

Consumer Dialogue

Volume X, Issue 1, January-April, 2019

E-newsletter

Dismantle Fertiliser Subsidy to Promote Organic Farming in India

The need of hour is to get back to the Indian traditional organic farming in the interest of the coming generations” said L N Kumawat, Additional Director, Department of Agriculture, Government of Rajasthan in the State Level Stakeholder’s Consultation Meeting’ organised under the project entitled, ‘Promoting Organic Consumption in Rajasthan (Phase II)’ at Jaipur on March 01, 2019.

“There is a need to dismantle the existing chemical fertiliser subsidy structure that supports the indiscriminate use of fertilisers and pesticides as agricultural inputs, to promote organic farming in the country”, said George Cheriyan, Director, CUTS International, Jaipur while delivering the opening address.

As of now India accounts for only 2.59 percent (1.5 million hectares) of the total organic cultivation of 57.8 million hectares. Fertiliser subsidies are presently the second highest subsidy provided by the Government of India, after food subsidy. The fertiliser subsidy is 2.64 lakh crore in the budget for 2019-20, presented in the Parliament on February 01, 2019. Such subsidies can be diverted to promote organic farming and provide farmers with organic inputs, such as organic manure, pesticides, establishment of organic supply chains and storage facilities.



As per the present trend, India needs 45 million tonnes of fertiliser by 2025 to achieve the target of 300 million tonnes of food grain production. The 100 percent organic state of Sikkim is a typical example. By decreasing its subsidy on chemical fertilisers by 10 percent every year, the State of Sikkim banned chemical fertiliser completely in 2014.

In addition, the excessive use of pesticides is having a deteriorating effect on the health of human and wildlife. Hence, a Pesticide Development and Regulation Authority also need to be created to regulate the manufacturing, import and sale of pesticides in the county.

Another key speaker V S Yadav, Director, Rajasthan Agriculture Research Institute stated that sufficient inputs will be available if manure is used effectively and efficiently in the farming process. He further said that organic techniques should be used to get back the fertility of land with high production.

During the technical session, S R Singh, Deputy Director, National Institute of Agriculture Marketing; AK Gupta, Dean S.K.N College of Agri-business Management Jobner; and Sandeep Bhargava, CEO, Onecert International Pvt. Ltd provided their suggestions on the challenges and future prospects of organic farming in Rajasthan.

Deepak Saxena, Assistant Director, CUTS International moderated this session. Two schools were awarded as ‘Best Organic Gardens’. Various officials from the Department of Agriculture and Agricultural Research Institute, Durgapura, along with civil society organisations and non-governmental organisation on organic farming participated.

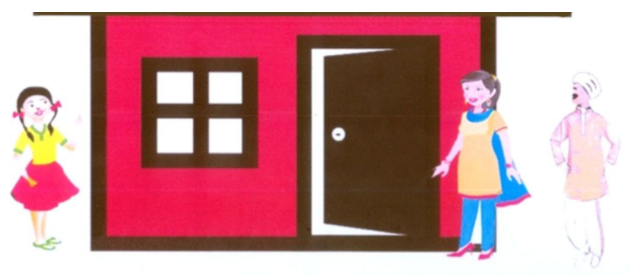
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CUTS[®]
International



CUTS CART



Grahak Sahayta Kendra, Jaipur

GSK (*Grahak Sahayta Kendra*) provides services, such as advice on consumer protection related issues, addresses complaints, publishes books, pamphlets, magazines and other relevant materials on consumer related issues. Besides, GSK centre also handles consumer complaints through counselling and conciliation for quick and easy 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:

