



Project Status Report

1 Project Title: Giving the Poorer Consumers Greater Voice in India (ProVoice)

Objective:

To make awareness of low-income consumers using safe and sustainable products and improving their health and wellbeing, as well as promoting healthy home in their children and families.

Area of Intervention: Eral and Netwalgarh Pachli villages in Chittorgarh district of Rajasthan.

2 Month: September 2019 – January 2020

3 Activities Done During the Period (In Detail):

3.1

10.9.2019 Training of Staff Members, CHD Office

On 10 October 11 am, in the meeting hall of the office, Nimisha Gaur explained in detail the activities of CHD's Pro-Voice project to the members conducted from September to December. She said that 4-5 products have to be selected which are harmful to health and identify safe and sustainable products and identify the manufacturers and suppliers in their place. 3 products to choose from are LED bulbs, washing powder and stove. Discussion on how many activities to do in the project and how to do it was held.

3.2

11.9.2019 Guest Lecture, CHD Office

On September 11, a meeting of Swabhimani Wheat Processor Company Ltd was held at CHD office. In the meeting, 12 people from Netawalgarh Pachli and Eral village participated. Giving information about the Pro-Voice project in the meeting, Mohan Meghwal said that under the project, various activities will be conducted in Netawalgarh and Eral to make consumers aware of their rights. To make people aware of the diseases due to the smoke emanating from the use of traditional stoves used in homes and to make people aware about use of smokeless stoves. Also, about using safe electric quality products and using LED bulbs. Training women on making washing powder.

3.3

26.9.2019 Guest Lecture, CHD Office

On September 26, a district level workshop was organized under the pro-organic project at CHD. 17 people from Netawalgarh Pachli and Eral villages participated in the workshop. Giving information about the Pro-Voice project at the meeting, Madan Giri Goswami said that under the project, various activities will be conducted in Netawalgarh and Eral to make consumers aware of the rights, including street play, puppet show, awareness meetings, school rally with children, community meetings etc. Also, consumers will be made aware on consumer rights and responsibilities. In the third phase of the project, the demand for the use of safe and sustainable products will be increased as well as a dialogue will be made with the manufacturers and suppliers of the products so that the consumers can get quality

products on time. Information about district consumer forum for complaint redressal and CUTS was also given.

3.4

5.10.2019 Puppet Show and Community Meeting-Eral

On 5 October 2019, a community meeting and puppet show was organized for consumer awareness on bus stand at 12 noon in Eral village in which 31 consumers including 2 women consumers participated. Mohanlal Meghwal, Shyamlal Damor and Surajmal Makwana participated as CUTS representative. In the program, consumers were made aware of the consumer rights and responsibilities through a puppet show. Information was given about contacting the District Consumer Forum and CUTS Office in case of any problem in the products. Several times consumers complain that there is no one to redress the problem about the product and they are made to run from pillar to post. Electricity consumers said that arbitrary amount is being collected by the power companies from the electricity consumers and the company does not listen even if someone complains. They were informed that complaint should always be done in writing or using the toll-free number operated by the company so that your complaint is recorded. This will increase accountability of the company. In this meeting, Mohan Lal Meghwal informed about the CUTS project aims and objectives to raise the voice of poor consumer in Netawalgarh and Eral. 'Mera Haq, Mera Adhikar' calendar and pamphlets were also distributed.

3.5

5.10.2019 Puppet show and Community Meeting-Netawalgarh

On October 10, 2019, a community meeting and consumer program for consumer awareness was organized at Ramdevji temple in Netawalgarh village at 5 pm in which 29 consumers including 5 women consumers participated. Mohanlal Meghwal, Shyamlal Damor and Surajmal Makwana participated as CUTS representative. In the program Rameshwarlal Garg made consumers aware of consumer rights and responsibilities through puppet show. Information was given about contacting the District Consumer Forum and CUTS Office in case of any problem in the products. , not hearing the consumer or violating the rights of the consumer by any product vendor. Several times consumers complain that there is no one to redress the problem about the product and they are made to run from pillar to post. Electricity consumers said that arbitrary amount is being collected by the power companies from the electricity consumers and the company does not listen even if someone complains. They were informed that complaint should always be done in writing or using the toll-free number operated by the company so that your complaint is recorded. This will increase accountability of the company. In this meeting, Mohan Lal Meghwal informed about the CUTS project aims and objectives to raise the voice of poor consumer in Netawalgarh and Eral. 'Mera Haq, Mera Adhikar' calendar and pamphlets were also distributed.

3.6

6.10.19 Snake Ladder Game and Quiz with Kids - Eral

On October 6, a snake and ladder game with children and quiz competition was held near the Charbhuj temple in Eral village, in which 12 children participated. Suraj Makwana and Mohan Meghwal participated from the CUTS. Surajmal told the children about the rules of the game. They were told to read the printed words on the banner and advance their pawns for each good work or otherwise snake will bit for bad works. After this, Mohan Meghwal asked questions related to children consumers. In this game, first three winners were distributed with LED bulbs and pens.

3.7

7.10.2019 Women's Meeting, Snake Ladder Game and Quiz, Eral

On October 7, 2019, women's meet, snake-ladders game and quiz contest were organized in 13 Balai Mohalla in Eral by the CUTS. Shyamlal Damor and Govardhan Lal participated as CUTS representatives. In the meeting, Govardhan Lal Pareek said that we use a variety of unsafe products in our homes every day, which can cause harm to the family due to chemical based washing laundry powder, traditional stove used in the house and traditional bulbs etc. Instead of such products, people should use products that doesn't affect health of family in any way. People were made aware of the use of safe products by CUTS and consumers' access to safe products is being made easier.

After this Shyamlal told the rules of Snake-Ladders game and women were made to play the game. In the game, the first, second and third winners were given bags as prize. Subsequently, a consumer related quiz contest was organized.

3.8

7.10.2019 Meeting with Children, Snake Ladder Games and Promotions, Eral

On 7 October 2019, Balai Mohalla in Aral organized a meeting with children through cuts, snake-ladder game and competition contest in which 11 children participated. Shyamlal Damore and Govardhan Lal participated as Cuts representatives. In the meeting, Govardhan Lal Pareek said that we use a variety of unsafe products in our homes every day, which can cause any harm to the family such as chemically washed laundry powder, the traditional stove used in the house and yellow. Bulbs etc. Instead of these products, such products should be used which do not have any bad effect on our family. To make people aware about the use of safe products by CUTS, programs are being organized in many villages and schools and consumers' access to safe products is being made easier.

After this Shyamlal told the rules of Snake Siddhi game to the children and the children were made to do the game. Children in the first, second and third games were awarded LED bulbs. Subsequently, a consumer related promotion was organized.

