

Consumer Dialogue

Volume IX, Issue 1, January-April, 2018

E-newsletter

Online Consumers Faced Post Purchase Challenges in Jaipur: CUTS Study on 'Digital Consumer Satisfaction'

CUTS International conducted a survey on 'Digital Consumer Satisfaction'. The findings of the survey were released on the occasion of 'World Consumer Rights Day 2018' celebrated by the organisation. In 2018, the day was observed globally on the theme 'Making Digital Marketplaces More Fairer'. According to the survey, 96 percent consumers did online shopping at least once in their lifetime, amongst the consumers of Jaipur who were aware of the online shopping sites. Of these, 70 percent consumers found online shopping safe and 63 percent preferred cash on delivery. Moreover, 56 percent online consumers faced post purchase problem.

"We live in a country, where 65 percent of Gross Domestic Product (GDP) comes through selling the services, which makes the consumer a **king** in a true sense, but nowadays, living in the world of gadgets, 'Digitisation' has taken over our subconscious mind", stated Mugdha Sinha, Secretary, Consumer Affairs, Government of Rajasthan, while addressing the participants as the Chief Guest of the event. Sinha appealed for 'Minimum Government and Maximum Governance' through doorstep



delivery of goods, services and information to the consumer. She also assured of *effective* and *efficient* role of the Government as a facilitator and enabler, by establishing a link between the Government and the consumer.

"Data is the new oil today", said Pradeep S Mehta, Secretary General, CUTS International while addressing the participants as the Chair of the event. He further stated that India is a unique country, where Consumer Day is observed twice in a year i.e. on March 15 as 'World Consumer Rights Day' and December 24 as 'National Consumer Day'. Despite this the state of Indian consumer is not satisfactory as should have been. Mehta further pointed out that 'Consumer Protection' was a focus area even in Twenty Point Programme initiated by the then Prime Minister of India, Indira Gandhi, and it still remains a big challenge, especially in two aspects i.e. reliability of E-platforms and determining their accountability towards consumers.

"India is one of the fastest growing E-commerce markets worldwide", said George Cheriyan, Director, CUTS, while delivering his opening remarks at the event. Cheriyan further stated that in 2016, an estimated 1.61 billion people worldwide purchased goods online. In 2016, global E-commerce sales amounted to US\$1.9tn and projections show a growth of up to US\$4.48tn to 2021. Speaking on 'The Role of Telecom Regulators in the Era of E-commerce, Manish Lodha, Joint Advisor, Telecom Regulatory Authority of India (TRAI) stated, "In the era of E-commerce, the 'E' part is regulated by TRAI, with the help of various regulations and directions to remove the barriers". "Today, mobile phones have become the backbone of Internet and have enhanced the role of TRAI in the field of E-commerce, he added.

Sanjay Kumar Mangla, Fellow at CUTS International provided a presentation on E-commerce in the context of trade, competition and consumer protection in India. Further, there was a panel discussion moderated by Bipul Chatterjee Executive Director, CUTS International. Commencing the panel discussion, Chatterjee welcomed Vagish Kumar (Advocate); Harkishan Wadhwan (Axis Bank); Deepansh Sharma (Ola Cabs); and Vishal Singhal (I Solutions Microsystems Private Limited) as expert panellists.

Detailed report can be accessed at: http://www.cuts-international.org/CART/pdf/Event_Report-Making_Digital_Market_Places_Fairer_World_Consumer_Rights_Day2018.pdf

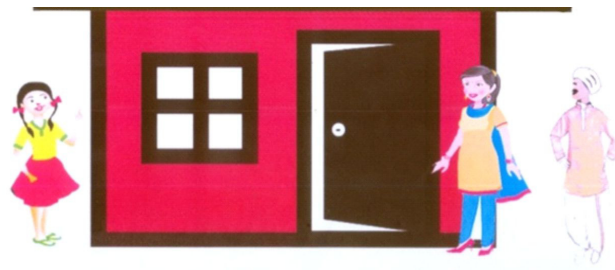
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Grahak Sahayta Kendra, Jaipur

From January 2018 onwards, the name of *Grahak Suvidha Kendra* has been officially changed to *Grahak Sahayta Kendra* or GSK. GSK provides services, such as guidance on consumer protection issues, addresses complaints, publishes books, pamphlets, magazines and other relevant documents on consumer related issues. Besides, GSK centre also handles consumer complaints through counselling and conciliation for their prompt redressal.

