

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

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## Motivations and Impact of Local Giving: Reflections from Ajmer

A divisional stakeholder consultation under the project “Motivations and Impact of Grassroots Philanthropy in Rajasthan, India” was organised in Ajmer, on November 11, 2025. The consultation formed part of a series of engagements across Rajasthan aimed at documenting, analysing, and strengthening locally rooted philanthropic practices.

The consultation brought together a diverse group of stakeholders, including grassroots philanthropists, civil society and community-based organisations, academics, and members of Rotary Clubs from across the Ajmer Division. This broad participation enabled a meaningful exchange of perspectives on the motivations behind local giving, its social impact, and the challenges faced by community-driven philanthropic initiatives.

In his opening remarks, Amrat Singh, Director, CUTS, emphasised the significance of recognising and supporting grassroots philanthropy as a key driver of inclusive development. Amar Deep Singh, Senior Programme Officer, CUTS, presented an overview of the project and shared preliminary insights from the initial landscaping study, highlighting emerging trends, gender dimensions, and rural–urban differences in philanthropic practices.



The consultation featured insightful reflections from eminent speakers. Rakesh K. Kaushik highlighted the role of civil society organisations in strengthening community capacities and stressed the importance of transparency and stakeholder engagement. Indira Pancholi underscored women’s leadership in grassroots philanthropy, emphasising non-monetary contributions such as time, labour, and collective effort. Dr. Kanchan Mathur highlighted gender-sensitive giving and the need for institutional recognition of women-led initiatives. Sunita Pachori reflected on need-based philanthropy rooted in empathy, while Sanjeev Agarwal showcased Rotary’s volunteer-driven, service-oriented model of organised giving.

The open discussion reinforced the importance of need-based, community-centred philanthropy, stronger networks, and recognition of diverse forms of giving. Participants also identified priority areas such as health, education, women’s empowerment, disability, and autism.

The consultation concluded with a vote of thanks, reaffirming CUTS’ commitment to amplifying grassroots voices and strengthening community-driven philanthropic ecosystems in Rajasthan.



## Street Plays to Commemorate World Day of Remembrance for Road Traffic Victims

Two street plays were organised in Jaipur on November 16, 2025 to mark the World Day of Remembrance for Road Traffic Victims. The performances paid tribute to lives lost on the roads while raising awareness among children and adults about essential road safety practices and the provisions of the Good Samaritan Law.

The initiative saw enthusiastic participation from local residents, making the activity engaging, impactful, and effective in reinforcing the importance of safer roads and responsible behaviour.



## Consultation on Grassroots Philanthropy in Jodhpur

A stakeholder consultation was held in Jodhpur on December 23, 2025 to deepen understanding of the motivations and impact of grassroots philanthropy in the region. The consultation brought together a diverse group of participants, including grassroots philanthropists, civil society and community-based organisations, academicians, Rotary Club members, and individual changemakers.

Through thematic reflections and an open dialogue, participants shared lived experiences of community-led giving, highlighting the role of volunteerism, women's leadership, trust, and long-term engagement in addressing local needs such as health, education, livelihoods, waste management, and mental health. The discussions generated valuable insights to inform ongoing research and strengthen locally rooted, collaborative philanthropic practices in the Jodhpur Division.



## Integrated Farming System Training



An Integrated Farming System (IFS) training programme was conducted at Laxmipura village, Chittorgarh on December 01, 2025, with the participation of 72 farmers. The session was led by Kapil Ameta, Head, Department of Horticulture, Maharana Pratap University of Agriculture & Technology (MPUAT) and Principal Investigator, DST Project.

R.A. Kaushik, Resource Person and former Director (Agriculture Extension), MPUAT, and Adarsh Sharma, Project Officer, DST Project, discussed integrated

approaches covering vegetable crops, orchard development, poultry, and innovative farming practices to enhance farm sustainability and income diversification.

## Area Expansion of Oilseeds in Rice Fallows

A project entitled “Area Expansion of Oilseeds (Groundnut and Sunflower) in Rice Fallows” has been initiated with the objective of promoting the cultivation of groundnut and sunflower in rice fallow areas to enhance land use efficiency and farmers’ incomes. The project is being implemented in partnership with ICRISAT (International Crops Research Institute for the Semi-Arid Tropics).

As part of the initial activities, field visits were conducted during November 2025 across selected locations in Rajasthan and Gujarat.



Randhir Poswal, Consultant, ICRISAT, visited the project sites to undertake field assessments, interact with farmers, and review the fields of identified beneficiaries. These visits helped establish a baseline understanding of field conditions and farmer readiness for the introduction and expansion of oilseed cultivation in rice fallows.