3.9

9.10.2019 Women's Meeting, Snake-Ladders Game and Quiz, Netawalgarh Pachhli

On October 9, a women's meeting was organized at the Balaji temple in Rajput Mohalla of Netawalgarh Pachhli village. 20 women attended the meeting. From CUTS Mohan Meghwal and Surjmal Makwana were representatives. At the beginning of the meeting, Mohan Meghwal gave introduction and informed about the aims and objectives of the project. Surjmal Makwana said that women do all the household work and work more than men, so women need to be more aware of consumer related information. During the meeting, women were informed about the traditional stove used in the home. He said that the smoke emanating from traditional stoves cause many diseases and cause damage to the environment also. So, we should use smokeless chulha. After this, women were made aware of consumer rights and responsibilities through the Snake-Ladder game. At the end of the game, women were asked to participate in quiz contest and the first three winners were given the bags as prize. Children and women have a greater role in this project. People were informed that if they find any fraudulent product then they can contact CUTS.

The women told that they attend gram panchayat but their voice is not heard. They said that they will now go together to let their voice heard. They said that they will also take advantage of the schemes run by the government. Women told that the activities that have taken place today should continue to happen as they have received many information related to consumers.

In the end, vote of thanks was given by Mohan Meghwal.

3.10

9.10.2019 Women's Meeting and Quiz Competition, Eral

A women's meeting was held on October 9 at Bairava locality in Eral village. 19 women attended the meeting. Gayatri Mod and Shyamlal Damor from CUTS participated. Gayatri Mod gave introduction at the beginning of the meeting and information was given about the goal and purpose of the project. Gayatri Mod said that women need to be more aware about consumer related information because they do more shopping. Children and women have a greater role in this project. As consumers, we also have some rights and responsibilities which should be taken into consideration while purchasing services and goods.

The aim of the project is to change the behavior of the consumers towards the purchase of safe and sustainable items, as well as to raise awareness about the effects of clean water, safe electricity and indoor pollution so that healthy home environment be provided to children to live.

CUTS conducted a sampling survey of water and indoor pollution in your village, which found that drinking water in the village is contaminated. The water is good for drinking and the pollution inside the houses is excessive, which is causing adverse effects in the family and especially children. After this Gayatri Mod answered the questions related to the conscious consumers. Women who gave correct answers to the questions were given away bags as prize.

Giving examples, women said that many times we purchase washing powder which contains salt and many times a powder causes burning sensation in the hands.

3.11

9.10.2019 Community Meetings and Puppet Shows - Eral

A community meeting was held on October 9 at Bairava Mohalla in Eral village. 28 women, men and children participated in the meeting. Gayatri Mod, and Shyamlal Damor participated from the CUTS. Gayatri Mod gave introduction at the beginning of the meeting and information was given about the goal and purpose of the project. Gayatri Mod said that the consumer needs to be more aware about the shopping related information because as a consumer we also have some rights and responsibilities which should be taken into consideration while purchasing services and goods.

The aim of the project is to change the behavior of the purchasers towards the purchase of safe and sustainable items, as well as to be aware of the effects of clean water, safe electricity and indoor pollution so that healthy home environment be provided to children to live.

Puppet artist Rameshwarlal Garg conveyed the rights and responsibilities of consumers through a show. Giving an example, he explained that consuming headache pill without seeing expiry date can worsen health and treatment cost can be high. However, if consumer understands his responsibilities right then such a condition can be avoided.

Putting light on the purpose of the project, he said that this project is to raise awareness among consumers about the use of safe and durable products. Healthy families should be encouraged so that safe houses can be constructed for children to live. Under this pilot project, this project is operated for safe electricity, clean water and indoor pollution in two villages of Eral and Netawalgarh.

Shyamlal Damor said that we must take the bill of goods while shopping. The consumer should buy product only after looking at the necessary information like company name, production date, expiry date, weight and quality etc. If there is any kind of issue, consumer should immediately contact the District Consumer Forum or CUTS.

3.12

10.10.2019 Bal Panchayat Meeting, Snake Ladder Game and Competition-Netwalgarh

On October 10, a meeting was held at the Ramdev temple in Netawalgarh Pachli. 22 children attended the meeting. Giving information about the aims and objectives of the project, Mohan Meghwal of CUTS said that everyone present here is a consumer and being a consumer, the Consumer Protection Act 1986 has given 8 rights and 5 responsibilities to consumers. He said that we should shop consciously so that there is no cheating with us. If there is a fraud with any consumer, then the District Consumer Forum or CUTS should be contacted. While shopping, we must ask for bill of the item. The project involves changing the behavior of the consumer towards safe and sustainable purchase of goods, as well as making them aware of the effects of clean water, safe electricity and indoor pollution so that healthy home environment be provided to children to live.

Gayatri Mod informed that a student consumer club will be formed in schools. You can contact this group if there is any problem in any product. The members of the group will get the problem resolved by raising the issue with the concerned department.

After this, Govardhan Lal Pareek explained the rules of snake-ladder game to the children. 12 children participated in the game. Prize were given to the children who were winners.

3.13

10.10.2019 Children Meeting and Quiz Competition-Netawalgarh

On October 10 at 4 pm, a children's meeting and quiz competition were organized at the Bhil mohallas of Netawalgarh. 16 children attended the meeting. The CUTS was represented by Govardhan Lal Pareek and Mohan Meghwal. Giving information about the aims and objectives of the project, Mohan Meghwal said that women play an important role in the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Eral villages in collaboration with Consumer Internationale. The project seeks to change attitudes towards purchasing safe and sustainable items, as well as aware of the effects of clean water, safe electricity and indoor pollution so that healthy homes can be provided to children to live in. .

Govardhan Pareek said that a student consumer club will be formed in schools. Through this group, you can contact this group if there is any problem in any product. You can contact this group if there is any problem in any product. The members of the group will get the problem resolved by raising the issue with the concerned department.

WhatsApp group of members will be formed. Through this group, you will be able to exchange information related to the development of the village.

3.14

10.10.2019 Women's Meeting and Quiz Competition-Netawalgarh

On October 10 at 4 pm, a meeting with women's group and a quiz contest was organized at Bhil Mohalla of Netawalgarh. 20 children attended the meeting. The CUTS was represented by Govardhan Lal Pareek and Mohan Meghwal. Giving information about the aims and objectives of the project, Mohan Mughal said that women play an important role in the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Eral villages in collaboration with Consumer Internationale. The project seeks to change attitudes towards purchasing safe and sustainable items, as well as aware of the effects of clean water, safe electricity and indoor pollution so that healthy homes can be provided to children to live in.

Govardhan Pareek said that a student consumer club will be formed in schools. Through this group, you can contact this group if there is any problem in any product. You can

contact this group if there is any problem in any product. The members of the group will get the problem resolved by raising the issue with the concerned department. WhatsApp group of members will be formed. Through this group, you will be able to exchange information related to the development of the village.

