citizens, Consumer Unity & Trust Society (CUTS) expanded its activities and CUTS CART was set up in 1996 as a programme centre to pursue the cause of common consumers, initially being undertaken by CUTS as the mandate.

The programmes of the Centre are primarily aimed at generating awareness, creating a more responsible society and encouraging changes at the policy level by advocating with the government machinery and sensitising it to the issues of concern of the common man. The Centre has spearheaded several campaigns and pioneered consumer empowerment.

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## Urgent Need to Address Global Health Crisis of Antibiotics Resistance

**U**rgent action is required to address the global health crisis of Antibiotics resistance. This resolution emerged out of the public event organised by CUTS International to commemorate the World Consumer Rights Day at Jaipur on March 15, 2016. Taking into consideration dangerously rising levels of antibiotics in the food chain, the theme for this year's WCRD is "Antibiotics off the Menu".



George Cheriyan, Director CUTS International said that Antibiotics resistance constitutes a global health crisis to which the overuse of antibiotics in farming is a major contributing factor and it is predicted to grow. He also said that around half of the antibiotics produced globally are used in agriculture as growth promoters. He mentioned that a review on Antimicrobial Resistance, predicts that deaths from antimicrobial resistance will reach 10 million per year by 2050.

He stated that reducing the use of antibiotics in agriculture is an urgent and necessary step towards tackling this crisis. Data has revealed that in the recent past, there has been a six-fold increase in the amount of antibiotics being prescribed and consumed by Indians. He emphasised on the need for correct prescription practices, prescription audits and digital repository of patients' medical history, among other important measures to be taken to combat the growing misuse of antibiotics.

Nirmal Kumar Gurbani, Professor, Indian Institute of Health Management Research (IIHMR), Jaipur gave presentation on antimicrobial resistance. He spoke about the indiscriminate usage of antibiotics in agriculture as well as animal husbandry. He also raised concern about unethical practices by medical and pharmaceutical professionals and recommended that Standard Treatment Guidelines should be strictly followed.

Superintendent, JK Loan Hospital Dr. Ashok Gupta said that over-the-counter sale of antibiotics should not be promoted and the prescription of antibiotics should only be made when there is dire need for the same. He also said that some diseases are diagnosed at a later stage therefore patients should not go doctor shopping.

Sanjaya Jhala, Deputy Director, Department of Consumer Affairs stated that though State Government organise event every year, but this time it has encouraged two major NGOs working for consumer rights in the state to come forward and observe WCRD. In addition, a major number of VCOs and NGOs are observing this day at various levels in the state. He also stated that the main motive behind it was to make sure that the message has been delivered at the grassroots.

Dr Kanika Varma, Professor, Department of Home Science, University of Rajasthan gave a presentation to provide a deep insight on the theme. The highlights of her presentation were: role of antibiotics in food chain; chain of antibiotics; drugged chicken story; not only non-vegetarian but vegetarian products like honey, milk etc. also contains antibiotics. She concluded with a small message 'Safe Food, Safe Eating and Good Health'. More than 70 participants attended the event.

## Adopting Traditional Knowledge Mechanisms

“There is a need of reviving the old practices of water conservation, sanitation, solid waste management, keeping residential areas clean and green. Since changes are taking place in the public and social systems therefore mind set of the common people needs to be changed to adopt those traditional but much suitable as per the local conditions”.

These views were expressed in Rajasthan Mayors' Conference under Rajasthan City Mayor's Learning Platform organised by CUTS International with the support of The Asia Foundation, New Delhi and in collaboration with Department of Local Self Government (LSG), Government of Rajasthan at Jaipur on February 17, 2016.

Purushottam Biyani, Director cum Joint Secretary, Department of LSG responded to queries and concerns of all Mayors. He said that the Government of India has come up with many flagship schemes and missions which need to be understood by all urban local bodies (ULBs) for effective implementation of the same. He further said that there would be some initial problems in these missions to take off but with the time all these would be resolved.