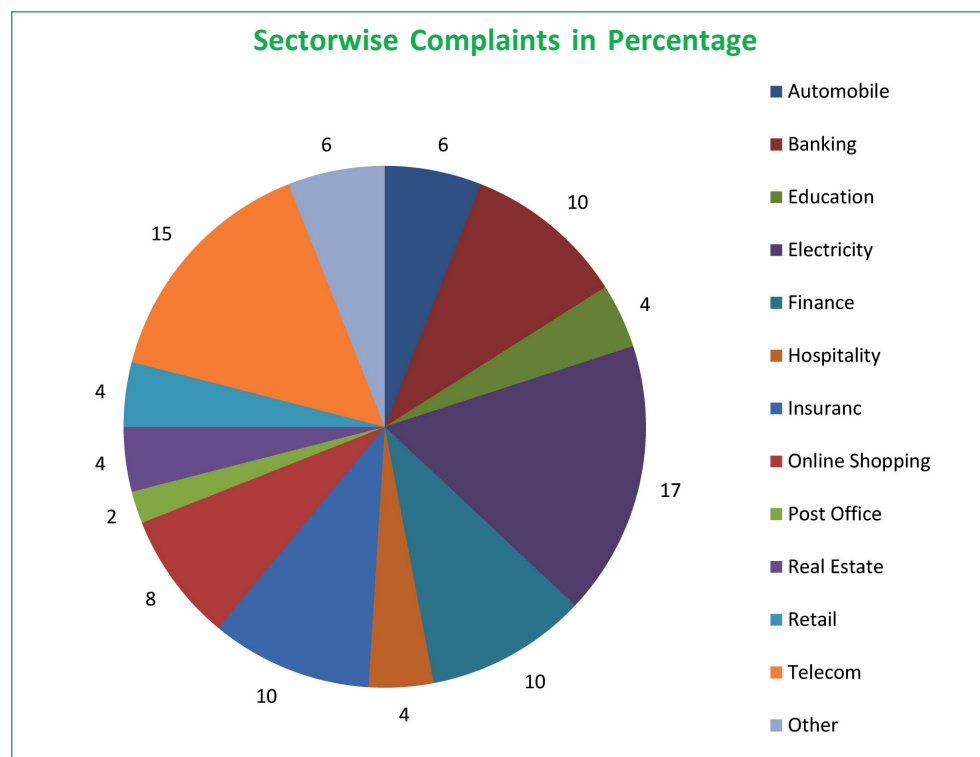
Online consumer complaints for GSK can be registered at: <https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&w=1>

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

[Hindi/English](#)

The complaints in either language can be posted at gsk@cuts.org

During January-April 2019, the status of complaints received at GSK is shown in graphs:



TRAI's New Framework for Cable and DTH



Following Telecom Regulatory Authority of India's (TRAI) new framework for broadcasting and cable services, several Direct to Home (DTH) operators as well as cable TV distributors and multi-system operators (MSO) have put out pricing for individual TV channels. This includes major DTH operators, Airtel Digital TV and Dish TV. While Dish TV has put out its entire list of channel along with individual prices, Airtel Digital TV also offers combo packs that users can choose.

(Expresstech, January 02, 2019)

<http://snip.ly/yy4rpo>; <http://snip.ly/4a2v4f>

IMPORTANT JUDGEMENTS/ DECISIONS

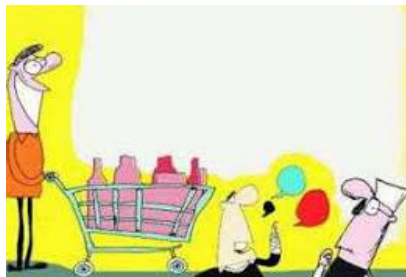


New RBI Rules for Lost Money While Using e-Wallets

To bring in more clarity as to what happens when unauthorised or fraudulent transactions take place on mobile wallets like Paytm, PhonePe or other Prepaid Payment Instrument (PPI) issuers, the Reserve Bank of India (RBI) has set new guidelines. The new rules are aimed to protect consumers in case of any fraudulent or unauthorised transaction happening from such platforms. RBI has mandated that mobile wallet users will be provided the same safety as given to regular credit or debit card holders.

(Gadgets Now Bureau, January 09, 2019)

<http://snip.ly/eonmry>



India Poised to Become Third-largest Consumer Economy

India is poised to become the third-largest consumer market behind only the US and China; and consumer spending in India is expected to grow from US\$1.5tn at present to nearly US\$6tn by 2030, a World Economic Forum (WEF) report said.

(Economic Times, January 09, 2019)

<http://snip.ly/86omh7>

Pending Bills: Cost to Indians

Popular political discourse frequently views the saga of pending Bills merely as a scoreboard of the tug of war between the party in power and the opposition, a symbol of the failure of the ruling establishment. It is that, but it is much more critical for the political economy. The cost of pendency is the price paid by the public in terms of governance and increased taxes.