GSK details can be accessed at:

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

For being a part of GSK family visit:

<https://www.facebook.com/Grahak-Suvidha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

[https://docs.google.com/a/cuts.org/forms/d/](https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1)

[14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1](https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1)

For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:

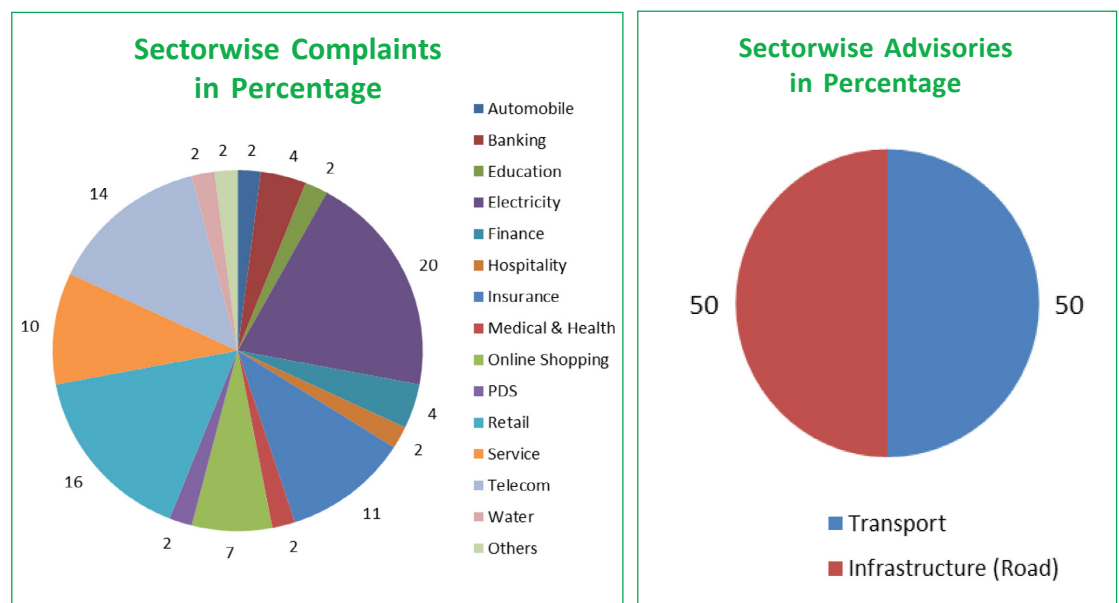
<http://gama.gov.in/Default.aspx> / <http://gama.gov.in/Secure/Login.aspx>

The online system of complaint submission for GSK is functional in bilingual and is available at CUTS CART page:

[https://docs.google.com/a/cuts.org/forms/d/](https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1)

[14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1](https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1)

From January to April 2018, the status of complaints received and consultation rendered at GSK is shown in the below given figures:



Increasing Awareness for Organic Farming and Consumption – A Positive Sign

Around 86 percent consumers in the State of Rajasthan are well aware about organic consumption and 91 percent farmers are aware of the adverse effects of the chemical farming. Despite this, only 19 percent farmers are practicing organic farming in the State. These are the findings of the baseline survey conducted by CUTS International, which reveal the organic scenario of the State. The mentioned survey was conducted amongst 1795 consumers, 644 farmers of 192 *gram panchayats* of selected 10 districts. Details can be accessed at:

http://www.cuts-international.org/CART/ProOrganic-II/pdf/Baseline_survey_Report-2017.pdf

“Getting back to the Indian traditional of organic farming is in the interest of the coming generations, is the need of the hour”, urged Neel Kamal Darbari, Additional Chief Secretary, Agriculture, Government of Rajasthan. Darbari was invited as the Chief Guest of the state level stakeholder’s consultation, organised by CUTS International on completing first year of its ‘ProOrganic-II’ project. Darbari specifically mentioned that the basic requirement is to observe the traditional Indian agriculture value system in coordination with modern technologies, with a balanced approach. Besides, she identified a need to set up a synergy with the farmers to define and implement more effective policies.