Nirmal Nahata, Mayor, Jaipur Municipal Corporation (JMC) said that since Jaipur city is facing problems, hence there is a need of enhancing civic engagement. He mentioned about his innovative initiatives, such as green top initiative, file tracking system, pod car initiative, JMC unified smart card, extension offices in all 91 wards, software to pass building designs etc.

Dharmendra Gehlot, Mayor, Ajmer Municipal Corporation shared the new initiatives taken at their level and added that there has to be flexibility in all programmes to make certain changes as per local needs.

Shiv Singh Bhont, Mayor Bharatpur Municipal Corporation (BMC) expressed his concerns of not initiating some of flagship schemes on time, thereby adding financial burden on BMC. Narayan Chopra, Mayor, Bikaner Municipal Corporation said that civic engagement is crucial for getting success in any of the government initiatives.

Chairman of Municipal Councils like Chittorgarh, Bundi, Baran also shared innovative initiatives, such as *Rang De Bundi*, *Sunhara Chittore* and *Goshala Sudhar Karykaram*. Meesha Tanton, Senior Manager, ICLEI, New Delhi shared interventions in Kishangarh and Jaisalmer and said that they tried to reviving the old practices of water management and ensuring civic engagement in the planning processes and sanitation.

George Cheriyan Director, CUTS appreciated efforts by JMC and getting 29<sup>th</sup> rank in most clean cities in India. He further added that some of the problems can be sorted out at ward level itself with the interface of service providers and common man but several problems rest at Mayors level. Himani Tiwari, Coordinator, Citi Managers Association of Rajasthan (CMAR) provided an overview of the flagship programmes and schemes implemented by Department of LSG in Rajasthan.

Amar Deep Singh, Project Coordinator, CUTS informed that such conferences will be continued in the coming year. This is an exclusive platform for Mayors and Deputy Mayors of Rajasthan state to discuss issues of urban local governance and learning on sharing basis. Next Mayor's Conference will be organised in Udaipur with Udaipur Municipal Corporation.



## Best NGO Award

CUTS was awarded as the Best NGO – working for the rights of consumers – by Zee Media Corporation Limited in an Award Ceremony at Jaipur on February 24, 2016. It was presented by Arun Chaturvedi, Minister, Social Justice and Empowerment, Government of Rajasthan and Suman Sharma, Chairman, Rajasthan State Commission for Women.



## World Consumer Rights Day



World Consumer Rights Day was organised by Department of Consumer Affairs at New Delhi on March 22, 2016. The event was presided over by Ram Vilas Paswan, Minister for Consumer Affairs, Food & Public Distribution. The highlight of the event was signing of MoUs with the Industry bodies to promote consumer interests. The MoUs broadly covers collaborative programmes on developing and implementing a self-regulatory code of fair business practices.



## Road Safety in Rajasthan

As part of the Road Safety Week 2016 observed by Government of Rajasthan, CUTS organised a workshop on Section 134 of Motor Vehicles Act, 1988 at Jaipur on January 22, 2016. Deepak Saxena made a presentation on the theme and Dr Maya Tandon spoke on the subject. Dharmendra Chaturvedi and Deepika Ranawat participated in 27<sup>th</sup> Road-Safety Week Launch Event at Jaipur on January 19, 2016. Dharmendra Chaturvedi attended the concluding function of the road safety week on January 31, 2016 and also received a certificate on behalf of CUTS from Transport Minister Yunus Khan.



## Meeting of the Council of Consumers International

George Cheriyan attended the meeting of the Council of Consumers International at London on February 10-11, 2016. CI strategy and key priority areas for 2016, including financial status,



international campaign themes and market place campaigns, CI's structure and governance roles and responsibilities of council members etc. were deliberated.

## Learning Urban Best Practices

George Cheriyan and Amar Deep Singh visited Chennai and Coimbatore cities of Tamil Nadu in Southern India during March 07-12, 2016 for learning on urban governance and best practices.



