

# Consumer Dialogue

Volume XII, Issue 3, September-December, 2021

E-newsletter

## Urgent Need to Establish Road Safety Authority

Road safety experts of Rajasthan demanded the formation of a Road Safety Authority in Rajasthan for effective coordination between various departments and enforcement of road safety act, rules, plans and programmes. Pratap Singh Khachariyawas, Transport Minister, Government of Rajasthan while delivering the inaugural address as a chief guest, endorsed the demand. He said that the State Government would do whatever is required to ensure road safety in Rajasthan, including the formation of Road Safety Authority, Child Road Safety Policy and Trauma Care Policy.

The Minister inaugurated the State level Consultation organised by CUTS at Jaipur in collaboration with the Transport Department, Government of Rajasthan, on September 07, 2021. George Cheriyan, Director, CUTS, delivered the opening address. In the inaugural session, other speakers were Sushmit Biswas, Additional Director General of Police (Traffic) and Mahendra Soni, Transport Commissioner.



### INSIDE

- ACTIVITIES
- IMPORTANT JUDGEMENTS/ DECISIONS
- REPRESENTATION/ VISITS
- UPCOMING ACTIVITIES

**CUTS**<sup>®</sup>  
International

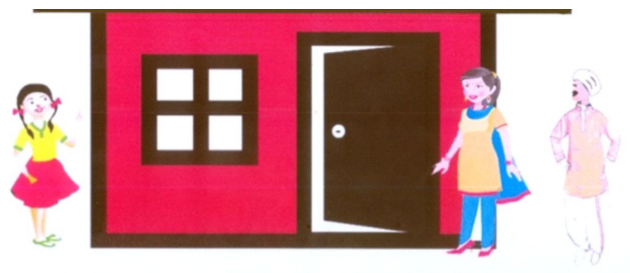


CUTS CART

In the technical session, the key road safety provisions of the Motor Vehicles Act (MVA), 2019, were discussed to seek experts' suggestions to devise a detailed action plan. Madhu Sudan Sharma, Senior Programme Officer, CUTS, moderated the technical session and made the introductory presentation on MVA, 2019. Nidhi Singh, Joint Transport Commissioner; Girdhar Goyal, Trauma Care Expert, SMS Hospital; and Prerana Arora, Road Safety Expert, were speakers in the technical session.

The second consultation 'Enforcement Challenges of the Motor Vehicles (Amendment) Act, 2019', was organised at Bengaluru, Karnataka, on September 23, 2021. The main objective of the consultation meeting was to provide a platform for stakeholders from various and related fields to share their opinions and identify the enforcement challenges of the MVA, 2019 in the State of Karnataka and the way forward. Recommendations emerged from the meeting that there is a need to improve the road infrastructure, conduct periodic training, and build the capacity of service providers.

Sudhakar Rao, ex-IAS, Chairman, Public Affairs Foundation; N. Shivakumar, IPS, Transport Commissioner, Government of Karnataka spoke in the technical session. Ajit Singh, former DGP & Commissioner of Police, Bengaluru, was the moderator. Ravikanthe Gowda, IPS, Additional Commissioner of Police (Traffic); R P Kulkarni, Chief Project Officer, PWD/State Highways, Bengaluru; G Gururaj, Chairperson of the Vision Group on Health & Family Welfare; Ravi Gadepalli, Consultant with World Bank and International Association of Public Transport; and Srinivas Alavilli, Head, Civic Participation, Janaagraha, Bengaluru were key speakers.