Darbari shared more information about the Government’s initiative to reserve one stop shop for organic products exclusively at all the 400 agriculture marts across the Rajasthan, which is yet to be initiated.

“The consumption of chemical fertilisers in the country has been increasing with the level of agricultural production. Agricultural production has increased from 83 million tonne in the 1960s to 252 million tonne in 2014-15. Use of chemical fertilisers having Nitrogen, Phosphorus, and Potassium has increased from 1 million tonne to 25.6 million tonne in the same period”, quoted, George Cheriyan, Director, CUTS International, while delivering his opening address in the consultation. During the technical session, Dr A K Gupta, Dean, College of Agribusiness Management, Jobner; Dr B D Yadav, Retd. Professor, Horticulture; Satyaveer Beniwal, Deputy General Manager, Morarka Foundation; and Neeta Upadhyay from Orion Greens, Jaipur expressed their views based upon the baseline survey conducted by CUTS.

http://www.cuts-international.org/CART/ProOrganic-II/pdf/Report-State_Level_Stakeholders_Consultation_Feb28-2018.pdf

ACTIVITIES





Duped by Weight Loss Pills: Naidu

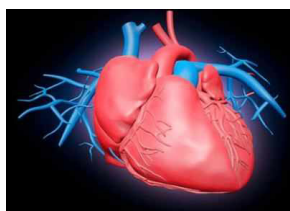
Appealing the Government to take necessary steps to end the menace of misleading and fake advertisements, Indian Vice President M Venkaiah Naidu recently shared his own experience of how he lost ₹1,230 for weight loss pills. "Soon after becoming the Vice President, I came across an advertisement for a medication, which promised to help lose weight in 28 days. I discussed regarding this issue with other people who also believed that the advertisement was deceptive", stated Naidu.

(Times of India, January 02, 2018)

<https://timesofindia.indiatimes.com/india/was-duped-by-weight-loss-pill-ad-says-venkaiah-naidu/articleshow/62301518.cms>



Woman Dies after 200 Percent Safe Surgery



Thane (Mumbai) resident Mithulal Bafna raised ₹43 lakh with much difficulty to pay the medical bills for his 56-year-old wife, who died a fortnight ago. But what is bugging him is the heart valve, especially ordered for his wife 'fell' into her heart during a procedure carried out in the presence of top heart specialists at Hinduja Hospital in Mahim (Mumbai).

(Times of India, January 08, 2018)

<https://timesofindia.indiatimes.com/city/mumbai/woman-dies-after-200-safe-op-costing-rs-43-lakh/articleshow/62407775.cms>

Beware of Your Next Online Hotel Booking, it may be a Killjoy

Beware of your next online hotel booking; it may be a killjoy. Ask Rahul Kumar, 49, (name changed) who was left stranded at Dabolim airport (Goa) with his family and friends after a reputed firm – Expedia India failed to inform him about the cancellation of his advance booking.

Commenting on the need of a strong consumer protection Bill that will also deal with E-commerce, George Cherian, Director, CUTS International, said that an important provision of the Bill is that a consumer complaint can be filed at the place, where the complainant resides, which is a clear move from the 'caveat emptor' to 'caveat venditor'. "This will be making the life of E-consumers easy", added. Cherian.

(Zee News, January 07, 2018)

<http://zeenews.india.com/india/beware-of-your-next-online-hotel-booking-it-may-be-a-killjoy-2072429.html>



Faulty Hip Implants: Panel Wants J&J to Pay ₹20 Lakh to Patients



A Health Ministry panel has recommended compensation with a base amount of ₹20 lakh each for patients who got hip implants from pharma giant Johnson and Johnson (J&J) seven years ago, which were found to be faulty and asked to be replaced with corrective surgery.

