

# ABOUT CUTS



Value For People

October 2007

## BACKGROUND

In 1983, we were a small voluntary group of concerned citizens operating out of a garage on a zero budget. In 2007, we operate out of five programme centres and five resource centres: six in India: three in Jaipur, one in Kolkata, and one each in Chittorgarh and Delhi; two in Africa: Lusaka, Zambia and Nairobi, Kenya; one in London, UK and one in Hanoi, VietNam, with a staff strength of over 85.

Our work is divided into six programme areas:

- Consumer Protection;
- International Trade & Development;
- Competition, Investment & Economic Regulation;
- Human Development; and
- Consumer Safety.

The organisation elects its board/executive committee every fourth year, while the secretariat is headed by the Secretary General. Over 353 individuals and 300 organisations are its members. The organisation is accredited to the UNCTAD and the United Nations Commission on Sustainable Development (UNCSD).

CUTS also works with several national, regional and international organisations, such as Consumers International (CI); the International Centre for Trade and Sustainable Development (ICTSD); South Asia Watch on Trade, Economics & Environment (SAWTEE); the Consumer Coordination Council (CCC) of India, etc. It also serves on several policy-making bodies of the Government of India.



**CUTS began in 1983, from a rural development communication initiative, a wall-newspaper 'Gram Gadar' (Village Revolution). Gram Gadar is published regularly and reaches every nook and corner of Rajasthan, even remote villages where radio is the only medium of communication. It has been instrumental in providing a forum for the oppressed classes to get justice.**



*It confirmed my view that often the simple lack of awareness lies at the root of so much misery. Furthermore, the impact and success of a relatively simple publication like this one in enriching and changing the lives of many villagers gives us new impetus to try to improve the lives of the neediest in our daily work – however remote it may seem at first sight: observed **Rubens Ricupero**, Secretary-General of the United Nations Conference on Trade and Development (UNCTAD) on seeing Gram Gadar*

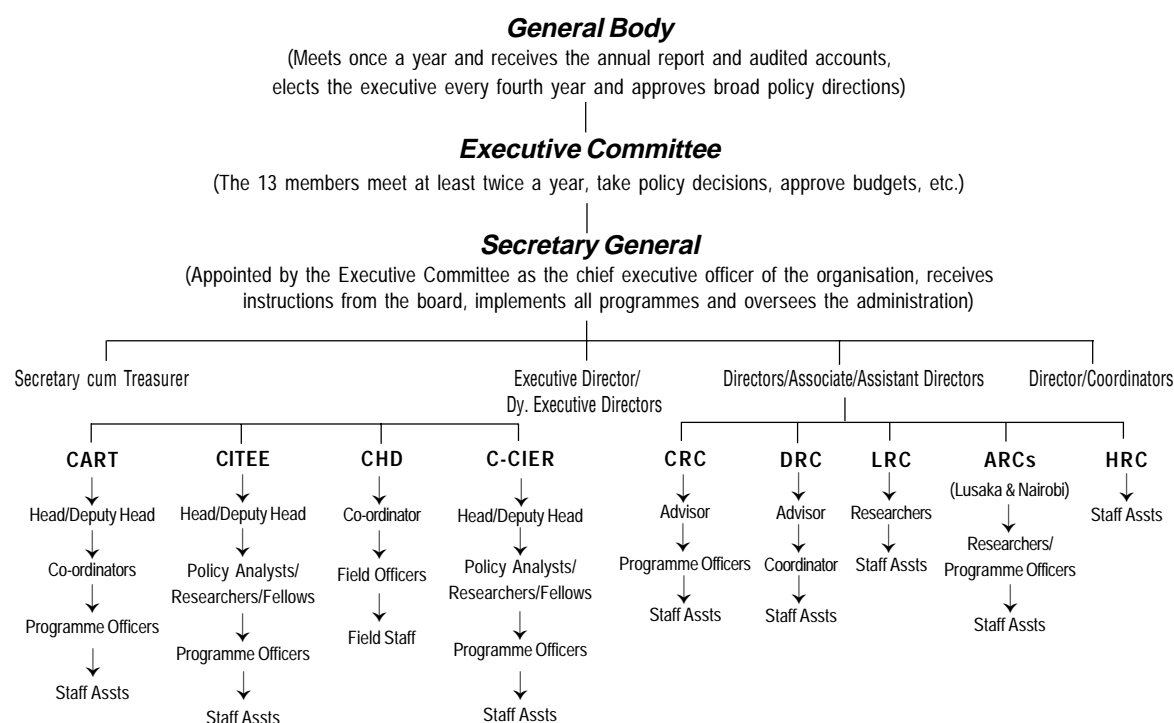
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## Vision

***Consumer sovereignty in the framework of social justice and equality, within and across borders***

## Organisational Structure



### Executive Committee

1. Mr R N Dey, President
2. Mr Pradeep S. Mehta, Secretary General
3. Mr S M Mathur, Secretary cum Treasurer
4. Mr Ajit Singh, Secretary
5. Dr Sharada Jain, Member
6. Ms Indu Capoor, Member
7. Dr Ganga Singh, Member
8. Ms Usha Jumani, Member
9. Dr K B Singh, Member
10. Dr. Subir Gokarn, Member
11. Dr S G Kabra, Member
12. Mr N S Mathur, Member
13. Ms Asha Bhatnagar, Member