## Grahak Sahayta Kendra, Jaipur

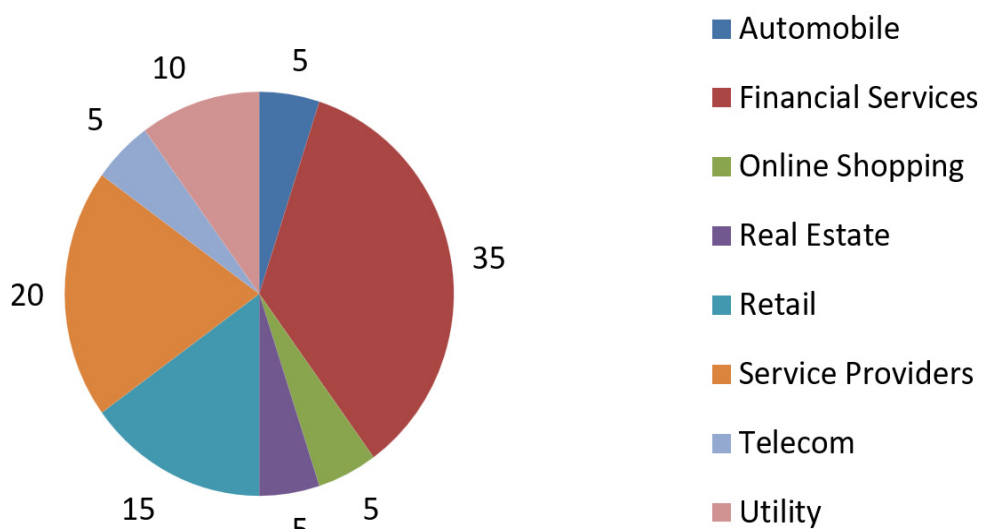
Grahak Sahayta Kendra (GSK) provides services, such as advice on consumer protection-related issues, addresses complaints, and publishes books, pamphlets, magazines, and other relevant materials in consumer-related matters. Besides, the GSK centre also handles consumer complaints through counselling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

**GSK details can be accessed at:**

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

During September-December, 2021, the status of complaints and advisories received at GSK are shown in the below graph:

**Sectorwise Complaints in Percentage**

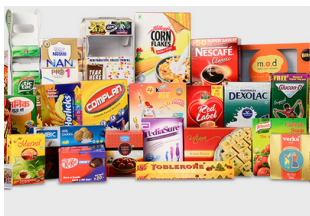


**Financial Services:** Banking, Insurance Companies, Non-Banking Finance Companies, and Capital Market

**Utility:** Electricity, Water, and Education

**Service Providers & Other Services:** Local Bodies, Hospitality, and other Miscellaneous Service Providers

**Automobile:** Vehicle Manufacturing Companies, Dealers and Service Centres, etc.



## Packaged food items need to have FoPL

Experts hail simple and easy to understand Front-of-package label (FoPL) warnings on front of the pack in packaged food products towards addressing India's burgeoning non-communicable diseases (NCDs) crisis. This would be most suitable for the Indian population, regardless of their age, literacy proficiency or socio-economic strata.

(The Financial Express, September 15, 2021) <https://snip.ly/4u6w37>

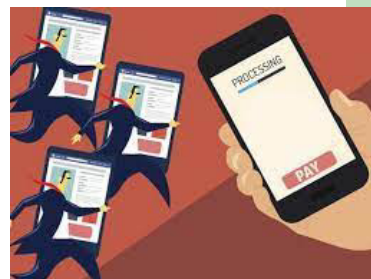


## RBI to deal more with consumers

By Pradeep S Mehta

The Reserve Bank of India (RBI) has been at the forefront for facilitating a broad-based economic recovery from the pandemic. As the RBI would have noted, while there are signs of revival, we are not yet out of the woods. The pandemic has accelerated the push towards digitalisation, with greater adoption of digital payments, which can act as a lever for 'inclusive' and 'equitable' development, which has been so astutely articulated as RBI's vision.

(The Economic Times, September 20, 2021) <https://bit.ly/3znCUlj>



## Rewarding Good Samaritans on roads

The initiative of the Ministry of Road Transport and Highways to award Good Samaritans who save lives of road accident victims with a cash prize is a welcome attempt to reduce India's staggering annual death toll from mishaps. Ranking third among 20 nations that have the highest number of accidents, India fares far worse on an important metric — cases to fatalities ratio — compared to the US and Japan, which have more recorded crashes but fewer deaths.

(The Hindu, October 07, 2021) <https://snip.ly/9u25t4>

## RBI's New Auto Debit Rules Are Here

The RBI's new guidelines for recurring payments went live on October 01. The new ruling is designed to prevent online fraud and is a move towards tighter online security. However, the unplanned implementation is affecting millions of users and the banks are not completely ready to implement the new guidelines.

(NDTV, October 07, 2021) <https://bit.ly/3FI9skR>



## Green Action Week 2021

By George Cheriyan

Sharing is nothing new for a country like India. India has a history of low carbon footprint and sustainable lifestyle. Sustainability has always been a core component of Indian culture. That's why this recent hype on the importance of adopting the ten principles or R's of circular economy: Refuse, Reduce, Renew, Reuse, Repair, Refurbish, Remanufacture, Repurpose, Re-cycle, Recover.