(Livemint, January 19, 2018)

<http://www.livemint.com/Companies/CQIEW4qPB4IQHNQF8WkOPJ/Faulty-hip-implants-Panel-wants-Johnson-and-Johnson-to-pay.html>

Beware! Credit Card Consumers

Over the last few years, our financial lives have moved online. From our banks, to mutual funds, insurance policies, shopping and many other financial aspects have become a matter of credit and debit card swipes. But at the same time, criminals have mastered the art of exploiting vulnerabilities with frightening ease. Recently, several 'jackpotting' cases, wherein ATM machines spit out cash, were reported in the US.

(Gadgets Now, February 16, 2018)

<https://www.gadgetsnow.com/slideshows/15-ways-criminals-steal-money-from-your-debit/credit-card/skimming/photolist/>

55414118.cms



New Law to Protect Small Investors from Ponzi Schemes

The Union Cabinet has recently approved the introduction of a proposed Law to ban unregulated entities from collecting deposits from individuals in an effort to protect small investors from ponzi schemes. Banning of Unregulated Deposit Schemes Bill, 2018, which is likely to be tabled in Parliament in the second half of the Budget session starting from March 2018 seeks to plug loopholes in the existing laws.

(Livemint, February 21, 2018)

http://snip.ly/cjes5#http://www.livemint.com/Politics/98uuOQaFza2HJooHQkbxJN/Govt-approves-law-to-protect-small-investors-from-ponzi-sche.html?utm_source=newsletter&utm_medium=email&utm_campaign=newsletter+



IMPORTANT JUDGEMENTS/ DECISIONS/ NEWS



Rural India Struggles with High Road Accidents but Low Access to Emergency Care



The end of 2017 also marked the end for a 23-year-old Baiga, a tribal male living in the forest village of the district of Mungeli in Chhattisgarh. The young man died immediately following a head injury after his newly bought motorcycle collided with a tractor.

(The Wire, March 07, 2018)

<https://thewire.in/230068/rural-india-struggles-high-road-accidents-low-access-emergency-care/>

Use of Antibiotics in India More than Double in 15 Years: Study

Antibiotic use in India was found to be more than double between 2000 and 2015, fuelling antibiotic resistance that is making common infections, such as E. coli, strep throat, pneumonia and tuberculosis more difficult to treat. This was indicated by a new study in the Proceedings of the National Academy of Sciences (PNAS) of USA.

(Hindustan Times, April 02, 2018)

<https://www.hindustantimes.com/health/use-of-antibiotics-in-india-more-than-doubles-in-15-years-study/story-PS7pGfhUYQJMHwuGvnAjzM.html>

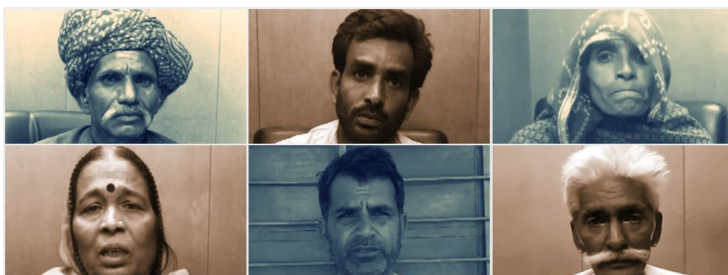


Indian Insurance Companies Defrauding the Bottom of the Pyramid

The nation remains riveted on the ongoing scandal of the Punjab National Bank (PNB) fraud. Government-affiliated economists, such as Arvind Subramanian, corporate chiefs, and the business media – not wishing to waste a good crisis – have seized the PNB fraud to push for privatisation of government banks, as a solution.