3.15

10.10.2019 Community Meetings and Puppet Show - Netawalgarh

On October 10, a community meeting was organized at 7 pm at Bhil mohalla in Netawalgarh village. 22 women, 6 men and 18 children participated in the meeting. The CUTS was represented by Govardhan Pareek. In the beginning of the meeting, Govardhan Lal Pareek gave the information about the Consumer Protection Group. Pareek said that the consumer needs to be more aware about the shopping related information because as a consumer we also have some rights and responsibilities which have to be kept in mind. After that, through a puppet show artist Rameshwar Lal Garg, gave a message that parents have to change their behavior towards purchasing safe and sustainable items, as well as make children aware of the effects of clean water, safe electricity and indoor pollution so that children can live in a healthy home.

Giving information about the consumer protection group, he said that the group will support people at the village level. In case any consumer has a problem, he should first go to the meeting of the Consumer Protection Group and explain his problem, after which the group members will inform the concerned department through a letter and provide relief to the consumers.

3.16

10.10.2019 Community Meeting, Street Play, Netawalgarh

Street play and community meeting was organized at 8 pm at Ramdevji temple in Netawalgarh. 39 people attended the meeting. In the meeting, Mohan Meghwal while highlighting the purpose of the project said that this project is to raise awareness among consumers about the use of safe and durable products. Healthy families should be encouraged so that safe houses can be constructed for children to live. Under this pilot project, this project is operated for safe electricity, clean water and indoor pollution in two villages of Eral and Netawalgarh.

Giving information about the consumer protection group, Govardhan Pareek said that the group will support people at the village level. In case any consumer has a problem, he should first go to the meeting of the Consumer Protection Group and explain his problem, after which the group members will inform the concerned department through a letter and provide relief to the consumers.

Artist Nathulal Purbia, through Kala Jatha, made consumers aware of the use of LED bulbs, improved variety of stove and chemical free laundry powder. Along with this, it was informed that CUTS provide advanced stoves to 20 families of the village. He said that you can use the information to avail the benefit. He informed that using yellow bulb consumes more power and causes bad effects on the eyes. He said that we should use LED instead, which will reduce our house bills and also will not cause any harm to the body.

Nathulal Purbia & Party gave information about consumer rights and responsibilities through folklore. It was told through the song that while buying goods, taking the bill is also the right of the consumer. Any kind of loss can be avoided by taking bill of the product. For any kind of fraud, consumer should check the bill then he can seek compensation from shopkeeper. Even after this the problem is not resolved, then contact the District Consumer Forum or CUTS.

3.17

4.11.2019 Women's Meeting, Quiz Competition, Bhambi Mohalla, Netawalgarh

On November 4, 2019, a meeting with women was organized at Bhambi Mohalla of Netawalgarh. 8 women participated in this meeting. Gayatri Mod of CUTS while speaking at the meeting said that through this meeting, women can easily understand the rights and responsibilities of consumers. Gayatri Mod said that a consumer protection group is being formed in your village this month. All of you join this group. This group will assist you in securing consumer rights. Also, it will help in solving any kind of consumer related problem. This group will solve the problems of the consumers of the village. In this group, aware, educated and experienced people of the village will support the consumers at the village level after the completion of the project run by CUTS. For this, members of Consumer Protection Group will be trained about consumer rights, issues and redressal of grievances.

The purpose of the meeting and the purpose of the project were explained in detail by Gayatri Mod. She said that we must take the bill while making any kind of purchase. Taking a bill is a consumer's right. We can save ourselves and our family from being cheated by taking the bill. We should always buy only branded items. The people of the village are illiterate and are not aware of consumer rights, which lead to losses. The government has given 8 rights and 5 responsibilities of the consumer. If we follow them properly then we can avoid getting cheated. To avoid any type of fraud, this group is being formed so that consumers do not suffer any kind of loss.

In the end, Govardhan Lal Pareek asked questions related to consumer rights and responsibilities. Three women who gave more correct answers were rewarded.

In the end, Govardhan Pareek thanked all the participants.

3.18

4.11.2019 Women's Meeting, Quiz Competition, Rajput Mohalla, Netawalgarh

On November 4 2019, a meeting with women was held at Rajput Mohalla in Netawalgarh. 12 women participated in this meeting. Gayatri Mod of CUTS while speaking at the meeting said that through this meeting, women can easily understand the rights and responsibilities of consumers. Gayatri Mod said that a consumer protection group is being formed in your village this month. All of you join this group. This group will assist you in securing consumer rights. Also, it will help in solving any kind of problem. This group will solve the problems of the consumers of the village. In this group, aware, educated and experienced people of the village will support the consumers at the village level after the completion of the project run by CUTS. For this, members of Consumer Protection Group will be trained for consumer rights, issues and redressal of grievances.

The purpose of the meeting and the purpose of the project was explained in detail by Gayatri Mod. She said that we must take the bill while doing any kind of purchase. Taking a bill is a consumer's right. We can save ourselves and our family from being cheated by taking the bill. We should always buy only branded items. The people of the village are illiterate and are not aware of consumer rights, which lead to losses. The government has given 8 rights and 5 responsibilities of the consumer. If we follow them properly then we can avoid getting cheated. To avoid any type of fraud, this group is being formed so that consumers do not suffer any kind of loss.

In the end, Govardhan Lal Pareek asked questions related to consumer rights and responsibilities. Three women who gave more correct answers were rewarded.

In the end, Govardhan Pareek thanked all the participants.

3.19

5.11.2019 Women's Meeting and Advanced Chulha Presentation, Bhil Mohalla, Eral

A meeting with women was held on November 5, 2019 at Bhil Mohalla, Eral. 13 women participated in this meeting. Gayatri Mod told that a consumer protection group is being formed in your village this month. All of you join this group. This group will assist you in securing consumer rights. Also, it will help in solving any kind of problem. This group will solve the problems of the consumers of the village. In this group, aware, educated and experienced people of the village will support the consumers at the village level after the completion of the project run by CUTS. For this, members of Consumer Protection Group will be trained for consumer rights, issues and redressal of grievances.

It was told in the meeting that we are cheated everywhere due to lack of consumer information so we should make purchase carefully. Also, we should use such products which are safe for us and our family. Information about such products is being given by CUTS through various activities. We should use advanced stove which emanates very less smoke, takes less cooking time and less wood. Such stoves are now being made available to you by CUTS, but in the future, if there is more demand for it, then people can get it themselves. If there is any demand then people can directly contact Sidha Company who will provide stove. Regarding clothes washing powder, it was informed that training will be provided on some clothes washing powder to the women of the village so that they can make powder here and sell it in the village and nearby villages. It will also generate employment. It was informed that all of us should use LED bulbs in our homes so that our electricity bill will also be reduced and there will not be any bad effect on the eyes.