They met with B Chandra Mohan (IAS), Commissioner and R Kannan (IAS), Deputy Commissioner of Health, Greater Chennai Corporation and discussed urban issues and management during Chennai Flood, sanitation work and other interventions.

## Car Crash Safety Workshop

Madhu Sudan Sharma participated in a three day workshop on Car Crash Safety organised by Consumers International in Chennai on February 09-11, 2016. The objective of the workshop was to discuss potential car safety campaigning work with selected CI members from India and to develop the beginnings of a strategy in consultation with them.



## International Training on Consumer Protection

The International Telecommunication Union (ITU) and TRAI jointly organised the International Training on Consumer Protection at New Delhi, India. The training course aimed at sharing real experiences, brainstorm on possible solutions to address existing as well as emerging challenges amongst telecommunication, broadcasting and converged ICT regulators in the area of protecting consumers in the digital age.



Cheriyan spoke in the session on 'Consumer Issues in India' on March 21, 2016 and Deepika Ranawat attended the training during March 21-23, 2016.

## Pre-budget Consultation

George Cheriyan and Madhu Sudan Sharma attended the pre-budget consultation with the Chief Minister at Jaipur on February 08, 2016. Cheriyan raised issues about strengthening of food safety regulation in the state; state road safety policy; road maintenance ambulance and corpus fund for pothole maintenance' in the meeting.





## REPRESENTATION IN MEETINGS/WORKSHOPS/SEMINARS ETC.

### Education as a Driver for Sustainable Development Goals

George Cheriyan participated in the International Conference on 'Education as a Driver for Sustainable Development Goals', organised by CEE, Ahmedabad on January 11-13, 2016. Cheriyan presented a paper on 'Need and Ways of educating the Consumers'.

### Start-up India, Stand-up India

Madhu Sudan Sharma participated in a session on 'Start-up India, Stand-up India' organised jointly by FICCI Rajasthan State Council and Department of Industrial Policy & Promotion, Government of India at Jaipur on January 16, 2016.

### Road Safety Forum

Deepak Saxena attended a conference organised by the Ministry of Road Transport and Highways, Government of India at New Delhi, on January 14, 2016.

### 16<sup>th</sup> Meeting of the Central Advisory Committee

George Cheriyan participated in the CAC meeting of FSSAI, chaired by Ashish Bhaguna, Chairman, FSSAI at New Delhi on February 03, 2016.

### Managing Information and Communication in Digital Age

Renu Beniwal along with other CUTS staff participated in the workshop on Managing Information and Communication in Digital Age organised by Centre for Science and Environment at New Delhi, on February 03-05, 2016.

### Training of Trainers on Internet

Varidhi Singh participated in a training programme on Internet Safety organised by VOICE in association with Google at New Delhi on February 10, 2016.

### Workshop on Budget Analysis

Amar Deep Singh attended workshop on Budget analysis organised by Chetna Sansthan, Ahmedabad at Jaipur on February 22-24, 2016.

### Status of Power Sector in Rajasthan

Deepak Saxena, Dharmendra Chaturvedi and Deepika Ranawat attended meeting at *Vidyut Bhavan* on February 22, 2016 to discuss status of electricity sector in Rajasthan.

### Workshop on E- Waste management

Dharmendra Chaturvedi attended a workshop on E-waste Management: Challenges, Prospects and Strategies organised by PHD Chamber of Commerce and Industry, in association with Ministry of Environment, Forest and Climate Change at Jaipur on February 29, 2016.

### Procurement Scenario in Rajasthan

Madhu Sudan Sharma participated in a discussion organised by Rajasthan Knowledge Corridor at Jaipur on March 23, 2016.

### TRAJ Consumer Outreach Programme

Deepak Saxena, Dharmendra Chaturvedi and Deepika Ranawat attended Consumer Outreach Programme organised by TRAJ at Sikar, Rajasthan on March 29, 2016.

## New Project

Public Procurement Observatory in Rajasthan in partnership with the Asian Development Bank



CART IN MEDIA