(The Wire, April 03, 2018)

<https://thewire.in/business/how-indian-insurance-companies-are-defrauding-the-bottom-of-the-pyramid>





Sustainable Culture and Lifestyles in India



‘Documenting Practices of Sustainable Culture and Lifestyles in India’, a project implemented by CUTS International and supported by Swedish Society for Nature Conservation (SSNC). The objective of the project is to regain and retain traditional and cultural practices with regard to sustainable culture practised in India since ages. It also aims to establish a clear context of their use in urban modern day settings and to put these practices on a global platform for wider outreach to suggest ways to the world to adopt a sustainable lifestyle. The team documented targeted 15 practices from all regions of India with potential of replication at an urban level with required support, exposure and intensive research.

The documented practices covered areas including: sustainable habitat, alternative of air conditioners, low cost and compostable sanitary napkins, eco-friendly banana fibre textiles, coir industry of India, bamboo and *lantana camara* as an alternative to timber. CUTS team will put forward these case studies at global level suggesting ways to adopt to a sustainable lifestyle by learning from the traditions having maximum ideas.

ProOrganic Voice Reaching at the Grassroots

To bring forward the whole movement down the line, village level awareness campaigns have been important activities, which were initiated in July 2017 and got completed in January 2018. There were 192 village level awareness programme in all covering 192 *gram panchayats* in ten districts. The purpose was to make consumers and farmers aware of organic products and to influence their buying/farming habits positively. Awareness was created by organising street plays; showing a movie on organic farming; conducting local cultural programmes; and displaying posters and distributing hand-outs. Besides, other local and traditional activities like *Chaupal Baithaks* (village meetings) and puppet shows, etc. were also organised.



Giving Poorer Consumers Greater Voice in India, Bangladesh and Indonesia



The project ‘Giving Poorer Consumers Greater Voice in India, Bangladesh and Indonesia’ supported by Consumers International (CI) and IKEA Foundation is being implemented in *Netawalgarh* and *Eral* village of Chittorgarh district. During January-April, 2018, a ‘Partner’s Meeting and Communication Tools Workshop’ was organised by CI in New Delhi on January 22-23, 2018. The workshop aimed at developing communication tools for behaviour change

interventions towards improving knowledge of consumer rights, among low income economically active consumers in rural and urban India. Moreover, to create awareness on consumer rights and responsibility, 12 puppetry shows and documentary on the theme were shown to the participants of *Eral* and *Netawalgarh* communities.

FCP Completes a Year

Financial Consumer Protection (FCP) project implemented by CUTS and supported by the Department of Consumer Affairs of Government of India, has successfully completed its first year with last activities of the project, the two back to back Annual Stakeholder's Consultation and Dissemination in each of the two district getting over successfully at Chittorgarh on April 25, 2018 and at Bhilwara on April 27, 2018 respectively. Dipendra Singh Rathore, Additional Chief Executive Officer (ACEO), *Zila Parishad*, Chittorgarh was invited as the Special Guest and C P Joshi, Member of Parliament, Chittorgarh



as Chief Guest in Chittorgarh. In addition, Kalulal Gurjar, Chief Whip (*Mukhya Sachetak*), Government of Rajasthan was invited as the Chief Guest of the event and Jayalaxmi Kannan, Under Secretary, Department of Consumer Affairs, Government of India was the Special Guest of the meeting in Bhilwara.

Two Information Education and Communication (IEC) posters were developed on FCP as part of

IEC material and a monograph of the findings of baseline survey done under the project was also released during the two consultations. Both the stakeholders' consultations witnessed a good participation of around 60 people each – mostly comprising women group facilitators who were identified through cluster level meetings. Besides, all 46 cluster trainings got completed in two phases with total participation of 3448 (1585 in Bhilwara and 1863 in Chittorgarh), which included 2891 women and 240 men. In addition, around 317 people as guests, government officials and subject experts also were part of these trainings.

Depositor Education and Awareness Programme (DEAF)

In the first quarter of phase II of programme supported by Reserve Bank of India, the last three back to back workshops were organised at Chaksu (Jaipur), Shahpura (Jaipur) and Sarwar (Ajmer) on January 10, 2017; January 17, 2018; and January 24, 2018 respectively.