During the meeting, women were shown advanced stove and the benefits of this stove were given to the women.

The purpose of the meeting and the purpose of the project was explained in detail by Gayatri Mod. She said that we must take the bill while making any kind of purchase. Taking a bill is a consumer's right. We can save ourselves and our family from being cheated by taking the bill. We should always buy only branded items. The people of the village are illiterate and are not aware of consumer rights, which lead to losses. The government has given 8 rights and 5 responsibilities of the consumer. If we follow them properly then we can avoid getting cheated. To avoid any type of fraud, this group is being formed so that consumers do not suffer any kind of harm.

3.20

5.11.2019 Children Meeting and Quiz Competition with Children-Netawalgarh

Children's meeting and quiz competition was organized at 4 pm on November 5 at Bhil Mohalla of Netawalgarh. 22 children attended the meeting. The CUTS was represented by Govardhan Lal Pareek and Mohan Meghwal. Giving information about the aims and objectives of the project, Mohan Meghwal said that children contribute significantly to the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Eral villages in collaboration with Consumer Internationale.

After this, quiz competition with children was organized and pamphlets were distributed. Children were trained about consumer rights, information and main days. Children were also given information about consumer working organizations, District Consumer Forum, State Consumer Forum and National Consumer Forum.

Govardhan Pareek said that a student consumer club will be formed in schools. Through this group, you can contact this group if there is any problem in any product. The members of the group will get the problem resolved by writing to the concerned department. A WhatsApp group of consumer protection group members will be formed in Netawalgarh for the exchange of information. Through this group, you will be able to exchange information related to the development of the village.

3.21

5.11.2019 Community Meeting-Netawalgarh

On November 5, a community meeting was organized at Bhil Mohalla in Netawalgarh village. 40 women, men and children participated in the meeting. Mohanlal, and Govardhan Pareek participated on behalf of the CUTS. In the beginning of the meeting, Govardhan Pareek gave information about the goal and purpose of the project saying that the consumer needs to be more aware about the shopping related information because as a consumer we also have some rights and responsibilities which we should keep in mind while purchasing services and goods.

The aim of the project is to change the behavior of the purchasers towards the purchase of safe and sustainable items, as well as to be aware of the effects of clean water, safe electricity and indoor pollution so that we can build healthy homes for children to live in. Putting light on the purpose of the project, it was informed that a consumer protection group has been formed in the village, whose meeting will be held every month at the panchayat. If any shopkeeper gives you a faulty product then you can go to a group meeting and register your complaint. This project is to raise awareness among consumers about the use of safe and durable products. Healthy families should be encouraged so that safe houses can be constructed for children to live. Under this pilot project, this project is operated for safe electricity, clean water and indoor pollution in two villages of Eral and Netawalgarh.

Mohanlal said that some people in your village are being given advanced stove by CUTS and a demo will be shown. Anyone can buy it. This stove reduces smoke and uses less wood. If you need it in future, you can get it from Govind Vaishnav of your own village and appointed him as a supplier. He said that we must take the bill of goods while shopping. The consumer should buy only after looking at the necessary information like company name, production date, expiry date, weight and quality etc. If there is any kind of issues, you should immediately contact the District Consumer Forum or CUTS.

3.22

12.11.2019 Formation of Consumer Protection Group - Netawalgarh

On 12 November, a community meeting was organized at 6 pm in the house of Leela Jain of Netawalgarh Pachhli in which youth and women participated. The purpose of the meeting is to constitute a consumer protection group in the village.

Madangiri Goswami and Govardhan Pareek participated from CUTS. Everyone gave their introduction in the meeting and Madangiri Goswami gave detailed information about the purpose of the group, members, methodology and how the consumers will get support. After this, the attendees were asked to select the Chairman, Treasurer, Secretary and members in the group. With the consent of all, Manjudevi Bohra, a village-educated woman, was appointed as the President of the Consumer Protection Group, followed by Govind Vaishnav for the post of Secretary and Saddam Hussain for the post of Treasurer. All the remaining 14 were appointed to the member post.

After this, with the consent of all, it was decided to hold a meeting every month. It was decided to organise the meeting at Leela Jain's house at 8 pm on the 12th of every month.

Govardhan Lal said that a register has been given to the consumer protection group in which the discussion of the meeting of every month will have to be recorded. Issues during the meeting will have to be decided and implemented. No decision will be taken by any one person. If any problem of a consumer comes during the meeting, the work of writing a proposal through letter to the concerned department will be done by the secretary, a copy of which will also have to be sent to the CUTS office. During the meeting, a banner of consumer protection group will be installed, which will be provided by CUTS.

After this Madangiri Goswami informed about how the consumer protection group has to work. The strategy, the work of training the group will be done by CUTS as well as the District Consumer Redressal Forum and a visit of the organisations working for consumers Group members will be made.

After this, on the December 24, it was decided to celebrate National Consumer Day in the CUTS campus and at the end of the meeting, Govind Vaishnav proposed a vote of thanks.

3.23

12.11.2019 Formation of Consumer Protection Group - Eral

On November 12, a community meeting was organized at 6 pm at Charbhuj Temple of Eral village in which youth and women participated. The purpose of the meeting is to constitute a consumer protection group in the village.

Mohan Meghwal and Gayatri Mod participated from CUTS. Everyone gave their introduction in the meeting and Madangiri Goswami gave detailed information about the purpose of the group, members, methodology and how the consumers will get support. After this, the attendees were asked to select the Chairman, Treasurer, Secretary and members in the group. With the consent of all, Santosh Goswami, a village-educated woman, was appointed as the President of the Consumer Protection Group, followed by Devendra Sain for the post of Secretary and Satyanarayan Balai for the post of Treasurer. All the remaining 15 were appointed to the member post.

After this, with the consent of all, it was decided to hold a meeting every month. It was decided to organise the meeting at Community Hall, Eral bus stand at 8 pm on the 15th of every month.

Gayatri Mod said that a register has been given to the consumer protection group in which the discussion of the meeting of every month will have to be recorded. Issues during the meeting will have to be decided and implemented. No decision will be taken by any one person. If any problem of a consumer comes during the meeting, the work of writing a proposal through letter to the concerned department will be done by the secretary, a copy of which will also have to be sent to the CUTS office. During the meeting, a banner of consumer protection group will be installed, which will be provided by CUTS.

After this Madan Meghwal informed about how the consumer protection group has to work. The strategy, the work of training the group will be done by CUTS as well as the District Consumer Redressal Forum and a visit of the organisations working for consumers Group members will be made.