### Our People

Members:	353 life 300 institutional
Executive Committee Members:	13
Full-time staff:	79
Part-Time staff:	6
Volunteers:	300

### Affiliations

- |  |  |
|--|--|
| <p><b>National</b></p> <ul style="list-style-type: none"> <li>• Technical Committee on Ecomark, Ministry of Environment and Forests</li> <li>• Standing Committee on Textiles and Consumer Interest, Ministry of Textiles</li> <li>• Central Consumer Protection Council, Ministry of Consumer Affairs</li> <li>• Consumer Coordination Council</li> <li>• Investor Protection Forum of the Securities and Exchange Board of India</li> <li>• National Codex Committee, Ministry of Health and Family Welfare</li> </ul> | <p><b>International</b></p> <ul style="list-style-type: none"> <li>• International Centre for Trade and Sustainable Development, Geneva</li> <li>• South Asia Watch on Trade, Economics &amp; Environment, Kathmandu</li> <li>• UN Conference on Trade and Development</li> <li>• United Nations Environment Programme</li> <li>• UN Commission on Sustainable Development</li> <li>• CIVICUS, Washington DC, US</li> <li>• Consumers International, London, UK</li> <li>• Environment Liaison Centre International, Nairobi, Kenya</li> <li>• Consumer Choice Council, Washington DC, US</li> </ul> |
|--|--|

### Decision Making

The General Body and the Executive Committee lay down the policy directives for the organisation. The secretariat implements the broad decisions through a core management committee consisting of the Secretary General, Secretary, Executive Director/Dy. Executive Director, Advisers, Associate Directors, Assistant Directors and Co-ordinators.

## RESOURCES

The organisation has five programme centres and five resource centres: six in India: three in Jaipur, one in Calcutta, and one each in Chittorgarh and Delhi; two in Africa: Lusaka, Zambia and Nairobi, Kenya; one in London, UK and one in Hanoi, Vietnam.

Each of these centres is equipped with modern facilities like internet, fax machine, photocopier, etc., for efficient and professional functioning. Currently, there are 79 full-time staff members.

Revenue is raised through membership subscriptions, sale of publications, research contracts, donations from non-commercial sources, and grants from the Government of India and the Consumer Welfare Fund.

In fiscal year 2007-2008 (April 2007 to March 2008), CUTS' budget is expected to exceed Rs 12 crore (including capital expenditure).

## DONORS

*We have received or are receiving funds from the following donors:*

### **Government Sector**

AusAID  
CIDA, New Delhi  
DFID, UK and India  
Government of India (various Ministries)  
Government of Rajasthan  
Government of The Netherlands  
NORAD, Norway  
OECD, France  
SDC, Berne and New Delhi  
Securities & Exchange Board of India  
SIDA, Stockholm and New Delhi  
The European Commission  
The World Bank, US  
UNFPA, New Delhi  
United Nations  
UNCTAD, Geneva  
WHO, New Delhi  
Government of Sweden  
Government of Switzerland

### **Non-government Sector**

Christian Aid, UK  
Consumers International, UK  
EZE, Germany  
Friedrich Ebert Stiftung, Germany  
HIVOS, The Netherlands  
International Development Research Centre, Canada  
MISEREOR, Germany  
MS, Denmark  
Oxfam NOVIB, The Netherlands  
Oxfam GB in India  
The Ford Foundation, US  
The John D. and Catherine T. MacArthur Foundation, US  
The Summit Foundation, US  
Save the Children Fund, UK

## What Others Say



It has been a pleasure visiting CUTS and meeting its fine staff. To Pradeep, my admiration for CUTS and your work grows each time.

*Chandrakant Patel,  
Southern and Eastern African Trade Information and  
Negotiations Institute (SEATINI), Geneva*

We applaud the impact that CUTS has had in raising the profile of competition policy issues in developing countries and, indeed among the donor community. We value the productive relationship that CUTS and Department for International Development (DFID) had built up in recent year on this agenda.



*Gareth Thomas  
Parliamentary Under Secretary of State, DFID, UK*



Wonderful to have met all of you. Continuing to be impressed with your work, ideas and networking. Keep going strong.

*Maaïke de Loor  
Oxfam Novib, The Netherlands*

I am very much impressed by the intelligence and drive of CUTS' staff. I had an interesting and very pleasant visit. Also impressed by the progress, I heard about in putting competition on the Indian policy agenda. Well done.



*L Alan Winters  
Director of the Development Research Group  
World Bank, Washington, DC, US*



For a person associated with consumer issues from non-governmental approach and as a Director of CCC, it was a very educative visit and meeting. It has opened new vistas, which will help growth of the movement and its driving forces for common benefit, if implemented. We hope to gain and stay in touch with CUTS in many ways.

*Arun Kumar, Director  
Consumer Coordination Council (CCC), Noida, UP, India*

Learning to know CUTS and its staff has been a great pleasure. The more I read your publications, the more impressed I am. I look forward to a mutual and beneficial cooperation in the future.



*Valter Angel, Senior Researcher  
Norwegian Institute of International Affairs (NUIPI),  
Norway*

Grateful for your expert input into the study on EU-India trade relations. Good research makes for better negotiations! Thanks again.