The programme witnessed the participation of consumers from rural as well as urban, representatives from the Reserve Bank of India (RBI) along with various banks and media. Various bank officials served as resource persons and provided valuable information and important guidelines regarding safe and secured banking. All the programmes drew adequate participation from customers, bankers and media.



http://www.cuts-international.org/CART/pdf/Event_Report-DEA_Programme_Pilot_Project-2017-18_Phase_2.pdf

Residential Solar Rooftop in Jaipur

On January 10, 2018, *World Resources Institute* (WRI) and CUTS co-organised a small closed-door consultation meeting in Radisson City Centre at Jaipur in Rajasthan. Aakansha Choudhary from CUTS International was part of the event. The meeting was organised to disseminate the findings of the study on 'Status of Acceptance of Solar Rooftops' in Jaipur. The aim was to get all the stakeholders in one room and discuss and brainstorm to find solutions of challenges that came out through the study. George Cheriyan attended the 'Clean Energy @ Connect Karo 2018', organised by the World Resource Institute (WRI) India at the India Habitat Centre, New Delhi, on April 05, 2018 and participated in the panel discussion on 'Solar Rooftop in India: Addressing the Challenges Faced by Residential Consumers'.

Glimpses of some more ACTIVITIES





Action on Road Safety

Deepak Saxena attended the third Global Road Safety Leadership Course (GRSLC) from 04-16 March, 2018, which was held in Nairobi, Kenya, facilitated by Johns Hopkins International Injury Research Unit (JHU), and supported by Bloomberg Philanthropies and conducted by Global Road Safety Partnership (GRSP). GRSP Partners meet was held on April 17-19, 2018 in Pune. CUTS Road Safety team comprising George Cheriyan, Madhusudan Sharma and Jeetali Agnani attended the workshop, which was organised by Parisar, a civil society organisation (CSO). On April 17, 2018, other stakeholders like World Health Organisation, International Road Assessment Programme (iRAP) and World Bank (WB) were also present in the workshop and provided the presentation on their ongoing work. Besides, April 18-19, 2018 dates were reserved to discuss the current and the future activities of the project.

Make Pink City a Honk Free City



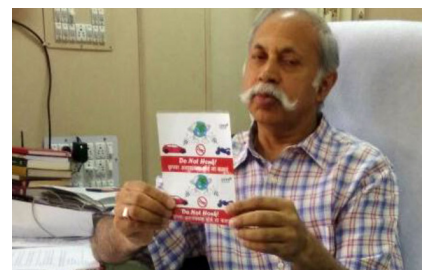
As part of the drive of making cities honk free, CUTS initiated the campaign from Jaipur on the occasion of 'Road Safety Week'. Horns, which are the sound making devices of the vehicles – their sound generally resembles honk. The concept behind this honk is to draw the attention of the people about the approaching vehicle. Horns should only be used in the case of emergency but the actual scenario is totally different.

People use horn unnecessary, which not only increases sound pollution, but also elevates anxiety and stress hormones. Honking and driving seems to be synonymous, when you are on Indian roads. Most of the Indian drivers honk their horns continuously.

Contrary to the standards of using horn in rest of the world, honking, while driving on Indian roads appears to be a way of venting out stress and emotions.

Release of Honk Free Sticker

A sticker was released by Transport Commissioner Shailendra Agarwal at Transport Bhawan in Jaipur on 'Do Not Honk'. On the occasion, Agarwal spoke on the importance of the issue and called CUTS to extend the campaign by covering other cities as well.



Honk Free Campaign in Other Cities

The 'Road Safety Week' was commemorated in Chittorgarh and Bhilwara districts in Rajasthan. During the activities, the stickers of Honk Free Campaign were released by dignitaries in the two districts as part of the road safety campaign.

Road Safety Campaign at the Grassroots

Taking the activities down the line, camps were organised in *Bhoikhera* and *Rollahera* villages of Chittorgarh district, where the RSW was commemorated by CUTS Centre of Human Development (CHD), Chittorgarh in association with and SP's office in Chittorgarh.