After this, on the December 24, it was decided to celebrate National Consumer Day in the CUTS campus and at the end of the meeting, Govind Vaishnav proposed a vote of thanks.

3.24

15.11.2019 Street Play, Eral

Street Play and community meeting was organized at Charbhuj temple of Eral village on November 15 at 8 pm. 57 women, men and children participated in the meeting. In the meeting, Mohan Meghwal while highlighting the purpose of the project said that this project aim is to increase awareness among consumers about the use of safe and durable products. Healthy families should be encouraged so that safe houses can be constructed for children to live. As a pilot project, this project is operated for safe electricity, clean water and indoor pollution in two villages of Eral and Netawalgarh.

Giving information about safe products, it was informed that a LED bulb lamp will be installed in Eral village with the help of Electricity Department and CUTS so that more and more consumers can use LED bulbs in their homes and reduce electricity bills. Also, washing powder is what every family needs. At present, it has also come out through the

survey that the powder which is being used in the houses is not safe. For this, some women of the village will also be trained to make washing powder so that quality washing powder can be made available in the village. Advanced stove will also be made available in the village and will appoint a person who can provide you a smokeless stove in future.

Giving information about the consumer protection group, Gayatri Mod said that the group will support people at the village level. In case any consumer has a problem, he should first go to the meeting of the Consumer Protection Group and explain his problem, after which the group members will inform the concerned department through a letter and provide relief to the consumers.

Artist Nathulal Purbia, through Kala Jatha, made consumers aware of the use of LED bulbs in the home, advanced variety of stove and chemical free laundry powder. Along with this, it is being said that CUTS will provide advance stoves to the 20 families of the village.

People were informed that using yellow bulb consumes more power and causes bad effects on the eyes. People should use LED instead, which will reduce our house bills and also will not cause any harm to the body.

Nathulal Purbia & Party gave information about consumer rights and responsibilities through folklore. Through the song, it was informed that taking the bill while buying goods is also the right of the consumer. Any kind of loss can be avoided by taking product bill. Consumers were told to carefully check the label of the product before buying any product. And If there is any type of defect found in the item or there is any loss in the family, then ask the shopkeeper for compensation. Even after this the problem is not resolved, then contact the District Consumer Forum or CUTS.

On this occasion, Center Coordinator of CUTS, Gauhar Mahmood, Assistant Coordinator Madangiri Goswami, Indrani Thurrai Singham from Consumer International and Advisor Satish were present.

3.25

15.11.2019 Consumer Protection Group Meeting – Eral

On November 15, a meeting of the Consumer Protection Group was organized at the community building of Eral village in which 21 people of the group participated. The purpose of the meeting was to make Indrani Thurrai Singham from Consumer International aware of the activities of the Consumer Protection Group and share future plans and planning by the group.

During this meeting, Gauhar Mahmood, Madangiri Goswami, Mohan Meghwal, Gayatri Mode from CUTS and Advisor Satish were present.

Everyone gave their introduction in the meeting and Chairman of Consumer Protection Group Santosh Goswami, while welcoming all the guests, gave detailed information about the purpose of the group, members, methodology and how the consumers will get support. Secretary Devendra Sain said that the consumer protection group has been given a register in which minutes of the discussion of the meeting are recorded every month. They decide on the issues that come up during the meeting. No decision is taken by any one person. If any problem of a consumer comes in the meeting, then the work is done by the secretary by taking the proposal and sending it to the concerned department through a letter and a copy of which is also sent to the CUTS office.

After this, the secretary read out the points of discussion of the previous meeting and shared the agenda of today's meeting. The main point in the meeting was to do advocacy to provide clean and clean water to the people of the village and to install LED bulb distribution camps in the village etc.

Indrani Singham stated that through this group we have to secure our rights. We have to ensure our responsibility before purchasing any product. The group has to advocate for a clean and safe environment in the village. During this time, Indranji suggested that there is

a need to include more aware people in the consumer protection group so that the group will get more and more publicity and more people will benefit out of it.

At the end of the meeting, everyone signed the register and thanked Devendra Sain.

3.26

15.11.2019 Consumer Protection Group Meeting – Netawalgarh

On November 15, a meeting of the Consumer Protection Group was organized at the community building of Eral village in which 20 people of the group participated. The purpose of the meeting was to make Indrani Thurrai Singham from Consumer International aware of the activities of the Consumer Protection Group and share future plans and planning by the group.

During this meeting, Gauhar Mahmood, Madangiri Goswami, Mohan Meghwal, Gayatri Mode from CUTS and Advisor Satish were present.

Everyone gave their introduction in the meeting and Chairman of Consumer Protection Group Manju Bohra, while welcoming all the guests, gave detailed information about the purpose of the group, members, methodology and how the consumers will get support.

Secretary Govind Vaishnav said that the consumer protection group has been given a register in which minutes of the discussion of the meeting are recorded every month. They decide on the issues that come up during the meeting. No decision is taken by any one person. If any problem of a consumer comes in the meeting, then the work is done by the secretary by taking the proposal and sending it to the concerned department through a letter and a copy of which is also sent to the CUTS office.

During the meeting, Consumer Protection Group member Zakir Hussain requested Indranji that our village is very backward due to which there are more poor people in the village who work hard all day and arrange their food in the evening. If you can get the unemployed youth of the village employment through your project, then the people of the village will live up to your expectations. Because at present, people have priority to fetch two-time meals so they do not show interest in any other work. There are also educated youth in the village, but they have the same problem.

After this, the secretary read out the points of discussion of the previous meeting and shared the agenda of today's meeting. The main point in the meeting was to do advocacy to provide clean and clean water to the people of the village and to install LED bulb distribution camps in the village etc.

Indrani Singham stated that through this group we have to secure our rights. We have to ensure our responsibility before purchasing any product. The group has to advocate for a clean and safe environment in the village. During this time, Indranji suggested that there is a need to include more aware people in the consumer protection group so that the group will get more and more publicity and more people will benefit out of it.

At the end of the meeting, everyone signed the register and thanked Saddam Hussain.

3.27

15.11.2019 Snake Ladder Game with Women - Eral

On 15 November 2019, a snake ladder game was conducted with women in the Eral village Community Hall. 16 women participated in this game. While conducting the game, Gayatri Mod said that through this game, women can easily understand the rights and responsibilities of consumers. She explained the rules of the game and read the information of the consumers written on the game chart. Special prizes were given to the women who were winners.

The women started the game, read the words written in the columns and the women were asked to explain it.

When asked about the game by Indranji, the women told that the game is played through a dice. The dice is thrown and whatever number comes pawns climb up the ladder. If something is written in a column, it is read and its expressions are told so that all the women can get information.