(Indian Express, January 20, 2019)

<http://snip.ly/4f55ct>



Jaipur Roads Lack Safety Parameters

A road safety survey conducted by CUTS on 10 roads in Jaipur found the city roads were lacking in road safety parameters. The lowest score of 1.4 out of 10 was given to the road from Jaipur railway station to Sindhi Camp followed by Jhotwara-Khatipura road with 2.5 points. The survey was based on parameters like footpath, pedestrian crossing and street lighting.

<http://snip.ly/efeg2z>; <http://snip.ly/t4nljd>

How Airlines Make Money by Cancelling Flights

Citing reasons ranging from bad weather to pilot shortage to operational issues, airlines (led by market leaders IndiGo and Jet Airways) are cancelling dozens of flights every day. IndiGo has announced 30 flight cancellations per day till end of March. It cancelled 130 flights on Friday. Jet cancelled 15 flights a day in the first week of February. Besides, nearly 5,000 flights to and from Mumbai airport have been cancelled between February 07 and March 30 due to runway repairs.

(Times of India, February 18, 2019)

<http://snip.ly/h7oewx>





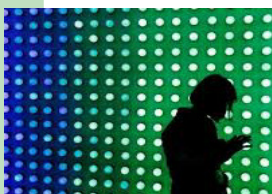
A Targeted Approach to Eliminate Trans-fat

Trans-fats, the word has gained negative publicity amongst consumers in recent times due to its harmful effects on human health and its directly associated risk with cardiovascular disease (CVD), which in turn is the main contributor to the global burden of illnesses. Recognising the harmful health effects of trans fats or Trans Fatty Acids (TFAs), countries and states worldwide are designing policies aimed at eliminating the availability of TFAs in the food supply.



(The Asian Age, March 06, 2019)

<http://snip.ly/234007>



Building Consumer Trust on Data-driven Innovation

15th March is celebrated as World Consumer Rights Day and also the National Consumers Day in India and many other countries. The day was chosen because John Kennedy, then President of the US declared the consumer Bill of Rights to the US Congress in 1961.

(Modern Ghana, March 11, 2019)

<http://snip.ly/5yzsih>

New Customer-Protection on Cards for Electronic Payments

The Central Bank would soon come up with a new set of customer-protection measures aimed at improving user confidence in electronic payment channels, helping achieve the federal objective of reducing the use of cash in business transactions.

(Economic Times, April 05, 2019)

<http://snip.ly/xmp5pp>



Bata Asks Customer to Pay ₹3 for Paper Bag

The complainant told a Chandigarh Consumer Forum that by charging him for the bag, Bata was also endorsing its brand on the bag, which was not justified. Bata India Limited has been told to pay ₹9,000 to a consumer for deficiency in services. Acting on a complaint filed by the customer, a Chandigarh consumer forum has slammed Bata for asking the customer to pay ₹3 for a paper bag.

(India Today, April 14, 2019)

<http://snip.ly/equmug>

₹70,000 Crore of Your Money is Lying Unclaimed

Crores nobody wants? The money Indians invested in just one company (Peerless General Finance and Investment) and forgot adds up to ₹1,514 crore over 15 years. The amount raised through about 1.49 crore deposit certificates belonged mostly to small investors as 51 percent of it was in certificates of value of ₹2,000 or less. The corporate affairs ministry said this week that the money has now been transferred to the government-owned Investor Education and Protection Fund.



(Times of India, April 26, 2019)

<http://snip.ly/l3uvf3>

Stories of Change

Maneka Gandhi, Women and Child Development Minister of India released CUTS publication entitled, 'Stories of Change' which captures some glimpses of a journey by CUTS Centre for

Human Development (CUTS CHD) of its grassroots interventions in several districts of southern Rajasthan over a period of last 25 years. The occasion was graced by a number of female networkers, who are taking such messages forward to the society at large. Over the years, CUTS has facilitated the formation of more than 1050 self-help groups in these districts, which are mostly managed by women.

Lauding the efforts of CUTS and its networkers across villages in these districts in creating opportunities for women to become entrepreneurs, she underlined the need for sensitising the men-folk of the society on virtues of protecting girl child and empowering women.

(Business Standard, February 19, 2019)

<http://snip.ly/jej32f> ; <http://snip.ly/9ttx4r>; <http://snip.ly/2s00d4>; <http://snip.ly/ii3yp4> and <http://snip.ly/liymhp>



Advocating for Road Safety

Road Safety Week, 2019 Celebration



The 30th National Road Safety Week was observed from February 04-10, 2019. During the week, CUTS International collaborated with State Government and various other organisations in Jaipur, Chittorgarh and Bhilwara districts of Rajasthan to conduct various activities.