*Lisa Mackie  
EU-South Asia Trade Relations  
European Commission, Brussels*

## CUTS CENTRE FOR CONSUMER ACTION, RESEARCH & TRAINING (CUTS CART)

*The consumer movement is neutral to class, caste, gender, creed, race and religion. It is a non-partisan political movement, wherein the rights of the rich and the poor consumer deserve equal protection. The Centre has spearheaded several campaigns and pioneered consumer empowerment. It has trained and created over 1000 activists and helped establish over 300 independent groups in Rajasthan and elsewhere. To achieve the cutting-edge in its activities, the Centre has formulated its mission: "to enable people, particularly the poor and the marginalised, to achieve their rights to basic needs and sustainable development, through a strong consumer movement". The Centre's activities are divided into seven programme areas: Consumer Education & Protection; Investor Education and Protection; Good Governance; Utility Reforms; Sustainable Mobility; Women and Child Rights & Protection; and Sustainable Development.*

### Consumer Education & Protection

The Department of Food and Consumer Affairs (DoCA), Government of India (GoI), with the support of Consumer Welfare Fund selected CUTS to set up 'Consumer Information Cell' (CIC) at three of its Programme Centres, i.e. Jaipur, Kolkata and Chittorgarh. The CIC handles complaints, in addition to providing advisory services to consumers through direct counseling or via e-mail and telephone.

The Centre continues to be part of the committee constituted by the DoCA, GoI to formulate the National Consumer Policy. A path-breaking book entitled, '*Rajasthan Mein Upbhoktaon ki Stithi* (State of Consumers in Rajasthan) was released which discusses consumer issues.

The Centre has also implemented a project entitled, "*Tobacco: Deadly in Any Form or Disguise*" in partnership with WHO India and the Ministry of Health & Family Welfare, GoI, since December 2006.

The Centre has been implementing 'Consumer Awareness Programme (CAP)' with the support of State Consumer Welfare Fund under the DoCA, Government of Rajasthan (GoR) to promote skill training and awareness campaigns on specific burning issues related to consumer protection.

### Investor Education and Protection

CUTS is a registered Investor Association with the Securities and Exchange Board of India (SEBI) and is also registered with Ministry of Corporate Affairs (MoCA), GoI under Investor Education and Protection Fund. The Centre has been organising a series of workshops as part of the Securities and Market Awareness Campaign (SMAC) in Rajasthan, supported by SEBI and also

investor education programmes supported by the MoCA.

### Good Governance

The Centre launched a project entitled, '*Participatory Expenditure Tracking Survey on Mid Day Meal Scheme in Rajasthan*', in partnership with the South Asia Social Accountability Network of the World Bank to measure the effectiveness of the scheme in the state.

The Centre was appointed to peer review the section on 'India Budget' under the International Budget Project of the Centre on Budget and Policy Priorities, Washington DC as part of measuring the level of transparency in national budgetary processes in 60 countries.

The Centre is partnering with Partnership for Transparency Fund (PTF) in the implementation of a project entitled, '*Combating Corruption in Rajasthan, apply RTI Act as a tool*'.

*Assessing 2Qs (Quality & Quantity) Outputs of the 'National Rural Employment Guarantee Scheme' (NREGS) in Sirohi District of the Rajasthan, India*' is implemented by the Centre with the support of The World Bank. The Centre is also part of International Resource Team on Social Accountability of the World Bank Institute of Sustainability Development (WBISD) Washington DC since January 2007.

### Utility Reforms

The Centre along with Friedrich Ebert Stiftung (FES) conceptualised a programme entitled, '*Involvement of Consumers in Power Sector Reforms*' in Rajasthan, in August 2001. Two phases have been completed successfully and the third phase is under implementation.

Based on feedback, a replicable and sustainable model was developed, known as 'CUTS-FES Model in Power Sector'. The World Bank in 2004, under its 'Voice and Client Power Programme', had identified this model as one of the successful interventions, documented and published.

### Sustainable Mobility

The Centre is implementing road safety programmes in Jaipur, since 2001, with the support of the Ministry of Road Transport and Highways, GoI. The Programme aims to create awareness on road safety issues from a consumer perspective.

The Centre is in the process of implementing a new project, '*Traffic Calming Strategies to Improve Pedestrian Safety in India*' in partnership with Swedish International Development Cooperation Agency (SIDA).

### Women and Child Rights Protection

The Centre has been a part of the committee constituted by the GoR to formulate the 'State Child Policy' since February 2003.

The Centre, in partnership with Save the Children (UK), implemented a unique project entitled '*Hum Bhi Bachche Hain*' (we, too, are children) on Child Domestic Workers. The project concluded coinciding with the GoI's decision to ban employment of children as domestic workers.

### Sustainable Development

The Ministry of Environment & Forests (MoEF), GoI has appointed the Centre, as the Regional Resource Agency (RRA) for Rajasthan under the National Environment Awareness Campaign (NEAC) for three years, i.e. from 2006-07 to 2008-09.

The Centre has been implementing the project entitled, '*Promoting greater role of the Panchayati Raj Institutions in Rajasthan to foster rural livelihood opportunities: Meeting the challenges of globalisation and economic liberalisation*' with the support of Canada Fund for Local Initiatives (CFLI).

The Centre is also part of the state and national coalitions for Millennium Development Goals (MDGs), which includes ensuring environmental sustainability. The Centre is part of South Asia Youth Environment Network.

### At a Glance

- Responsible for the enactment and strengthening of the dynamic Consumer Protection Act (COPRA).
- The Secretary General of CUTS has been appointed member of the Central Advisory Committee (CAC) by the Central Electricity Regulatory Commission (CERC).
- CART continued to be a member of Advisory Committee of Budget Analysis Rajasthan Centre (BARC), Jaipur.
- CART is a member of the South Asia Social Accountability Network (SASANet) supported by the World Bank.
- CUTS is a member of the newly formed Central Consumer Protection Council.