(Matters India, October 10, 2021) <https://snip.ly/si4rvl>

## SC warns of imposing exemplary costs on states

The Supreme Court warned of imposing exemplary costs on state governments in case of failure to submit a status report within a week regarding the vacancies, including on the infrastructure, in State Consumer Dispute Redressal Commission.

(Press Trust of India, November 11, 2021) <https://snip.ly/fx4g>





## IMPORTANT JUDGEMENTS/ DECISIONS



### Rajasthan witnesses loss due to road mishaps

Rajasthan has witnessed a socio-economic loss of Rs 49,230.86 crore due to road accidents since 2016, according to an analysis. This means, every year on average there is a loss of Rs 9,846 crore in the state due to accidents. However, owing to fewer deaths and injuries because of the pandemic, the figure decreased to approximately Rs 8,000 crore in 2020.

(Times of India, November 21, 2021) <https://snip.ly/7dx3po>



### India tops world in road deaths

Nearly half a million traffic accidents over the span of a year in India resulted in around 150,000 total deaths, and experts believe that these road traffic fatalities could be lowered with proper planning and implementation of rules. India has only one percent of the world's vehicles but accounts for 11 percent of global deaths from road accidents, according to a report by the World Bank released earlier this year.

(ANADOLU Agency, November 20, 2021) <https://tinyurl.com/3z22tcce>



### RBI not to penalise consumers and merchants

By Pradeep S Mehta

Digital transactions in India have risen manifold in the past few years. The RBI had done well to convert challenges thrown by demonetisation and the pandemic into opportunities for promoting digital payments. Estimates suggest that India's online retail market will reach US\$350bn by 2030 from US\$45-50bn at present, which may contribute nearly 40 percent of the US\$800bn consumer digital economy.

(The Economic Times, November 29, 2021) <https://bit.ly/3o1QAX2>



### New measures to prevent road accidents

The Ministry of Road Transport and Highways has introduced several safety measures to prevent road accidents on National Highways in the wake of Indian ranking 3<sup>rd</sup> across the 199 countries, as reported by the World Road Statistics, 2018.

(Livemint, December 09, 2021) <https://snip.ly/ftng9d>

### Over 1.16 lakh road accidents

A total of 1,16,496 road accidents occurred on National Highways (NHs), including expressways, in 2020, causing 47,984 deaths. In 2019, a total of 1,37,191 accidents had taken place on NHs, including expressways, which resulted in 53,872 deaths.

(Times of India, December 22, 2021) <https://snip.ly/t6lv9n>



### More farmers adopt organic farming

Prime Minister Narendra Modi recently appealed to every State to come forward to make natural farming a mass movement. However, not even three percent of the farmers in India are into organic farming, which covers a small portion of Indian agriculture.

(The Hindu Business Line, December 22, 2021) <https://tinyurl.com/bdhfrur4>



## Witnessing Chemical-Free Farming in Rajasthan

“Still, there is a long way to achieve the desired outcome of achieving chemical-free farming in Rajasthan,” said George Cheriyan, Director, CUTS International in a Stakeholder’s Consultation marking the conclusion of bridge year activities under its ongoing project ‘ProOrganic’, which aims to promote organic farming consumption and production in the state.



He said that during an intervention, which has completed now eight years has been able to produce results in converting around 280 farmers from chemical to organic and the overall increase of around four percent from the last baseline survey done in 2017. People are now becoming more worried about their health and 97 percent of them would eat organic food if it is easily available in the market.

S K Jain, Director, Rajasthan State Seed & Organic Certification Agency, Jaipur, stated that the government will keep all farmers’ difficulties in mind and make every effort to support them.

A S Baloda, Director of the Rajasthan Agriculture Research Institute, emphasised the need to continue to promote organic farming, noting that farmers and consumers should recognise its importance in the long term.

Om Prakash, ex-Director of Jaipur Doordarshan, spoke about the need for farmers and the government to collaborate and strive to find a new path where organic farmers may obtain a fair price for their organic products.