An inaugural meeting was held at Jaipur on February 04, 2019 in which Transport Minister, State Transport Minister, Transport Commissioner, RTO, DCP, District Collector and approximately 350 people participated.

Madhu Sudan Sharma attended a seminar on 'Traffic Emerging Trends in Safety on Road' organised by the Society of Indian Automobile Manufacturers (SIAM), Delhi Traffic Police and Ministry of Road Transport and Highways, Government of India at New Delhi on February 05, 2019.

Another seminar on 'Effective Implementation of Good Samaritan Guidelines' in collaboration with Eternal Heart Care Centre. In the seminar, key road safety experts, Pooja Awana, DCP, Traffic, Jaipur; EHCC top management, surgeons, basic life support trainers, more than 50 civil society organisations, common road users and media participated. Besides, CUTS in collaboration with Eternal Hospital also organised six street plays for three consecutive days during the week on the theme of 'Good Samaritan' at Gaurav Tower, Rajasthan University Campus, Science Park and Jawahar Circle etc.

In Chittorgarh, CUTS organised two school talks on the compliance of the traffic rules with Traffic Department in which 130 students participated along with the school staff. In Bhilwara, similar kind of school programmes were organised with Traffic Department. Finally, a CUTS team participated in the closing ceremony of 'The Road Safety Week, 2019' at Science Park, Jaipur. A certificate of appreciation was given to CUTS for its contribution and participation during Road Safety Week, 2019.



Expert Group Discussion on Road Safety

A high-level road safety expert group discussion was organised by CUTS at Thiruvananthapuram, Kerala on February 14, 2019; and at Jaipur on March 25, 2019 respectively. The discussion aimed to identifying gaps in the legislative and institutional framework of road safety and progress of implementation of guidelines of the Supreme Court Committee on Road Safety.

Madhu Sudan Sharma attended the meeting in Kerala. Experts from various departments attended the meeting. B G, Sreedevi, Chief Scientist, National Transportation Planning and Research Centre, Kerala delivered a presentation. Nidhi Singh, Deputy Transport Commissioner and Harish Chandra Meena, Ex-MP and MLA along with other experts participated in the meeting at Jaipur. Project Consultant Ashwini Bagga delivered a technical presentation on 'Road Safety Scenario in Rajasthan'.



ACTIVITIES





Global Road Safety Partnership

George Cheriyan and Satyapal Singh (P) attended the Global Road Safety Partnership (GRSP) Partners meeting at New Delhi on February 25-27, 2019. Singh delivered a presentation on the progress of the Road Safety Project from September 2018-February 2019 also attended the panel on suggesting national and state level strategies. Cheriyan participated in discussions and shared his views. CUTS was part of the Working Group on 'National Road Safety Bill', to be presented to the new government. Based on discussions, CUTS work plan was also revised for the present phase. Cheriyan also had one-to-one meetings with Taifur Rahman, GRSP; Mena-El-Turky, Global Health Advocacy Incubator (GHA), Washington DC; and Nalin Sinha, GHA, New Delhi about the implementation of present phase of activities (ending on September 30, 2019) and utilisation of funds, and also about the new concept note submitted to commence the new phase of activities from October 01, 2019.



Road Safety Evening Chaupals and Inter School Poster Competition

Under the support from Ministry of Road Transport and Highways of Govt. of India, Road Safety Evening Chaupals were organised at Eral Village in Chittorgarh block on March 26, 2019. The Chaupal was well attended by local villagers of Eral and nearby villages. More than 250 villagers participated along with district level officials. Jagdish Prasad Chawariya, Assistant Director, Social Justice & Empowerment Department; Rishikesh Meena, Deputy Superintendent of Police, Chittorgarh; Traffic Police representatives; V S Tanwar and Eral Senior Secondary School Principal also attended the Chaupal. Puppet show, songs, plays, comics and satire on road safety issues were presented by local theatre artists.

Similarly, under the same project, an Inter-school Poster Competition on Road Safety was organised on April 12, 2019 at Chittorgarh. Around 66 students from various schools of Chittorgarh participated. One more such competition for school children was organised at Bhilwara on April 23, 2019. More than 85 students from various schools of Bhilwara participated. Ajay Agarwal, Diesel Incharge, from Rajasthan Roadways and Anil Prasad, Inspector, RTO, Bhilwara were among the government representatives present during the event and shared their valuable thoughts with students.