3.28

15.11.2019 Meeting with Washing Powder Technician- Eral

On 15 November 2019, a meeting was held in Eral Community Hall with a washing powder trainer, who had come from Udaipur to train 30 women in Eral here. Trainer Lalit Jaroli said that at present the powder available in the market have high chemical content, which cause damage to health. The training to produce washing powder has almost zero chemical and same quality washing powder is available in the market price at Rs 80 to 180. If women here sell it in nearby village then they will be able make profit. The input cost to produce the powder comes around Rs 55 to 60 and it can be sold in the market from Rs 80 to 90. It will also provide employment to women and same powder can be used at home.

3.29

16.11.2019 Student Consumer Club Meeting-Netawalgarh School

A student consumer club meeting was organized on November 16 at Netawalgarh School, in which the student consumer club members and other students participated. In the meeting, the children spoke about the purpose and benefits of the Student Consumer Club. Indrani ji gave information to children about the rights, responsibilities, key days, product labels, markings, safe and unsafe products. It was also informed why student consumer club is important.

During this, Indranji suggested that more children should be included to the club and information about safe and unsafe products should be given through sports activities.

After this, a snake ladders game for Children was conducted in which 12 children participated.

3.30

16.11.2019 Student Consumer Club Meeting-Eral School

A student consumer club meeting was held on November 16 at Eral School, in which student consumer club members and other students participated. In the meeting, the children spoke about the purpose and benefits of the Student Consumer Club. Indrani ji gave information to children about the rights, responsibilities, key days, product labels, markings, safe and unsafe products. It was also informed why student consumer club is important.

During this, Indranji suggested that more children should be included to the club and information about safe and unsafe products should be given through sports activities.

After this, a snake ladders game for Children was conducted in which 16 children participated.

Winner of the game were awarded with LED bulbs as reward. Madangiri Goswami also spoke about the advantages of LED bulbs and the disadvantages of yellow bulbs.

3.31

15 and 16.11.2019 Washing Powder Making Training-Eral Community Building

On 15 and 16, 26 women of Netawalgarh and Eral were given two-day training on washing powder making in the community building of Eral. A dedicated trainer from Sankalp Ghar Udyog, Udaipur came to impart training. The trainer took information about their economic status and family status from all the women taking the training. Later, the reference person got information about the chemical powder being used by women. The

women gave information about the washing powder used by the reference person. Two groups were created. One co-ordinator was appointed in both the groups. After this, the process of making washing powder was explained through chart paper and white board marker. After this, trainer taught both groups on how to make washing powder. Information was also given about the advantages and disadvantages of the powder. After making the washing powder, women were informed about ways to market it and raise their livelihood and improve standard of living of the family.

3.32

10.12.2019 Student Consumer Club Meeting-Rajpuria

On December 10, a meeting of the Student Consumer Club was organized at Rajpuria School, in which the student consumer club members and other students participated. In the meeting, the children spoke about the purpose and benefits of the Student Consumer Club. Madan ji inquired from the children about the rights, responsibilities, key days, product labels, markings, safe and unsafe products of the child. The student consumer club also explained why it is important. Teacher Seema Vaishnav was given the responsibility to ensure such awareness activities for the children on consumer rights continuously and every month the children were ensured to meet with the children through snake ladder game and other methods.

After this, a game of Children Snake Siddhi was conducted by Mohan Meghwal in which 8 children participated. First, the children were informed about the rules of the game and information about the print days was given on banner. During the game, children were also informed about the project run by CUTS. Pamphlets were distributed, snake ladder game was given and banners were put up in schools. LED bulbs were given to the first, second and third winners in the game. After this, information was given about the LED bulbs by Madan ji and other information was also given using the flipbook.

3.33

11.12.2019 Student Consumer Club Meeting-Netawalgarh Kheda

A meeting of the Student Consumer Club was organized on December 11 at Netawalgarh Kheda School, in which the student consumer club members and other students participated. In the meeting, the children spoke about the purpose and benefits of the Student Consumer Club. Mohan Meghwal took information about children's rights, responsibilities, key days, product labels, markings, safe and unsafe products from children using the leafbook. It was also informed why the student consumer club is important. Teacher Premshankar Salvi was given the responsibility to ensure that such awareness activities are organised on a continuous basis for children on consumer rights. It was asked to ensure that a meeting is held with children every month and snake-ladder game and other activities are organised.

After this, a snake-ladder game of children was conducted in which 8 children participated. First, the children were told about the rules of the game. Information about print main days was given on banner. After this, a children's game was conducted by Mohan Meghwal. During the game, children were also informed about the project run by CUTS. Pamphlets were distributed, snake ladder game was given and banners were put up in school. In the game, the first, second and third winners were given LED bulbs.

3.34

24.12.2019 National Consumer Day, CHD Office

National Consumer Day was organized on 24 December 2019 at CUTS Human Development Center. On this occasion, District Supply Officer Bijal Surana, Enforcement

Officer Manjitsingh, Enforcement Inspector Hitesh Joshi, Councilor Ramchandra Gurjar, Naresh Dhakad, Social Worker Bharat Chaturvedi, Financial Literacy Coordinator Arvind Purohit, Suresh Puri were present besides CUTS representatives Gauhar Mehmood, Madan Giri Goswami and Mohan Lal Meghwal.

Speaking on the occasion, Bijal Surana said that due to lack of knowledge of consumer law, the consumer is cheated, in such a situation, the role of government and non-governmental consumer organizations and social workers becomes important. In the District Supply Office, many consumers come up with complaints that they do not get ration supply or there is any problem of the Ration dealer. It was informed that in such a case contact numbers of all the officers are written outside the shop. Consumers can also complain using the number. He told that the eligible consumers who are not getting wheat, can come to the office and get their name added at any time.

Gauhar Mahmood, Coordinator of CUTS, said that the purpose of organizing the National Consumer Day is to make the common consumers aware and to educate the consumers about the consumer grievance redressal system. Various activities are being organized by CUTS to make consumers aware in collaboration with Consumer Internationale in Netawalgarh and Eral villages.

Speaking on the occasion, Hitesh Joshi said that by making the consumers aware and giving details of their grievances in proper format and continuous follow-up of grievances can solve the problem.

Speakers and participants in the seminar suggested making the consumers aware at the Gram Panchayat level and publicising Consumer Act. Suggestion for a separate consumer grievance system for the consumers was also raised.

On this occasion, 140 participants from Government Primary School, Mangodada, Veer Shiromani Pratap middle school, Anwalheda, consumer protection group of Eral and Netawalgarh participated.

The operation was conducted by Madangiri Goswami and vote of thanks were given by Mohan Lal Meghwal.