### BRIEFING PAPER/ARTICLES/PODCAST/ DOSSIER

- An article titled “Not Just Accidents but a Burning Picture of Policy Failures”, authored by Pradeep S. Mehta, was published in *Rajasthan Patrika* on October 16, 2025, highlighting systemic gaps in road safety policy and enforcement. Link: [www.patrika.com/opinion/not-just-an-accident-but-a-burning-picture-of-policy-failures-20029395](http://www.patrika.com/opinion/not-just-an-accident-but-a-burning-picture-of-policy-failures-20029395)
- Another article by Pradeep S. Mehta, titled “National Highways: More ‘Corridors of Death’ than Speed Corridors”, was published in *Rajasthan Patrika* on November 06, 2025, drawing attention to safety concerns on India’s national highways. Link: [www.patrika.com/opinion/national-highways-more-corridors-of-death-than-speed-corridors-20080754](http://www.patrika.com/opinion/national-highways-more-corridors-of-death-than-speed-corridors-20080754)
- An article titled “Road Safety Crisis: Why Accident Deaths Keep Rising”, co-authored by Pradeep S. Mehta and Madhu Sudan Sharma, was published in Policy Circle on November 20, 2025, examining the persistent rise in road accident fatalities and the policy gaps contributing to the crisis. Link: [www.policycircle.org/policy/india-road-safety-crisis-accidents/#:~:text=Road%20safety%20crisis%20runs%20deep,areas%2C%20adds%20to%20the%20risks](http://www.policycircle.org/policy/india-road-safety-crisis-accidents/#:~:text=Road%20safety%20crisis%20runs%20deep,areas%2C%20adds%20to%20the%20risks)
- Pradeep S. Mehta, along with Simi TB and Amar Deep Singh authored an article titled “Ensuring a Just, Consumer-Centric Energy Transition: Affordability, Competition & Regulatory Reform in India’s Power Sector”, published by eGov Publications, Elets Technomedia. The article featured in a commemorative souvenir released on December 06, 2025 during the summit held in Puri, organised in collaboration with the Energy Department, Government of Odisha.
- CUTS Grahak Sahayta Kendra Performance of Last Five Years-A Dossier ([gsk-dossier.pdf](http://gsk-dossier.pdf))

### REPRESENTATION/WEBINARS/MEETINGS/VISITS

- Amrat Singh participated in the first meeting of the Committee for Utilisation of the Telecommunication Consumers’ Education and Protection Fund (CUTCEF) constituted by the Telecom Regulatory Authority of India (TRAI) held at New Delhi, on October 30-31, 2025.
- Amar Deep Singh attended TIACoN 2025 conference organised by the Trusted Information Alliance (TIA) on November 06, 2025. He spoke in a session entitled ‘Deceptions in the Digital Marketplace: Empowering Indian Consumers to Make Informed Choices Online.’
- Rajdeep Pareek, along with Kamlesh Jangid, undertook a scoping visit to Kishangarh and Ajmer for the newly initiated Vision Centre under the National Truckers’ Eye Health Programme, supported by Sightsavers India on October 29, 2025.
- Simi TB attended a webinar entitled “Emerging Issues at the Interplay between Trade and Sustainable Development”, organised by United Nations Conference on Trade and Development, on December 18, 2025.
- Simi TB also participated in a Stakeholder Consultation on Proposed New Food Safety Standards and Amendments, organised by the Food Safety and Standards Authority of India (FSSAI) on December 19, 2025.
- Amar Deep Singh as a speaker participated in the conference “Looking to the Past for Sustainable Urban Future” organised by OP Jindal Global University at Jaipur on December 19, 2025.

## Grahak Setu: Bridging the Gap between Rights with Redressal

Grahak Sahayta Kendra (GSK), a consumer support centre operated by CUTS offering grievance redressal and information services across Rajasthan, received various complaints during July-September 2025 through email, phone calls, and in-person visits.

In October 2025, GSK received a complaint regarding the purchase of a fake pair of ASICS shoes, which is currently being followed up by the team. Additionally, seven complaints related to Reliance Jio were received and forwarded to the concerned authorities for necessary action and resolution.

Another complaint was received via email concerning a pending payment from the Sahara Credit Cooperative Society. As the complainant expressed interest in filing a case in the consumer court, GSK facilitated the process by suggesting a suitable lawyer for legal assistance.

During the period, two consumer advisories were also issued—one related to the banking and other to the telecom sector.

Follow-up actions on these complaints are ongoing, and the complaint register has been duly updated. GSK details can be accessed at:

<https://cuts-cart.org/consumer-support-centre-grahak-sahayta-kendra/>

## Upcoming Events/Project Activities

- Contribution to Road Safety Network (RSN) media activities under ROSA (Road Safety) project along with engaging with Parliamentarians.
- Detailed landscaping and divisional stakeholder consultations under the project 'Motivations and Impact of Grassroots Philanthropy in Rajasthan, India.'
- Under DST-SUNIL programme, focus will be on conducting field demonstrations, capacity-building training, and follow-up farmer interactions to promote integrated and innovative farming practices and support on-ground adoption.
- Under the ICRISAT project, the team will work towards completing the allotted sunflower and groundnut area targets in Rajasthan and Gujarat, building on the progress achieved so far.

## CART at Social Network

CUTS CART actively engages with a wide audience through various social media platforms to promote consumer rights, good governance, and road safety. Follow us and stay updated:

- Twitter (X): <https://twitter.com/CUTSCART>
- Facebook: <https://www.facebook.com/cutsintcart>
- LinkedIn: [linkedin.com/in/cuts-cart-84b4b02a](https://linkedin.com/in/cuts-cart-84b4b02a)
- Instagram: <https://www.instagram.com/cutsint?igsh=OXg3dDR5aDZydTFr>

Besides, CART moderates the following Google e-groups to facilitate knowledge sharing and dialogue:

- CUTSConsumersUp – Focused on consumer empowerment and protection issues across India.
- CUTSGovForum – A platform to discuss news, views, and challenges related to governance in India.
- CUTSRoadSafety – Dedicated to the discussion and dissemination of key issues on road safety.
- CUTS-GPKN - A dedicated platform for sharing insights, research, and knowledge on grassroots philanthropy and community-led development across India.