Another Inter-school Poster Competition on Road Safety was organised at Jaipur on April 26, 2019. Total 58 students from different schools of Jaipur participated. Nidhi Singh, Deputy Transport Commissioner, Transport Department, Government of Rajasthan, Jaipur; Ahmed Khan, ACP, Traffic Police, Jaipur and Rajeev Vijay, DTO, from RTO, Jaipur were among the government officials present during the event and shared their valuable thoughts with participants.



CUTS Strive for Increased Organic Farming and Consumption

An Exposure on Community Seed Bank and Organic Certification

Rajdeep Pareek along with ProOrganic district partners visited Earth University at Dehradun on March 25-26, 2019. The team visited Navdhanya Biodiversity Farm where they have grown 221 varieties of paddy. The team interacted with J P Khali, Farm Manager; Vinod Bhatt, Agronomist; and Rawat, Plant Breeder. They saw community seed bank, where seeds of biodiversity of mountain ecosystem were preserved. On March 26, 2019, the team visited one community seed bank at Bhatwadi village in Jaunpur district of Uttarakhand facilitated by Rural Litigation and Entitlement Kendra.



Farmers Trained and Inspired for Organic Farming

On January 17-18, 2019, the tenth farmer training & exposure visit was organized at Jaipur, which was specifically for the select farmers of Jaipur district. Key speakers in the training were Sriram Sharma (Retired Professor, SKNAU University Jobner); Dheeraj Sharma (Senior Manager Onecert International); Gajendra Sharma (ARO Pant Krishi Bhavan); Pawan Kumar Tak (Assistant Professor Vivekanand Global University, Jaipur) and Punit Parashar (Kanodiya College, Jaipur). All speakers spoke on techniques of organic farming and hazardous effects of chemical farming. Around 40 farmers from all blocks of Jaipur district including female farmers attended the training. An exposure visit was also organised for these farmers on the second day at Rajasthan Agricultural Research Institute (RARI), Durgapura.



Glimpses of
some more
ACTIVITIES





ProOrganic Voice at the Grassroots Strengthened Further

With the objective to forward the movement and to make consumers/farmers aware of organic products and to influence their buying/farming habits, Village Level Awareness Campaigns have been an important and continuous activity. Street plays, puppet shows, cultural activities, fixing/displaying posters, hand-outs, Chaupal Baithak (village meetings) and video documentaries on organic farmers played an important role in taking the ProOrganic voice at the grassroots. Media also played a vital role in propagating the message. These activities for the year 2018-19 were started in July 2018 and concluded in February 2019. The activity was conducted at 192 villages (gram panchayats), hence participants of the activity were the farmers, village level traders, elected representative, people directly/indirectly involved in agricultural, consumers, local officials, experts, youth groups, SHGs and local CSOs etc. Around 50 participants on an average participated in each camp and total 11,663 participants got benefited from this, out of which nearly 45 percent of them were women participants.



Organic Clubs and Gardens— A New Initiative



Starting healthy habits at an early age is a way forward. To inculcate the culture of sustainable consumption right from childhood, 20 organic clubs and gardens were developed in selected schools in ten target districts during 2018-19. A group of 25-30 children were given the responsibility to develop organic gardens. This unique activity was launched at St. Paul's Mar Thoma School, located in the outskirts of Jaipur and later evaluated through constant visits by project team members in all the 20 gardens. To appreciate the efforts made by the students, schools St. Paul's Mar Thoma School,

Mundia Ramsar, Jaipur and Government Upper Primary School, Deoli, Sawai Madhopur were awarded as the 'Best Organic Gardens' during the State Level Stakeholder's Consultation.

Compost Cell is a New Buzz Word

Fifty compost cells (five in each district) were set-up during 2018-19 as a novel activity to address the problem of scarcity of organic manure and to motivate farmers for shifting from chemical to organic farming. This activity helped in motivating the farmers starting from smaller level. They were supplied with readymade kits, worms and cow dung etc., required for compost cells. Through this, these farmers are being benefited in terms of not only using the vermi compost from these units but these units also help them in pulverising the wastes around their farms. Besides, these farmers benefitted other farmers as well by sharing vermi compost. So, that way, the concept of sharing was also addressed to a large extent through the activity.