3.35

24.12.2019 Exposure Visit of Consumer Protection Group, Consumer Court, Chittorgarh

On December 24, the Consumer Protection Group of Netawalgarh and Eral was taken on a visit to the District Consumer Court of Chittorgarh, in which 22 members from Eral, 20 members from Netawalgarh and 8 members of Student Consumer Club participated. At 4 pm, all the members reached the District Consumer Court. They visited the court where advocate Bherulal Ji Vaishnav was present. The members were informed about the District Consumer Court, after which advocate Gopal ji welcomed all the members in the court and explained in detail about how the consumer can find a solution to their problem. He told that here any consumer can get justice without a lawyer. The consumer has to first apply in writing on any kind of problem. After that, the legal notice is given by the court to the person concerned, if action is not taken within the time stipulated by him, then action is not taken against him.

After this, members were informed that if any consumer in their has any problem then they can come here without any hesitation with necessary documents along with them like bill and product photo etc.

3.36

9.1.2020 Women's Meet, Puppet Show, Quiz Competition - Netawalgarh

On 9 January 20, a women's meeting was organized in Netawalgarh Pachli village. 10 women attended the meeting. Mohan Meghwal and Govardhan Pareek participated from the CUTS. At the beginning of the meeting, Mohan Meghwal informed about the aims and objectives of the project. Govardhan said that women do all the household work and work more than men, so women need to be more aware of consumer related information. During the meeting, women were informed about the traditional stove used in the home. In which it is said that the smoke causes many diseases to the people of the house, and impact environment adversely. So, we should use smokeless chulha. After this, women were made aware of consumer rights and responsibilities through the Snake-Ladders game. At the end of the game, women were trained and the first three women coming in the game were given the bags as prizes. Children and women have a greater role in this project. If you are cheated in any way during the purchase of goods, then you should contact CUTS.

The women said that we go to the gram panchayat but issues are not given due weightage. They said they will go together and raise our voices. We will also take advantage of the schemes run by the government. Women said that the such activities should continue to be conducted. We have received information related to consumers today.

In the end, vote of thanks was given by Mohan Meghwal.

3.37

9.1.2020 Snake Ladder game and Quiz Competition of Children - Netawalgarh

On 9 January at 2 pm, a children's meeting and quiz competition were organized at Bhil mohalla of Netawalgarh. 22 children attended the meeting. The CUTS was represented by Govardhan Lal Pareek and Surekha ji. Giving information about the aims and objectives of the project, Govardhan Pareek said that children contribute significantly to the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Eral villages in collaboration with Consumer Internationale.

After this, competition with children was organized and pamphlets were distributed. Children were trained about consumer rights, information and main days. Children were also given information about consumer working organizations, District Consumer Forum, State Consumer Forum and National Consumer Forum.

Govardhan Pareek said that a student consumer club has been formed in schools. Through this group, you can contact if there is any problem in any product. The members of the group will get the problem resolved by writing a letter to the concerned department. It was informed that people can join the club as well as a WhatsApp group of consumer protection which can be used for exchange of information. Through this group, you will exchange information related to the development of the village.

3.38

9.1.2020 Snake-Ladder game and Quiz Competition for Children - Eral

On 9 January at 5 pm, a children's meeting and a quiz contest was organized at Bhil Mohalla of Eral. 16 children attended the meeting. The CUTS was represented by Govardhan Lal Pareek and Surekha ji. Giving information about the aims and objectives of the project, Govardhan Pareek said that children contribute significantly to the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Aral villages in collaboration with Consumer Internationale.

After this, competition with children was organized and pamphlets were distributed. Children were trained about consumer rights, information and main days. Children were also given information about consumer working organizations, District Consumer Forum, State Consumer Forum and National Consumer Forum.

Govardhan Pareek said that a student consumer club has been formed in schools. Through this group, you can contact if there is any problem in any product. The members of the group will get the problem resolved by writing a letter to the concerned department. It was informed that people can join the club as well as a WhatsApp group of consumer protection which can be used for exchange of information. Through this group, you will exchange information related to the development of the village.

3.39

10.1.2020 Women's Meeting-Eral

A meeting with women was held on 10 January 2020 at Bhil Mohalla, Eral. 13 women participated in this meeting. Gayatri Mod said that a consumer protection group has been formed in your village this month. All of you join this group. This group will assist you in securing consumer rights. Also, it will help in solving any kind of problem. This group will solve the problems of the consumers of the village. In this group, aware, educated and experienced people of the village will be included who will support the consumers at the village level after the completion of the project operated by CUTS. For this, members of Consumer Protection Group will be trained for consumer rights, issues and redressal of grievances.

In the meeting, using the flipbook it was informed that consumers are cheated everywhere due to lack of information. So, they should make careful purchase. Also, they should use such products which are safe for us and our family. Information about such products was being given by CUTS through various activities. We should use advanced stove which emanates very less smoke, takes less cooking time and use less wood. Such stoves are now being made available by CUTS to some people. But, in the future, if there is more demand for it, you can get it yourself. Devendra Sen of your village will connect you to Kosidha Company which will provide you stoves in future. Regarding washing powder, we told that we will give training on some women about how to make washing powder and sell it in the village and nearby villages, so that they will get employment. They were informed that all of us should use LED bulbs in our homes so that our electricity bill will also be reduced and there will not be any bad effect on the eyes.

3.40

10.1.2020 Snake Ladder Game with Kids, Flipbook, Quiz Contest- Eral

On January 10 at 4 pm, a meeting with children in the school of Eral and quiz competition was organized. 22 children attended the meeting. The CUTS was represented by Gayatri Mod and Mohan Meghwal. Giving information about the aims and objectives of the project, Mohan Meghwal said that women play an important role in the development of the village. This project is being operated by CUTS Human Development Center in Netawalgarh and Eral villages in collaboration with Consumer Internationale. The project involves changing the behavior of the purchaser towards safe and sustainable purchase of goods, as well as making them aware of the effects of clean water, safe electricity and indoor pollution so that children can build healthy homes to live in.

Gayatri Mod informed that a student consumer club has been formed in schools. Through this group, you can contact this group if there is any problem in any product. The members of the group will get the problem resolved by writing a letter to the concerned department. They were informed to join and take the problems related to the consumers further through this channel. A WhatsApp group of consumer protection group members will be formed in Netawalgarh for the exchange of information. Through this group, members can exchange information related to the development of the village.

3.41

17.1.2020 Snake-Ladder Game and Quiz Competition - Netawalgarh

On 17 January 2020, a meeting with children, snake ladder game and quiz competition was organized in the school of Netawalgarh, in which 13 children participated. Govardhan Lal participated as CUTS representative. In the meeting, Govardhan Lal Pareek said that we use a variety of unsafe products in our homes every day such as such as chemically washed laundry powder, the traditional stove used in the house and yellow. Bulbs etc, which can cause any harm to the family. Instead of these products, such products should be used which will not have any bad effect on our family. To make people aware about the use of safe products, programs are being organized in many villages and schools by CUTS. After this, the children were told the rules of Snake Ladder game and the children were made to play the game. Children in the first, second and third winners were awarded with LED bulbs. Subsequently, a consumer related quiz was organized.