In early 1990s, when the Uruguay Round of the General Agreement on Tariffs and Trade (GATT), was at its peak, CUTS took up international trade and economics issues. With growing expertise and experience, CUTS Centre for International Trade, Economics & Environment (CUTS CITEE) was established in 1996, with the mission: **“Pursuing economic equity and social justice, within and across borders, by persuading governments and empowering people”**. The Centre’s activities are divided into three programme areas: WTO Issues; Regional Economic Cooperation and Developmental Issues, with gender dimensions and capacity building as cross-cutting themes.

### WTO Issues

CUTS CITEE has been working on WTO issues since 1996, by carrying out political and economic analyses of multilateral trade issues.

After the successful completion of Phase-I of ‘WTO Doha Round & South Asia – Linking Civil Society with Trade Negotiations’ project, formally known as SAFIT, Phase-II is being implemented. Issues that emerged from the post Hong Kong Ministerial are considered under the Project.

In November 2005, the WTO commissioned CUTS to undertake a ‘Strategic Review of WTO-provided Trade-Related Technical Assistance (TRTA)’ project. A consortium of institutions like CUTS, India; FLACSO Latin American School of Social Sciences, Argentina; and North-South Institute, Canada, was assigned to prepare a report on the Strategic Review of WTO provided TRTA project. The objective was to provide independent views and recommendations that could be implemented on aspects of TRTA.

Under ‘Devising a Comprehensive IBSA Strategy on WTO Agriculture Negotiations’ (IBSA II) project, the Centre conducted action research on the positions of India, Brazil and South Africa on the WTO negotiations on agriculture.

The Centre, with the support of World Health Organisation has undertaken the project entitled ‘Study to identify hurdles for independent Indian health service personnel in selected countries under GATS Mode IV’. It intends to highlight how the ongoing GATS negotiations can be used to generate a stronger liberalising momentum in health sector.

### Regional Economic Cooperation

There has been an enormous increase in Preferential Trade Agreements (PTAs) in the last twenty years. South-South cooperation is an integral part of this programme area. ‘Trade Facilitation Needs Assessment in South Asia’ was a three-month project on Article VIII of South Asia Free Trade Agreement (SAFTA). The project highlighted areas of reforms required in South Asian countries to facilitate trade among them.

The project ‘South-South Cooperation: Exploring IBSA Initiative

(IBSA)’, attempted to understand the potential for promoting trade and investment among IBSA countries. The ‘South-South Co-operation: Exploring Mekong Ganga Relationship’ project analysed trade and investment relationship between India and three countries of the Greater Mekong Sub-region (GMS), viz. Cambodia, Lao PDR and Vietnam.

The Regional Economic Cooperation in South Asia (RECSA) project assessed the present status of this regional bloc and analysed future aspects of economic cooperation. It facilitated a cross-fertilisation of experiences and lessons on economic cooperation among South Asian countries, including a roadmap for enhanced regional cooperation.

Under ‘EU-India RTA Feasibility & Scope of A Deep Agreement’ project, Centre for the Analysis of Regional Integration at Sussex, UK, and CUTS have been commissioned to study the setting of FTAs, to enable both India and EU to formulate policy issues and enable them to move towards greater economic cooperation.

### Developmental Issues

On developmental issues, the Centre has the motto: “liberalisation yes, but with safety nets”. The *Linkages between Trade, Development and Poverty (TDP) Reduction* project attempts to facilitate cross-fertilisation of experiences and lessons learnt on linkages between trade, development and poverty reduction in developing countries, to develop appropriate policy responses. The project is being implemented in 15 countries in Asia, Africa and Europe.

The ‘Grassroots Reachout & Networking in India on Trade & Economics (GRANITE-II)’ project aims to raise awareness on globalisation and WTO issues. It is being implemented in

eight Indian states, in partnership with civil society organisations (CSOs) and focuses on agriculture and textiles & clothing (T&C).

The Research Programme Consortium on ‘Improving Institutions for Pro-Poor Growth,’ known as the ‘IPPG Programme’ is led by Development Studies Institute (DSI) at the London School of Economics, UK. CUTS CITEE is one of the consortium members. The consortium proposes to analyse the impact of institutional interactions on growth and PPG and to develop country case studies, drawn from sub-Saharan Africa (SSA), South Asia and Latin America.

The Centre has undertaken knowledge infrastructure development in and between counterparts (KIC GRANITE), project to document advocacy practices with the process of trade and globalisation in four Indian states. The project imbibed the GRANITE model, by focusing on globalisation and WTO issues.

The project, ‘Mainstreaming International Trade into National Development Strategy: A Pilot Project in Bangladesh and India’ will be built through scientific consolidation and expansion of the need-based and demand driven agenda for mainstreaming, international trade into national development strategies of two South Asian countries viz, Bangladesh and India.

The project entitled, ‘Enabling developing countries to seize eco-label opportunities’ will increase the environmental efficiency of key export products and related industrial processes in Brazil, China, India, Kenya, Mexico and South Africa by supporting the active contribution of industry and government to the 10-Year Framework of Programmes on Sustainable Consumption and Production (Marrakech process).