CUTS Bhilwara also celebrated 'Road Safety Week' by organising four Road Safety Awareness Camps on April 24, 2018 with school children in the age group of 10 to 15 years. This was held at Vivekanand Government School, Suwana block in village *Kali Radiya* and in Kotri block; and *Siyar* village, Suwana block along with the police department in Bhilwara for urban population on April 25, 2018. The sticker campaign 'No Honking' was also released during the event. Moreover, all the issues of road safety were shared with the participants in the two districts.



Campaign with Communities

CUTS team proceeding with the sticker campaign met several during the 'Road Safety Week' and shared important information for raising awareness on road safety. On such group, which the team visited was a women's kitty gathering on April 26, 2018 at Jaipur. The team shared not only the 'No Honk' campaign guidelines under the Motor Vehicle Act, but also shared information related to Good Samaritan Guidelines. Moreover, the 'Do Not Honk' stickers were distributed to the participants, and were also urged to honk only when required.



CUTS' Representation in MoRTH Programme

Madhusudan Sharma, one of the key member of CUTS' Road Safety team represented CUTS in the 'NGOs' Meet on Road Safety' organised by the Ministry of Road Transport and Highways (MoRTH), Government of India, during the 'Road Safety Week', at Vigyan Bhawan, New Delhi on April 30, 2018.

- George Cheriyan attended a conference of State Health Secretaries and Health Ministers respectively on 'Promoting Preventive Health through Convergence and Concrete Action' as a special invitee on January 08-09, 2018.
- George Cheriyan along with Deepak Saxena and Dharmendra Chaturvedi attended a meeting with the Secretary, Consumer Affairs, Mugdha Sinha on January 15, 2018 at the Secretariat, Jaipur.
- George Cheriyan represented CUTS in the Pre-Budget Consultation meeting of the Hon'ble Chief Minister of Rajasthan, Vasundhara Raje with the officials of (NGOs), Civil Societies and Consumer Forums on January 17, 2018, at Secretariat, Jaipur.
- George Cheriyan along with Jeetali Agnani attended a seminar on 'Consumer Protection in Digital Era' on January 19, 2018 organised by TRAI.
- Rajdeep Pareek and Dharmendra Chaturvedi of CUTS attended farmers training on February 08-09, 2018 on organic farming as subject trainer facilitated by Sri Ram Sansthan, Ajmer. The training was organised by Naval Singh and Bhanwar Singh, the two farmers at Nawal Organic Farm, Jharana, Jaipur.
- George Cheriyan, Rajdeep Pareek, Aakansha Choudhary of CUTS CART and Madan Lal Keer of CUTS CHD made an exposure visit to few districts of Rajasthan and met farmers in Rajasthan, who are either practicing organic farming or have recently switched to organic production. The team visited farmers and farmlands in Bhilwara, Chittorgarh, Pratapgarh and Banswara respectively. The team also visited Dungarpur and interacted with officials of Agriculture Department and discussed the status and progress of 'Organic Dungarpur', which is declared as the first organic district of Rajasthan.
- The Federal Service for Supervision of Consumer Rights Protection and Human Well-Being (Rospotrebnadzor) officials visited India on February 07, 2018 to meet and visit the institutions to study the best international experience in the area of consumer protection in financial services.
- CUTS CART team visited Nawalgarh (Jhunjhunu) on February 17, 2018 to witness Shekhawati Festival (organic section) managed by Morarka Foundation and interacted with the senior management and staff. The purpose was to observe the status of organic culture being adopted in the region. The team also visited *Kan Singh Ki Dhani*, an alternate housing and way of living, and had detailed discussions from the perspective of sustainable consumption.