## Need Extensive Awareness on Good Samaritan in Rajasthan

Around 58 percent of deaths occur due to traffic accident injuries. Suppose the injured sufferer is sent to the hospital right away. In that case, he may preserve his life,” said Biju George, ADGP (Vigilance), Government of Rajasthan. He was Chief Guest in a workshop on ‘Issues Focusing on Good Samaritan Guidelines: Challenges and Way forward’ organised by CUTS with the support of the Ministry of Road Transport and Highways, Government of India.

Cheriyan delivered the opening address. He said 80 percent of road accident victims in India do not receive emergency medical care within the critical first hour after an accident. There is a need to change the behaviour of police, the response of hospitals and generate public awareness on Good Samaritan Law.



Mahendra Soni, IAS, Transport Commissioner, Government of Rajasthan as special guest, highlighted that people should be aware of the term ‘Good Samaritan’ and that simply rewarding them is insufficient. They should support the government’s efforts in reducing road fatalities. He shed light on the government’s ‘Jeevan Rakshak Yojana’ plan.

In continuation, Dr. Narottam Sharma, Chief Medical Health Officer, Jaipur, spoke about the Golden Hour and

underlined the importance of making everyone aware of CPR. Nidhi Singh, Joint Transport Commissioner, Road Safety; Dr Girdhar Goyal, Trauma Care Expert, SMS Hospital Trauma Care Centre; and Dr L N Pandey, State Nodal Officer, Transport Department, Government of Rajasthan, spoke about insights of Good Samaritan in the technical session.

Saxena presented Good Samaritan Law while Madhu Sudan Sharma, Senior Programme Officer, CUTS, moderated the technical session. More than 60 road safety specialists and delegates attended the workshop.



### ACTIVITIES







## Rajasthan is Lagging Behind in the Implementations of SDG-12 Targets

CUTS, in partnership with the Swedish Society for Nature Conservation (SSNC), conducted a study on 'Sustainable Consumption and Production (SCP) from a Consumer Perspective' in India, with a particular focus in five states, namely Chhattisgarh, Himachal Pradesh, Kerala, Rajasthan and Uttar Pradesh. The study aimed to frame an understanding of SCP beyond SDG-12 targets and expand it from current sustainable consumption and consumer perspectives.

The fourth state-level consultation was organised in collaboration with NITI Aayog, Government of India, at Jaipur on October 27, 2021. Sundar Narayan Mishra, Senior Consultant-SDGs, NITI Aayog,



Government of India, delivered his keynote address on SDG 12. Anand Mohan, Member Secretary, Rajasthan State Pollution Control Board, Punita Singh, Joint Director, Department of Tourism, Rajasthan and Hitballabh Sharma, Deputy Secretary, Department of Rural Development, Rajasthan spoke as special guest. Seven departments shared their department-specific progress and programmes related to SDG12. More than 50 participants attended the meeting.

The fifth state-level consultation was organised in collaboration with the Kerala Institute of Local Administration (KILA), Government of Kerala at Thiruvananthapuram, on November 16, 2021. Joy Elamon, Director General, KILA; Josephine J., Chief, Decentralised Planning Division, Kerala State Planning Board (KSPB); S S Nagesh, Chief, Agriculture Division, KSPB; Sreekumar B., Director (i/c), PIEM Department spoke as a special guest on SDG 12. Eight departments shared their department-specific progress and programmes related to SDG12. More than 34 participants attended the meeting.

## 'Light for Defenders' Manifestation

CUTS and CSOs from 12 states observed Human Rights Day as 'Light for Defenders' manifestation to highlight the plight of environmental and land defenders at Jaipur on December 10, 2021. This is the fourth consecutive year, CUTS has observed this campaign along with global network.

The campaign aims to raise awareness on environmental defender's role in protecting land and environment, said George Cheriyan, Director, CUTS International. The Universal Declaration of Human Rights (UDHR), which was adopted on December 10, 1948, had a significant impact on our Indian constitution. UDHR is an international treaty enshrining the rights and freedoms of all people adopted by the United Nations General Assembly.

The Indian Constitution's framers were motivated by the notion of human rights and most of the UDHR's human rights were guaranteed. Article 12 to 35 contained in Part III of the Constitution deal with Fundamental Rights.

These are: Right to equality, including equality before law, prohibition of discrimination on grounds of religion, race, caste, sex or place of birth and equality of opportunity in matters of employment, he added.