ProOrganic Activities Enters Into Another Year

Partner's orientation meeting was organised on April 23, 2019 at Jaipur. Total eight district partners along with the ProOrganic team participated in the meeting. In the orientation, the whole discussion centered around on the performance of district partners during last year, the expectations from the partners with regard to future activities and the overall impact of the project so far and the anticipated outcome.



A detailed presentation on activities for the upcoming year was presented. The strategies for the upcoming activities were discussed with participants. Like the district level orientation, the partner's meeting for Jaipur district was organised in Jaipur on April 24, 2019. This year, the team of block partners, which were earlier seven, has been reduced to three and the partners have been divided accordingly. The discussion on activities, which block level partners are supposed to implement were discussed at length.

World Consumer Rights Day, 2019

The theme of World Consumer Rights Day (WCRD) for the year 2019 is 'Trusted Smart Products'. Smart technology is a growing global phenomenon which will fundamentally change the nature of many consumer products and services. Understanding these kind of emerging digital issues means anticipate challenges and advocate for consumers wherever we are.

WCRD is an opportunity to highlight what consumers want and need from a connected world and put them at the heart of the development of these digital products and services. 90 percent of consumers are concerned about privacy breach in the form of leaking their personal data while using smart devices. 96 percent of consumers are using smart products; it has the highest usage in comparison to other smart products. 81 percent consumers believe that smart products used by them are affordable, whereas only six percent have applied for a loan to buy them.



75 percent of consumers hesitate in sharing their personal data on smart phones and only 51 percent read terms and conditions before allowing smart device to access personal data. Despite all concerns amongst consumers, 87 percent of them are ready to adopt more smart products in their daily life and believe that these are more useful and comfortable in comparison to ordinary ones. These were the findings of the survey conducted by CUTS on the eve of WCRD which is observed on March 15 all over the world. CUTS organised a half-day event to commemorate this day at CUTS Conference Hall, Jaipur on the theme of 'Trusted Smart Products'.

Bhavana Sharma, Adviser, Telecom Regulatory Authority of India (TRAI) stated that regulators need to see that smart products must be affordable and designed in such a manner that they can protect the privacy of consumers. Further, she focussed on the concept of privacy by design and also said that regulators need to work more towards the transparency in future.

Pradeep S Mehta, Secretary General, CUTS in his opening address laid stress on ecommerce and protection of consumer rights in relation to the usage of smart phones and other gadgets.

George Cheriyan, Director, CUTS showed his concern towards the rights of consumers and issues faced, while using smart products that are affordability, data and privacy security and transparency. He further added that currently there are 23.1 billion connected devices installed globally and the figure is expected to be tripled by 2025.

Abhishek Khandal, Assistant Manager, Vodafone-Idea Ltd. urged consumers to be prepared and smart, while using these smart products and allowing access to their personal data as there are more chances of leakage of information by that means.

Deepak Saxena, Assistant Director, CUTS moderated the whole session. Representatives from organisations working on consumer rights, service providers from various e-platforms, telecom service providers, legal experts on consumer rights participated.

Glimpses of
some more
ACTIVITIES

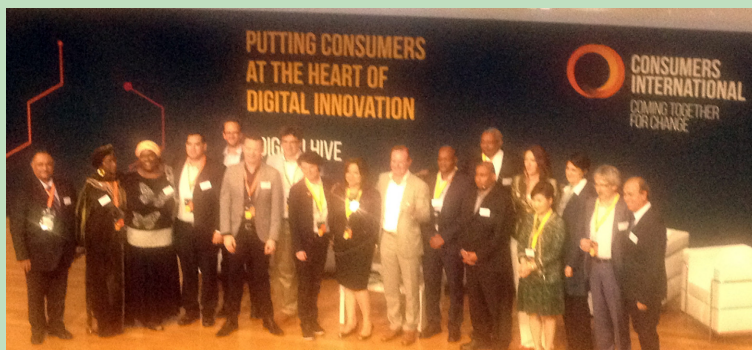




Consumers at the Heart of Digital Innovation

George Cheriyan and Deepak Saxena attended Consumers International Summit, 2019 at Estoril, Portugal on April 29-May 02, 2019. Besides plenaries, also attended side events, mainly the CI-IKEA on April, 2019 on ProVoice project and other side events, where Cheriyan was either speaker or moderator.