### At a Glance

- Pradeep S Mehta was invited to participate in the official delegation of India to the sixth WTO Ministerial Conference in Hong Kong, China.
- CUTS CITEE celebrated its 10th Anniversary, by organising a public lecture of Prof T N Srinivasan of the Yale University, USA.
- Three staff members are selected for e-learning courses of the World Bank Institute.
- Pradeep S Mehta has been invited to be a member of the “Warwick Commission into the Future of the Global Trade Regime”.

## CUTS CENTRE FOR HUMAN DEVELOPMENT (CUTS CHD)

Ever since its inception, CUTS is pursuing a policy of working on consumer issues and community-based action programmes at the grassroots level. In pursuit of this policy, the Nawal Singh Mehta Centre for Human Development was established in the year 1991, in Senti village, district Chittorgarh, Rajasthan. The Centre started off with a rural empowerment programme in November 1991, with a grant from HIVOS, the Netherlands. Over time, with the expansion and geographical spread of its activities, the Centre has formulated the mission: **“To be an innovative centre for strategic interventions to raise the living standards of people”**. The Centre’s activities are divided into four programme areas: Empowerment; Natural Resources Management; Reproductive and Child Health; and Good Governance.

### Empowerment

*‘The Rural Girls’ Empowerment Programme*: supported by Save the Children, UK, was implemented in 36 villages of five *panchayat samities* (an administrative unit over a cluster of villages) of Chittorgarh district and nine villages of one *panchayat samiti* of Bhilwara district. Under this programme, the Centre succeeded in forming *Bal Panchayats* (local self governance by children) and also Social Justice and Development Committees. Efforts were made to enhance awareness on child’s rights and sensitise people to help mitigate violence against girls.

With the support from the National Bank for Agriculture and Rural Development, *‘Self-Help Groups and Bank Linkages Project’* was implemented in Mandalgarh and Banera *panchayat samities* of Bhilwara district. The project aimed at empowering women from the poor and marginalised sections of the society, through easy access to loans from the banks, in order to make them self-reliant by generating savings for the future.

The Centre, with support from Plan India and the Indian Institute of Health Management and Research, Jaipur, implemented *‘Universal Birth Registration project’* in the Banera, Mandalgarh, and Suwana *panchayat samities* of Bhilwara district. Under the implementation activities, socio-cultural awareness programmes for the community, birth registration awareness chaupal meetings, slogan writing, capacity building workshops for the people associated with project, in addition to establishing contacts with officials related to birth registration mechanism etc., were organised.

The Centre with the support from the United Nations International Children’s Emergency Fund and Rajasthan State Women Commission has organised *‘Social Awareness Campaign against Child Marriage’* in 30 extra sensitive villages of Chittorgarh district. The Centre, also in association with SUMA, organised *‘Safe Motherhood’* campaigns in Chittorgarh.

### Natural Resources Management

The project entitled, *‘Land and Water Management Leading towards Biodiversity Conservation’* was

implemented with the support of Centre for Environment Education (CEE), Ahmedabad, in Pemdiyakhera village of Nimbahera *panchayat samiti* of Chittorgarh district. The objective was to encourage and contribute to the conservation and enhancement of biodiversity by the community through land and water management.

### Reproductive and Child Health

*‘The Chayan Youth Intervention project’* was implemented by the Centre with the support from CARE, India focusing youth in the age group of 15-24, in six *Kachchi Bastis* of Bhilwara district. The project aims at social mobilisation in order to promote awareness on HIV/AIDS and sensitise the youth against the dangerous consequences of this fatal disease.

The Centre, with the support from CARE India, implemented *‘Reproductive and Child Health, Nutrition and Aids (RACHNA)’* Programme in Banera, Mandalgarh, and Suwana *panchayat samities* of Bhilwara district. The programme aimed at bringing about lasting improvement in the health and nutrition of women and children and reducing the death rate of mother and child. The implementation activities included networking with communities and organisations; observation of *Anganwadi* centres; celebrations of important days like Mother Day, Child Day, Health Day; making contacts with household families and social awareness; and organisation of cultural programmes.

The Centre has been selected as Mother NGO for implementing the Reproductive and Child Health (RCH) schemes in Bhilwara and Chittorgarh districts of Rajasthan under the ‘RCH’ scheme of the Department of Health and Family Welfare, Government of India. The objectives of the programme include:

information dissemination on reproductive and child health issues in project areas; capacity building of institutions and enhancing their capacity at state, district and local level; and advocacy and enhance awareness level.

Joffe Charitable Trust, UK funded the Centre for a base line survey on maternal health care services in 100 villages in Chittorgarh and Bhilwara districts of Rajasthan, to identify the problems and requirements in maternal and child health services.

### Good Governance

The *Panchayati Raj* (local self governance) *Institutions’ Support and Mobilisation Programme* was launched with support from the Swiss Agency for Development and Co-operation and implemented in nine *panchayats* of Chittorgarh, Bhadesar and Nimbahera. The project aimed towards the assessment and evaluation of the functioning of *Panchayati Raj* Institutions in line with the 73rd Constitutional Amendment, which includes expectation and needs of the people.

The project entitled, *‘Good Governance through Consumer Awareness’*, an in-house initiation of CHD, was implemented in all the 14 blocks of the Chittorgarh district. The project aimed at creating awareness among the consumers of the district and to facilitate the process of good and transparent governance.