## Finding Solutions to Urban Governance Challenges

CUTS formed a 'Rajasthan City Mayors' Learning Platform (RCMLP)' in 2015 with a specific objective to improve the urban governance in the state through enhanced sharing of experiences and learning from each other. Since then, a series of Mayors' Conferences have been successfully organised in different cities of Rajasthan, where City Mayors and Deputy Mayors participate in discussing the challenges and opportunities of their respective cities.

With this background, CUTS organised a Mayors' Conference in collaboration with NITI Aayog, Government of India, with the support of The Asia Foundation at Jaipur on November 26, 2021. The conference was attended by Mayors, Deputy Mayors, Chairpersons of selected ULBs and working committees of ULBs.

Abhijeet Kumar, Mayor, Bharatpur Municipal Corporation highlighted various good practices in urban governance from developed countries. He also appreciated the effort of CUTS to organise Mayors' conference.

Manju Mehra, Mayor, Kota Municipal Corporation (North) said City Mayors' Learning Platform should be replicate in each municipal corporation. It will bridge the gap among elected representatives and concerned officials on the issue of urban governance.

Sanjeev Kumar Pandey, Additional Director, Department of Local Self highlighted various government schemes and initiatives on urban governance. He shared various best practices in Rajasthan on urban governance.

Punit Karnawat, Deputy Mayor, Jaipur Municipal Corporation Greater discussed various key issues in ULBs. Without giving autonomy to elected representative, it is difficult to achieve any SDG goals or improving the basic services.

Neeraj Jain, Deputy Mayor, Ajmer Municipal Corporation said elected members need more training and capacity building on urban governance issues. Mayors' Learning Platform will help discuss and find the urban governance challenges' solutions

Debolina Kundu, Professor, National Institute of Urban Affairs, New Delhi presented urban governance challenges in Rajasthan. She suggested that ULBs need more autonomy to work effectively.

Milind Mhaske, Director, Praja Foundation, Mumbai presented how condition of cities can be improved by empowering ULBs. He discussed Urban Governance Index, 2021 and good practices on urban governance around India, however cities of Rajasthan have poor performance according to the study.

Amar Deep Singh, Senior Programme Officer CUTS presented the key findings of the study report: 'Urban Local Governance in Rajasthan-Challenges and Opportunities' in the Conference.



### ACTIVITIES



## State Level Organic Fair

The 'State Level Organic Fair' was organised under the at Pareek College, Bani Park on December 19, 2021 under the bridge year of ProOrganic project. Surendra Singh Awana, a progressive farmer formally inaugurated the fair.

More than 25 stalls were put up by farmers of 10 targeted districts under the project along with couple of local organic outlets. The stalls showcased various organic vegetables, starting from fruits to grains and to other eatable items both in the packed and loose form.



The other highlight of the fair was a couple of more stalls of partners and community women leaders of GAW, Rajasthan, who showcased their 'Best Out of Waste' products.

There was a footfall of around 250 consumers, who not only looked curious in purchasing various organic products but also enjoyed some cultural activities by local artists, who were also part of the fair. Media too highlighted the success of the fair.





## Waste Segregation and Management a Priority in Jaipur

“Waste segregation and its management is a severe concern in the city of Jaipur and now it is high time that it should be put on the top of the agenda,” said Jaipur Heritage Mayor Munesh Gurjar. She addressed the participants as Chief Guest in the Stakeholder’s Consultation organised by CUTS International, marking the culmination of the Green Action Week (GAW) campaign of 2021 in Rajasthan. She urged that every Jaipur resident should support the government in this waste segregation and management drive.

Zila Pramukh of Jaipur Rama Chopra spoke about the need for garbage management and reduced consumption of goods and services. Chopra said that ‘Kitchen Gardening’ during the pandemic has



been very effective, and this habit should be adopted and carried forward by others. This will prevent many of us from the pandemic situation when we are afraid to buy vegetables from the market. She called for awareness and more extensive spread of the GAW campaign among school children, focusing on waste management.

In his opening address, George Cheriyan, Director, CUTS International, said in 2021, humanity has again used all biological resources that our planet regenerates during the entire year by July 29, 2021, termed Earth Overshoot Day. From Earth Overshoot Day, humanity operates on ecological deficit spending until the end of the year, and hence there has to be an added thrust on protecting the natural resources.

Deepak Saxena, Assistant Director CUTS International, in his welcome address, said that GAW is a global campaign for promoting sustainable consumption and being observed every year in October.