Glimpses of some more ACTIVITIES



REPRESENTATION



REPRESENTATION



- George Cheriyan attended a day's workshop on 'Air Pollution' organised by the Ministry of Environment, Forest and Climate Change (EE Division), Government of India at Indira Paryavaran Bhawan, New Delhi on February 21, 2018. Cheriyan also attended a day's workshop and interacted with NGO, public and CSOs on 'Climate Change and Air Pollution' organised by the Ministry of Environment, Forest and Climate Change (EE Division), Government of India and United Nations Development Programme (UNDP) at Indira Paryavaran Bhawan, New Delhi on February 21, 2018.
- Aakansha Choudhary attended Policy Consultation organised by The Centre for Advocacy and Research (CFAR) on status of sludge and septage management in 13 settlements of Jawahar Nagar belt under Single Window on February 23, 2018 in Jaipur.
- Deepak Saxena along with Jeetali Agnani attended a meeting on April 12, 2018 called by the Department of Consumer Affairs of Rajasthan to discuss guidelines for Direct Selling, which has again been notified for discussion by the department.
- George Cheriyan along with Dharmendra Chaturvedi attended an inaugural session of 'International Rural Development Immersion Camp 2018' organised by Lok Sahbhagi Sansthan, Khoraladkhani, Jaipur at the Institute of Development Studies, Jaipur on April 16, 2018. As the Guest of Honour, George Cheriyan delivered the inaugural address on the 'Rural Development Scenario on India'.
- Dharmendra Chaturvedi attended 'Consultation Workshop on Building Protective Environment for the Children in State of Rajasthan' on April 24, 2018 in Jaipur.
- Madhusudan Sharma represented CUTS in the National Conference on 'Twenty-Five Years of *Panchayati Raj* in India' organised by Kerala Institute of Local Administration (KILA), Government of Kerala, on April 24-25, 2018 in Thiruvananthapuram.

Upcoming Events

- Visit to Assam and Tripura States to document sustainable practices of bamboo and cane in and around Guwahati and Agartala from May 01-04, 2018
- Consumer Outreach Programme organised by TRAI at Anta, Baran in Rajasthan on May 03, 2018
- Orientation meeting for District Level Partners under 'ProOrganic-II' Project on May 03, 2018
- Orientation meeting for Block Level Partners of Jaipur district under 'Pro-Organic-II' Project on May 04, 2018
- Visit to Bangladesh for field research under 'World Bank Road Safety' project from May 07-16, 2018
- Maria Klerfelt from SSNC to visit CUTS on May 18, 2018
- Visit to Himalayan Environmental Studies and Conservation Organisation (HESCO), Dehradun to meet its Founder Anil Joshi to research about *Lantana* furniture on May 21-22, 2018
- Organising village level awareness campaign in 10 districts and planning for Community Seed Bank and School Kitchen Gardening work under the Project 'ProOrganic-II'
- George Cheriyan and Aakansha Choudhary will be in Accra, Ghana from June 04-11, 2018 to attend a Global Project Meeting organised by CI and United Nations Food and Agriculture Organisation on 'Making Food Systems More Sustainable: Role of Consumer Organisations' – an international Conference on 'People Powered Sustainable Consumption' organised by IBON International jointly with the SSNC. In addition, they will also attend meeting of the Global Think Tank Group on 'Sustainable Consumption'
- Celebration of 'World Environment Day' on 5th June, 2018 on the theme 'Beat the Plastic Pollution'
- Commencing Reserve Bank of India's Depositor Education and Awareness Programme – second quarter of phase-II in rural, semi urban and urban areas of Rajasthan
- Initiating second year of the projects 'Financial Consumer Protection (FCP)' and 'ProVoice'
- Visit to Kolkata and Dhaka, Bangladesh during May 08-14, 2018 followed by visit to Kathmandu, Nepal during June 11-14, 2018. These visits are under the project 'Data Collection and Analysis for Safe Transit of Freight and Passengers along *Bangladesh, Bhutan, India, Nepal* (BBIN) Trade Corridors', supported by the World Bank to cover Kolkata-Petrapole-Benapole-Dhaka-Akhaura-Agartala and Kathmandu-Narayanghat National Highway respectively



CUTS Centre for Consumer Action, Research & Training (CART)

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