The Centre, with the support of CUTS CART, and in association with Department of Food, Civil Supplies and Consumer Affairs, Government of Rajasthan is implementing a Consumer Awareness Programme (CAP) in selected 20 blocks of 10 districts of Rajasthan.

Good Governance is also a crosscutting issue with the other programme areas of the Centre.

### At a Glance

- Ratni Bai Khatik, a CUTS worker was awarded the international prize ‘Creativity of Women in the Rural Life’ by the Women World Summit Foundation, Geneva, Switzerland.
- Under the RGEF, the Centre succeeded in forming Bal Panchayats (local self-governance by children) in 45 villages, covering Chittorgarh and Bhilwara districts of Rajasthan.
- CUTS CHD is a member of District Health Society.

To confer a distinct identity to CUTS' work on competition, investment and regulatory issues as well as to take it forward in a more cogent manner, CUTS C-CIER was established in 2003 in Jaipur, India. Pursuing its mission 'Promoting fair markets to enhance consumer welfare and economic development', C-CIER has been undertaking its activities at the global level under the guidance of an International Advisory Board. The Centre's activities are divided into four programme areas: Competition Policy and law; Economic Regulation; Investment Climate; and Consumer Protection.

### Competition Policy and Law

CUTS C-CIER has implemented many national and multi-country research projects with an aim to promote healthy competition regimes in developing countries. Through a unique approach known as '7Up Model', the Centre has blended the cold of research with the hot of advocacy to catalyse competition reforms.

The '7Up2 Project' i.e. 'Advocacy & Capacity Building on Competition Policy and Law in Asia' endeavoured to accelerate the process towards a well-suited competition law and policy in select developing countries in Asia, and advance an environment in which the law and policy could be better enforced. The initiative was jointly supported by State Secretariat for Economic Affairs, Switzerland, Swiss Competition Commission, and DFID, UK.

'Capacity Building on Competition Policy in Select Countries of Eastern and Southern Africa' referred to as '7Up3 Project' is being implemented in seven African countries. The 7Up3 project is divided into two stages: Stage-I: Research and Dialogues; and Stage-II: Advocacy and Training. The Stage-I of the project came to an end in March 2007, marked by an international conference 'Competition Policy, Private Sector Development and Growth in Africa'. Stage II is under implementation and comprises undertaking national level regional trainings on competition law implementation. Further, this stage would also include activities aimed at enhancing wider public understanding on the competition in the region.

The Centre has brought out a Report, 'Competition and Regulation in India, 2007' with the support from the British High Commission, New Delhi which would be released by Dr C Rangarajan, Chairman, Economic Advisory Council to the Prime Minister of India followed by a Panel Discussion on 'The Political Economy of Regulation in India – What do we need to do' in Mumbai, on October 16, 2007. This initiative would highlight various distortions in economic management of India and provide inputs to the policymakers for taking necessary actions.

A study 'Options for using Competition Law/Policy Tools to deal with Anti-Competitive Practices in Indian

Pharmaceutical Sector and Health Delivery System' with the support of Ministry of Health and Family Welfare (MoH&FW) and WHO, India was undertaken to assess the extent of anticompetitive practices in the Indian pharmaceutical industry and health delivery systems.

The Centre published a pathbreaking compilation 'Competition Regimes in the World – A Civil Society Report' that maps out competition regimes in 120 countries of the world. This is a self-initiated voluntary project of CUTS C-CIER, with contributions from the members of International Network of Civil Society Organisations on Competition – a unique network of experts, scholars and CSOs.

The Centre with the support of IDRC, Canada and DFID, UK has initiated a biennial research programme 'Competition Regulation and Development Research Forum', which aim to encourage researchers from developing countries, to undertake research on the problems that developing countries face while implementing competition and regulatory regimes. The research outputs were shared with eminent experts from the global competition community in a Symposium held in New Delhi, on March 22- 24, 2007.

A project 'Cartel Case Laws in Select Jurisdictions: Lessons for Competition Commission of India' is being implemented to help Indian competition authority with appropriate 'know-how' against dealing with cartels via efficient enforcement of the new Competition Act. DFID, UK and Foreign Investment Advisory Service of the World Bank are supporting the project.

### Economic Regulation

CUTS C-CIER initiated a study entitled, 'Creating Regulators is Not the

End, Key is Regulatory Process' to assess regulatory regimes in select developing countries of Asia and Africa with support from Agence Francaise de Developpement, France.

The Centre is finalising a research study entitled, 'Comparative Study of Regulatory Framework in Infrastructure Sector: Lessons for India' for the Planning Commission of India. The project intends to analyse the regulatory framework in identified infrastructure services in select countries and draw lessons for India.

A project entitled, 'Consumer friendly Cable TV System in India', was accomplished for the GoI to suggest an effective strategy to implement Conditional Access System in Cable TV broadcasting in India.

### Consumer Protection

C-CIER takes up consumer protection issues to influence policy both at the national and international levels. The Centre is planning to prepare the 'India Consumer Report 2007' to analyse the state of consumer rights in India and assess the situation in terms of identified quantitative indicators of achievement.

### Investment Climate

Investment plays a crucial role in generating economic growth and development. The Centre plans to implement projects, which aim to study investment bottlenecks in various developing countries. A first such project has been planned in Tajikistan. The purpose of these projects is to raise awareness of domestic and international investors and policy makers for enhancing investment in the beneficiary countries, thereby encouraging private sector development.