V K Singhal, Chief Environmental Engineer, Rajasthan State Pollution Control Board, and Soumna Datta, retired Professor of Botany, University of Rajasthan, spoke on the theme. Nimisha Sharma, Programme Officer, CUTS, delivered a presentation on the entire campaign.

### Making Jaipur, a Honk Free City

CUTS International has been active throughout on environment protection related work and filed a petition in National Green Tribunal (NGT), Bhopal against various concerned departments of Rajasthan Government on controlling the menace of honking in the city of Jaipur and banning use of ‘pressure horns’ by private and roadways buses.



Under the intervention, CUTS has been campaigning for the last few years on the control of unnecessary honking by vehicles and also advocated for this through various types of awareness activities and representations before the government.

In the existing petition, CUTS has also sought from NGT to direct the State Government to initiate an ‘Environment Compensation’ of Rs. 5,000 in addition to the existing penalties/fines as per above regulations to be imposed on polluters for every act of noise pollution, on the basis of ‘Polluter Pays Principle’, in terms with the directions given by the Delhi NGT in the ‘Vardhaman Kaushik vs. Union of India’.

Accepting the petition of CUTS, the NGT has issued notices to the concerned departments of the state government, viz., Home, Transport, Environment and Rajasthan Pollution Control Board, along with the Chief Secretary, in which the officers of the said departments have been asked to submit their replies within six weeks.

### World Day of Remembrance

CUTS commemorated the ‘World Day of Remembrance’ in memory of road safety victims and organised a street



play at Central Park, Jaipur, on November 21, 2021. The theme was the safe speed in the streets, presented through powerful messages through the nukkad natak. More than 50 people participated.



## Governor Released CUTS Study on SDG 12

**A**rif Mohammed Khan, Governor of Kerala, released a study entitled “Sustainable Consumption and Production – A Consumer Perspective” at Raj Bhavan, on December 30, 2021, by giving a copy to Cheriyan. The study prepared by CUTS International mainly looks at SDG 12 (Responsible Consumption and Production) from a consumer perspective based on The United Nations Guidelines for Consumer Protection (UNGCP). The Governor appreciated CUTS efforts to undertake research on such a vital topic and hoped that it would prove helpful to stakeholders concerned.



## Glimpses of some more ACTIVITIES



## Eat Right, Healthy and Safe Food

**C**UTS launched a project on ‘Safe Food Practices in Rajasthan’ with a purpose to increase awareness among rural masses on hygienic and clean food. It also aims to promote food safety awareness building, protection from contamination, COVID 19 and healthy food practices among the community.



This HUL supported CUTS initiative will be instrumental in creating a model of ‘Behaviour Change Communication’ regarding good food hygiene, preventing food-borne illness, diarrhea and promoting a healthy lifestyle among communities in selected 12-gram panchayats in the targeted two districts of Chittorgarh and Bhilwara.

CUTS organised a Launch-cum-Training of Trainers (ToT) programme to kick start a three-month campaign at Chittorgarh on July 06, 2021. Under the intervention, 12 village level awareness meeting with women

and adolescent girls, 4 block level awareness meeting with children and 12 chaupal meetings along with nukkad natak in each of the selected gram panchayats were organised.

The campaign focused on the entire chain of food business operators, viz. retail food establishments, food service/delivery/takeaways, and food handlers like women who cook food at home, small street food in selected districts.

## Gram Gadar Award for Rural Journalism

**O**n the occasion of State Level Workshop in Jaipur on November 11, 2021, the annual ‘Gram Gadar Award for Promoting Rural Journalism’ was also given to Piyush Sharma of Haldhar Times for his award winning write ups and articles on ‘Increasing Unemployment During Pandemic Time’.