The objective of the Consumers International Summit, 2019 was to bring together diverse perspectives on both the digital world and consumer needs. This once in four-year experience is the only event, where the global consumer movement comes together in one place. This event also aimed to expand to include those, who create digital products and services.



This event also targeted to create the space for an open exchange of ideas, attendee contributions, engagement, network opportunities and innovative new developments and relationships to emerge that will lead to new ideas, new ways of doing things and be catalysts to real change for consumers.

The whole event was focussed on to put consumers at the heart of digital innovation. This time, the Congress, which this time named as a Summit was on a truly global scale, that those who create digital products and services and representatives of those, who use and regulate them were expected to be part of this event. Besides, CI tried to catalyse change in this creative and dynamic environment, which in doing so, will create breakthroughs and innovations, which will benefit consumers, digital businesses and society as a whole in the coming time.

Crucially the summit aimed to ask 'What Could the Future Look Like, if We Put Consumers at the Heart of Digital Innovation'.

In crux, the important issues for consumers living in a digital society and economy were focussed and addressed, which are:

- What will consumer choice look like in the future digital economy?
- Smart-by-default devices are becoming mainstream but still lack the most basic data security provisions. What does truly smart look like from a consumer point of view?
- Should consumers in less developed countries be expected to accept access at any cost?

There were various plenaries on 'How Do We Put Consumers at the Heart of Digital Innovation'; 'What Will Consumer Choice Look Like in the Future Digital Economy?'; 'Accessibility and Fairness'; 'Learn About the Future of Robotics'; 'Connection and Protection in the Consumer Internet of Things'; 'Access at Any Cost?' and 'The Revision of the UN Guidelines for Consumer Protection and Key Challenges in Consumer Protection'.

Besides, several breakout sessions on various related subjects like 'Is Sustainability Still a Choice?'; 'How Can Consumers Tell, If Artificial Intelligence is on Their Side?'; 'What Does Gen Z Mean for the Consumer Movement?'; 'Tech, Trade and Trust'. In the closing session of two-day event was a theme 'Inspirations for the Future-Coming Together for Change'; 'How Can We Make Sustainable Consumption the Easy Choice for Consumers?'; 'How Can We Make Sustainable Consumption the Easy Choice for Consumers?' and 'How Can We Create More Effective Systems for Product Safety?'.

In the final session of two-day summit, innovators and leaders offered their reflections on what they have heard and experienced, and what more CI need to do to come together and connect with a digital world consumer. In the evening, an informal meeting with DG was organised with all the Asia Pacific members gathered at one place and interacted with her and raising some very important concerns before her. Mainly restart of regional offices again was demanded by most of the members besides some other issues.

In the final quarter of May 2, 2019, the General Assembly of CI was held, which was attended by all the members and some representatives, who may or may not be members of CI also were present but did not have the right to vote for council board. After proposing, announcing and declaring



Marimuthu Nadason's name as the new President of CI, the result of voting of new council members, which was done during the lunch break was announced and the newly elected Council met hold a short meeting at the end. Saroja Sundaram from India got elected to the Council.

Protecting Financial Consumer

Nine cluster level meetings each in 23 blocks of Chittorgarh and Bhilwara districts of Rajasthan were organised in the second year of Department of Consumer Affairs supported Financial Consumer Programme during April 30, 2019. Similarly, eight periodic meetings in Chittorgarh and five in Bhilwara were organised as per the scheduled plan. The activities were attended by women at large in villages and local officials from banks and other financial institutions also participated in events as subject experts.



CUTS Campaign on Consumer Awareness

CUTS in a run up to an ongoing campaign on telecom consumer's awareness organised the third consumer awareness programme with the support of TRAI, on March 19, 2019 at Phulera. The programme saw the participation of 112 participants. Representatives of Airtel, BSNL, Vodafone-Idea participated.