### At a Glance

- CUTS has made significant contributions in the drafting of the new Competition Act, 2002 of India.
- CUTS has prepared an outline of the 'National Competition Policy' for India, and engaged with the country's policymakers on it.
- Secretary General of CUTS was the lone Indian participant at the 4<sup>th</sup> Annual Conference of the International Competition Network (ICN), held at Bonn, Germany, in June 2005.
- The Planning Commission of India has appointed Pradeep S Mehta as member of its newly formed Working Groups on Consumer Protection and on Competition Policy under its 11<sup>th</sup> Five Year Plan.

## CUTS CALCUTTA RESOURCE CENTRE (CUTS CRC)

A consumer is entitled to safe goods, services and environment, as they affect her/his life directly. Feeling the need for more focused action in the area of consumer safety, CUTS established Safety Watch as an independent programme of its Calcutta Resource Centre (CRC) in 1993. CRC has been working simultaneously on Grass-roots Economic Development as well. The mission of CUTS CRC is: **“To work in association with other centres to ensure consumer sovereignty and economic equality, within and across borders”**.

The Centre’s activities are divided into two programme areas: Safety Watch; and Health Issues. It is also implementing projects under Grassroots Economy.

### Safety Watch

CUTS CRC has been working on consumer safety issues since early 1990s. The Centre launched a programme, ‘Safety Watch’, which focuses on consumer safety i.e. protection of citizen’s rights against unsafe goods, services and technologies. The objectives of the programme include:

- to raise awareness among consumers on safety-related rights and push for improved legislation, standards and implementation;
- to ensure responsible behaviour from manufacturers/traders/service providers;
- to encourage regulatory bodies like the Bureau of Indian Standards (BIS) to implement standards proactively; and
- to initiate actions and projects which will reduce environmental hazards and promote safety.

The Centre published a book, ‘*Is it Really Safe?*’ which looks at consumer safety issues, which is second in the series of publications known as Caveat Emptor, which means ‘buyers beware’. The first one was ‘How to Survive as a Consumer?’ which deals with consumer protection issues. The third ‘Deadly Profits’, is on the anvil, which would examine how businesses put profits before human safety.

The Centre works in conjunction with CUTS CART on road safety issues, focusing on section 134 of the Motor

Vehicles Act, 1988 and campaigning for prompt medical attention to the victims of road accidents by hospitals, clinics and doctors.

The initiative was taken to a network of film/serial producers for motivating them to disseminate message to the audience. Campaign materials, like FAQ, ABC of Road Safety etc., have been distributed among the people.

### Health Issues

The Centre has been working on health issues focusing on medically inappropriate and economically inefficient use of medicines, which is commonly prevalent among consumers. The project entitled ‘*Promotion of Rational Use of Drugs through Patient Information Material and Consumer Awareness Programme*’ focused on consumer as an important player in the cycle of health care.

The objective was to make consumers aware of their rights and responsibilities with regard to drug use, through Patient Information Manual. The project was implemented in nine states of India.

In association with West Bengal-based NGOs and Community Development Medicinal Unit, CUTS CRC also implemented the Medicine Pricing Project, which was a survey on the prices of medicine in seven districts of West Bengal. The survey was conducted on the prices of 32 selected medicines sold in public and private outlets.

### Grassroots Economy

The Centre has been working as a project partner on a two-year project entitled ‘*Grassroots Reachout & Networking in India on Trade & Economics (GRANITE)*’, in partnership with CSOs in West Bengal. The project has been implemented in eight states of India. The objective is to gather people’s perception on globalisation and WTO issues, with special emphasis on the impact of globalisation on agriculture and T&C.

As a project partner, it has undertaken a study to assess the effectiveness of skills and tools used in the GRANITE project for advocacy with local stakeholders in West Bengal. This study is entitled ‘*Documenting Advocacy Practices Involving Local Stakeholders with the Process of Trade and Globalisation in four Indian states*’.

### Farmers’ Rights

CUTS CRC has implemented a research and advocacy project entitled ‘*Farmers Rights to Livelihood*’, to study the impact of WTO agreements on Farmer’s Rights to Livelihood in the Mountain Region i.e., the Himalayan region of India.

The objective was to establishing a preliminary database on the products, biodiversity, indigenous medicines, indigenous arts, crafts and knowledge, which need to be protected against illegal patents and collecting empirical evidence on the good and bad practices and course of action to be followed.

Phase-II of the project focussed on issues of Access and Benefit Sharing (ABS) of genetic resources and status of Prior Informed Content (PIC), and farmer’s participation in the decision making process.

The Centre with the support of Department of Food Processing Industries & Horticulture, Government of West Bengal has undertaken the project entitled, ‘*Understanding the reaction of farmers perspective and reactions on Agri- Export Zones in West Bengal*’.

### At a Glance

- The Consumer Protection Act was amended to enable consumers to take action against hazardous goods under the Right to Safety, as a result of a public interest petition filed by CUTS on the use of banned toxic food additives.
- A CUTS study on Road Safety, in 1990, became the basis for the National Road Safety Policy adopted by the Government of India in 1993.
- CUTS was nominated to the National Road Safety Council twice and to its first high-level Ministerial Committee, which was established to formulate the National Road Safety Policy.
- Pursuant to an appeal in 1995 on medical negligence by CUTS, the Supreme Court of India ruled that all government employees, even if they or their families get free medical treatment, would be entitled for coverage under the Consumer Protection Act. The Centre launched the campaign on Section 134 of the Motor Vehicle Act 1988 in March 2005.