- Deepak Saxena attended an online training course on 'Traffic Impact Assessment' organised by Centre for Science and Environment, New Delhi during August 01-14, 2021.
- Amar Deep Singh attended webinar of Darbari Seth Memorial Lecture series organised by The Energy & Resources Institute on August 24, 2021. Bhupender Yadav, Minister for Environment, Forest & Climate Change; and Minister for Labour & Employment delivered the inaugural address.
- George Cheriyan attended a Consultative Meeting organised by ReAct titled 'Building Back Better' and made a presentation on '*changing consumer perspectives after Covid19 and how it can possibly affect the AMR domain*' on August 25, 2021.
- Simi TB attended a webinar on Food Systems Dialogue: National Strategy and Action Plan for 'No Food Waste' organised by CII on September 08, 2021.
- Amar Deep Singh and Nimisha Sharma attended CI Member Connect call on Green Action Week, 2021 on September 15, 2021.
- Deepak Saxena attended a virtual meeting on 'Strategy for 5G and 5Gi for Department of Telecom on October 22, 2021 organised by CMAI Association of India. He also attended e-Consumer Education Workshop (e-CEW) on October 28, 2021 organised by BSNL. Deepak & Amit attended a special lecture on 'AI (Artificial Intelligence) and ML (Machine Learning): An Introduction' by Prof. Dr. Priyadarshi Patni, Director, Faculty of Computer Science, L M College of Science & Technology, Jodhpur as part of COP session organised by TRAI on October 29, 2021.
- Simi TB attended a Global Webinar: Guidelines for Providing Product Sustainability Information in E-Commerce (Asia) organised by One Planet Network Consumer Information Programme on November 22, 2021.
- Simi TB and Pratibha Jain attended a national webinar organised by All India Institute of Medical Sciences Mangalagiri and All India Institute of Medical Sciences on theme "Addressing Non-Communicable Diseases through Front of Package Labelling on November 24, 2021.
- Deepak Saxena attended an online panel discussion on 'ISI Standards in Toys and Footwear' organised by Patrika TV on December 02, 2021.
- Deepak Saxena attended a meeting organised by the Food and Consumer Affairs Department of Government of Rajasthan on Legal Metrology under their ongoing 'Shudh ke Liye Yudh Abhiyan' as one of the speakers on December 10, 2021.
- Deepak Saxena along with Pradeep Mehta, attended National Consumer Day ceremony on December 24, 2021 organised by Department of Food and Consumer Affairs of Govt. of Rajasthan. Minister, Pratap Singh Khachariyawas; Secretary, Naveen Jain; Banwari Lal Sharma, President State Consumer Rederssal Commission, Rajasthan were the key speakers along with Mehta as a speaker on 'E-Commerce'.
- Dharmendra Chaturvedi and Amit Babu attended National Level Programme of National Consumer Day organised by Ministry of Consumer Affairs, Food and Public Distribution, Government of India on December 24, 2021.
- Simi TB attended a National Webinar "Front of package labelling (FOPL): A Way forward to address NCDs" jointly organised by All India Institute of Medical Sciences Gorakhpur & All India Institute of Medical Sciences Rishikesh on December 27, 2021.
- Madhu Sudan Sharma participated in the two-day meeting of the Parliamentary Standing Committee on Transport, Tourism and Culture and the regional meeting of the National Highways Authority of India, Odisha held at Puri, Odisha on December 29-30, 2021.





### Upcoming Events/Project Activities

- CUTS-SSNC-ProScope Activities, 2022 as per the Work Plan
- CUTS-GRSP-ROSA Activities (Extended Phase III)
- CUTS-GHAI on Consumer-Friendly FoPL in India
- CUTS-I-CAP-Online Training on e-Procurement

### CART at Social Network

- CART is managing four FB pages, one each for MyCity, Insight into the Indian States (I3S), ProOb & CoPSA (Community of Practice on Social Accountability), GSK and three dedicated web portals for (ProOb), COPSA and I3S.
- CART has a Twitter account with link: <https://twitter.com/CUTSCART> and Facebook page: <https://www.facebook.com/cutsintcart>
- Besides, CART is also responsible for moderating two google groups:

#### CUTSConsumersUp:

Consumer Empowerment in India to take the issues of consumer protection forward.

#### CUTSGovForum:

Discuss news and views on Governance issues and challenges in India.

#### CUTSRoadSafety:

to discuss and disseminate relevant issues on road safety.



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

D-217, Bhaskar Marg, Bani Park, Jaipur 302 016, India, Ph: 91.141.5133259, 2282821, Fx: 91.141.4015395

Email: [cart@cuts.org](mailto:cart@cuts.org), Web: [www.cuts-international.org/cart](http://www.cuts-international.org/cart)

Also at Delhi, Calcutta and Chittorgarh (India); Lusaka (Zambia); Nairobi (Kenya); Accra (Ghana); Hanoi (Vietnam); Geneva (Switzerland) and Washington DC (USA).