3.42

17.1.2020 Washing powder Demo in School and Anganwadi - Eral

On 17 January 2020, a meeting with the children was organized in the school of Eral village in which Gayatri Mod from CUTS participated. In the meeting, Gayatri Mod informed that awareness meetings are being organized for the use of safe products by CUTS in which chemical free washing powder is being produced by the women of your village. This product does not have any harmful effect on health. It is and it will be cheaper than the market, so all children should advise their family members to use it. It was also informed that the powder available in the market causes harm in many ways such as burning sensation of hands. Students were explained about LED bulb that it is a long-lasting product and also has a guarantee. There is no side effect on the eyes. Yellow bulbs are cheap but very harmful in terms of health.

3.43

17.1.2020 CPG Meeting-Netawalgarh

On January 17, a consumer protection group meeting was organized at Leela Jain's house in Netawalgarh village in which 12 people of the group participated. During this meeting Udayalal, Gayatri Mode participated.

While chairing the meeting, president Manju Bohra said that we have to make our organization strong, for this all the members have to understand their responsibility. The purpose of the group, the members, the methodology and how the consumers will get support were explained in detail.

Secretary Govind Vaishnav said that details of the meeting were written in the register of consumer protection group. Issues of water drain will be taken up in panchayat meeting. A copy of which should also be sent to the CUTS office.

During the meeting, consumer protection group member Zakir Hussain read the discussion points of the previous meeting and shared the agenda of today's meeting. At the meeting, the main issues of the people of the village were to get clean water, to advocate holding LED bulb distribution camps on January 25 in the village.

Through this group, we have to protect our rights as a consumer. We must ensure our responsibility before purchasing any product. The group has to advocate for a clean and safe environment in the village. Manju Bohra suggested that there is a need to add more aware people in the consumer protection group so that the group will get more publicity and more people will get benefit.

At the end of the meeting, everyone signed the register and vote of thanks was given by Saddam Hussain.

3.44

17.1.2020 CPG Meeting-Eral

On January 17, a meeting of consumer protection group was organized at Eral Charbhuj temple in which 23 people of the group participated. During this meeting Udayalal, Gayatri Mod participated in the meeting.

Presiding over the meeting, President Santosh Goswami said that we have to make our organization strong, for this all the members have to understand their responsibility. The objectives of the group, members, methodology and consumers were explained.

Secretary Kishan expressed sentiment of withdrawing from the group. He will be relieved from the charge and some other person will be made the secretary. Satyanarayan said that the details of the meeting have to be written in the register of the Consumer Protection Group. The issues of water and electricity were raised in the meeting and it was decided to take them up in panchayat meeting. A copy of which should also be sent to the CUTS office. At the same time, in the main point of the meeting, the people of the village should get clean water, to advocate for it and to hold LED bulb distribution camps in the month of February in the village. A letter for holding the camp has to be sent to Ajmer Discom and CUTS office. Through this group, we have to protect our rights as a consumer. We must ensure our responsibility before purchasing any product. The group has to advocate for a clean and safe environment in the village. There is a need to add more aware people in the consumer protection group so that the group will get more publicity and more people will get benefit. At the end of the meeting, everyone signed the register and vote of thanks was given by Udai Lal.

3.45

23.1.2020 CPG Meeting-Netawalgarh

On January 17, a consumer protection group meeting was organized at Leela Jain's house in Netawalgarh village in which 21 people of the group participated. During this meeting Madangiri Goswami, Madan Lal and Govardhan Lal Pareek participated.

While chairing the meeting, president Manju Bohra said that we have to make our organization strong, for this all the members have to understand their responsibility. The purpose of the group, the members, the methodology and how the consumers will get support were explained in detail.

Secretary Govind Vaishnav said that details of the meeting were written in the register of consumer protection group. Issues of water drain will be taken up in panchayat meeting. A copy of which should also be sent to the CUTS office.

During the meeting, secretary read the discussion points of the previous meeting and shared the agenda of today's meeting. At the meeting, the main issues of the people of the village were to get clean water, to advocate holding LED bulb distribution camps on January 25 in the village.

Through this group, we have to protect our rights as a consumer. We must ensure our responsibility before purchasing any product. The group has to advocate for a clean and safe environment in the village. Manju Bohra suggested that there is a need to add more aware people in the consumer protection group so that the group will get more publicity and more people will get benefit.

At the end of the meeting, everyone signed the register and vote of thanks was given by Saddam Hussain.

3.46

25.1.2020 LED Bulb Distribution Camp - Netawalgarh

On January 25, LED bulb distribution camp was held at Rajput Mohalla of Netawalgarh. 35 women and men from the village participated in this camp. During this, Vikram Singh, the newly elected Sarpanch of the village, informed that electricity is needed by every household and it is our responsibility to save it, so we should use LED bulbs in every house of the village. He said that it will reduce electricity and save our money. The 45 bulbs given earlier in the camp were replaced due to fault in guarantee period and 60 new bulbs were distributed to the consumers. Govind Vaishnav of the village was identified as the LED bulb seller and support the consumers to get LED bulbs.

Madangiri Goswami of CUTS said that we have to become aware of electricity and also make other people aware. He said that people can also contact CUTS for any kind of cooperation related to the consumer. A consumer protection group has also been formed in your village which will support the consumers.

3.47

28.1.2020 CPG Meeting -Eral

A consumer protection group meeting was held on 28 January at 7 pm at the community building in Eral. The meeting was attended by Gauhar Mahmood, Madangiri Goswami, Gayatri Mod, Mohan Meghwal from CUTS. Indrani Thurrai Singham and Satish participated from the Consumer International. Santosh Goswami chaired the meeting and welcomed all the guests. After this, Secretary Devendra Sain shared the decisions of the last meeting in which former Secretary Kisan Balai resigned from his Secretary's post. It was informed that Devendra Sain was elected to the post of secretary with the consent of all the members. During the meeting, Indrani told that the group will be given a mini-laptop which will remain with the group, through which the group will be able to do online correspondence and record other information related to consumers. Members told in the meeting that elections have been held in the village in which new Sarpanch was elected. So, a congratulatory letter has to be sent through their group and also to make them aware of the activities of their consumer protection group. In the same meeting, Parasmal said that the mobile companies were charging arbitrarily in the name of life-time validity. For this, the group decided that advocacy will be done by writing letters to the mobile companies.

For the mini-laptop, Satishji said that a guideline will be prepared which will have information about the use of the laptop and how the laptop will be used and about the responsibility of the group members to operate it.