- Amar Deep Singh, Dharmendra Chaturvedi, Aakansha Choudhary, Satyapal Singh and Kunwar Dheer Singh participated in the rally and seminar organised under *Swasth Bharat Yatra* (SBY) organised by (FSSAI) at Jaipur on January 02, 2019. CUTS also received the award of best CSO in SBY at a function organised by FSSAI, Government of India at New Delhi on January 29, 2019.
- Amar Deep Singh represented CUTS in 3rd Annual India Think Tank Forum jointly organised by Observer Research Foundation (ORF) and Think Tank and Civil Society Programme (TTCSP), University of Pennsylvania at New Delhi on January 07, 2019.
- Amar Deep Singh participated in a conference on 'Solid Waste Management: Challenges and Opportunity' organised by PHD Chamber of Commerce, Rajasthan at Jaipur on January 18, 2019.
- Deepak Saxena attended 'Stakeholder's Consultation Meeting' on 'Universal Salt Iodisation in India' organised by Nutritional International at Health and Family Training Centre in Jaipur on January 31, 2019.
- Amar Deep Singh represented a regional consultation organised by Praja Foundation at Constitutional Club of India, New Delhi on February 15, 2019.
- Ayesha Ahmed, Programme and Financial Compliance Officer and Nelly Ahmed, Associate Director, International Grants Programme, CTFK visited CUTS on February 22, 2019 to review project activities and achievements.

Glimpses of some more ACTIVITIES



REPRESENTATION/ VISITS



REPRESENTATION/ VISITS



- George Cheriyan attended the inaugural session of a Consultation on the 'Citizen Charter Process in India' organised jointly by CARE India and PTF India, for the visiting officials from the Egyptian Government and CARE Egypt on February 25, 2019.
- Nalin Sinha, India representative of Global Health Advocacy Incubator (GHA), from Delhi visited CUTS on March 11, 2019, and reviewed the GRSP RoSA-02 project activities.
- Aakansha Choudhary attended National Conclave on Food organised by Centre for Science and Environment in New Delhi on March 15, 2019.
- Rajdeep Pareek attended the Fifth Lecture of Krishi Gyandeept Lecture Series on 'Linking Farmer Producer Organizations to the Market' at Jaipur on March 18, 2019. The lecture was delivered by Sudhir Kumar Goel, IAS, Retired Chief Secretary, Government of Maharashtra.
- Amar Deep Singh attended a consultation meeting at Save the Children office on March 18, 2019.
- George Cheriyan attended the meeting of the Monitoring Committee of the Department of Consumer Affairs of Ministry on March 13, 2019, chaired by Amit Mehta, Joint Secretary to review the status of activities implemented under the project.
- Radhika Khandelwal attended the National Conference on 'Product Liability and Consumer Protection' organised by Centre for Consumer Studies, IIPA in collaboration with Department of Consumer Studies, Ministry of Consumer Affairs, Government of India on April 02, 2019.
- George Cheriyan attended the first retreat of the RTSL (Resolve To Save Life) at Washington DC on April 02-04, 2019.
- Madhu Sudan Sharma participated in a brief discussion on Road Safety organised by Central Road Research Institute, Delhi in Jaipur on April 05, 2019.
- Amar Deep Singh represented in a consultation on Emerging Public Health Challenges: E-Cigarette/ New Tobacco Product organised by CTFK at India Habitat Centre, New Delhi on April 10, 2019.
- Pradeep S. Mehta along with George Cheriyan and Amar Deep Singh participated in an interactive session with Sam Pitroda, Former Chairman of Innovation Council of India at PCC office, Jaipur on April 26, 2019.

Internship at CART

- Ashleen Samuel from Kristu Jayanti College, Bangalore (January 08-29, 2019)
- Himanshu Bhargava from Institute of Law, Nirma University, Ahmedabad (December 24, 2018 to January 24, 2019)
- Neha Vashishtha from IIS University, Jaipur (December 24, 2018 to January 23, 2019)
- Utkarsha Goswami from Institute of Law, Nirma University, Ahmedabad (December 24, 2018 to January 23, 2019)

Upcoming Events

- The second year's activities of Financial Consumer Protection (FCP) with the support of Department of Consumer Affairs of Government of India in Chittorgarh and Bhilwara comprising of cluster level trainings and periodic meetings
- Second year's activities under ROSA supported by Global Road Safety Programme
- Completion of Research Report 'Gaps in Legislative and Institutional Framework of Road Safety'.
- Remaining activities under MoRTH project like ratri choupals, district and state level stakeholder meetings etc.
- ProOrganic II activities comprising of *gram panchayat* level campaign, knowledge sharing meetings on community managed seed cell, district level media sensitisation workshops, farmer's trainings and exposure visits, organic clubs and garden activities
- Celebration of World Environment Day in districts of Rajasthan on June 05, 2019.
- Celebration of World Food Safety Day on June 07, 2019.



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