### In India

- CUTS Delhi Resource Centre (CUTS DRC) has been set up as a full-fledged office to act as the focal point for CUTS' advocacy, outreach and external relations with national and international institutions, including government departments and agencies. The objective of opening DRC is to feed the work being done at the national level by other Centres of CUTS.

To facilitate Parliamentary Advocacy, the Centre worked on sending questions to the Parliamentarians to be raised during the Parliamentary sessions; following up of the questions raised and responses received; and informing and sensitising MPs for raising Parliamentary Questions on different socio-economic issues, including Bills to be put forth for a wider and well-informed discussion.

The Centre has been pivotally involved in the activities of CUTS Institute for Regulation & Competition (CIRC), particularly in marketing its courses, pursuing the funding and governmental agencies and providing logistical support to programmes of CIRC being organised in New Delhi.

- CUTS initiated the inception of CUTS Institute for Regulation & Competition (CIRC), keeping in mind, the need for fair knowledge, better negotiating skills and improved capacity of understanding competition laws, economic regulations and commercial aspects of diplomacy. The Institute was launched in September 2005. It is an initiative towards creating an intellectual and knowledge base on the core activity areas of competition policy & law, economic regulation and commercial diplomacy.

The slogan '**enhancing knowledge, strengthening capacity**' explicitly defines the work area of the Institute. The Centre's activities are divided into three programme areas: Economic Regulation; Competition Policy; and Commercial Diplomacy.

CIRC has so far organised six training seminars on Competition Policy and Law and two on Commercial Diplomacy. The duration of these seminars varied from half-a-

day to five days. A combination of Indian and international resource persons have contributed to these seminars. The Centre has also organised seven Academic Lecture Series.

### In UK

CUTS International London Resource Centre (CUTS LRC) was established in February 2003. The work of CUTS LRC builds on the expertise and experience of CUTS India, particularly within the fields of international trade, economics and development, as well as global decision-making processes. Working to make the global economy work for development, LRC provides a route for Southern civil society to voice their development concerns to Northern policy makers and NGO partners. Through research, advocacy and campaigning, LRC seeks to build strong partnerships and alliances between Northern and Southern actors in order to promote a sustainable and just international trading system.

CUTS LRC works with a broad range of grassroots groups to raise their awareness on the potential impact of an Economic Partnership Agreement (EPA) on their livelihoods, and to build their capacity to feed their concerns surrounding EPAs into the official negotiation process. It is assisting C-CIER in implementing 7Up2 project.

### In Zambia

CUTS Africa Resource Centre (CUTS ARC), Lusaka was registered in Zambia, in December 2000, and began operations in February 2001. The objective of the Centre is to promote South-South cooperation on trade and development and create long-term capacity of civil society representatives to address equity and accountability issues. In addition, it works as a resource, co-ordination and networking centre for various CUTS' projects in Africa.

The Centre has been involved in advocacy work on competition policy, consumer protection, development-oriented foreign direct investment policy, fair trade, poverty reduction, stakeholder involvement in decision-making process etc. It brings out policy briefs, newsletters, press releases and organise workshops for advocacy work.

The Centre undertook a one-year project entitled, '*Market Linkages*' in partnership with the Danish Association

for International Cooperation (MS-Zambia) that will seek to link small-scale farmers, producers through district associations, to the national, regional and global market.

### In Kenya

CUTS Africa Resource Centre (CUTS ARC), Nairobi is a registered NGO that started its operations in 2002 to work not only in the region of East Africa but also the Horn of Africa. It was set up with the mandate of providing supporting to NGOs in Eastern Africa in the areas of consumer protection, poverty reduction, development of trade and economic policy, training and advocacy in these regions. These activities aim to consolidate and expand South-South civil society cooperation in economic development and trade.

The Centre, jointly with CUTS C-CIER, undertook a study on 'Regulatory Framework in Kenya'. The Centre, in collaboration with CUTS LRC, began a project in December 2005 on EPAs, which was funded by Danish Government.

In 2005, the Centre established links with a number of CSOs working on trade and development issues in Eastern and Southern Africa to collaborate and share expertise in the spirit of South-South civil society cooperation on trade and development issues.

The Centre is Non State Actor member/representative of the Ministry of Trade and Industry Kenya under the EU-funded Kenya-European Union Post Lome Trade Programme. The Centre is represented in two clusters namely: Market access and Development aspects of the African, Caribbean and Pacific-EU EPA negotiations.

### In Vietnam

CUTS has been working over the last couple of years in the Greater Mekong Sub-region, especially in Cambodia, Lao PDR and Vietnam. After implementing regional projects on competition policy and law and international trade issues, it was realised that there is an urgent need for further research and building capacity on trade and regulatory policy issues.

It's objective is to be a catalyst in transferring objective knowledge and advocacy skills from India to the GMS countries towards mainstreaming the civil society movement into the development process.

## MILESTONES

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- CUTS filed the first unfair trade practices complaint in the Monopolies and Restrictive Trade Practices Commission in August 1984, which stopped the misleading sales of a 'pioneer' hosiery dealer, forced matchbox manufacturers to ensure 50 sticks in a match box and exposed the double branding of cigarette manufacturers. The last action led to a change in the excise policy.
- CUTS organised a public debate in Calcutta in 1986 on the amended Commission of Enquiry Act, which curbed the right of people to know about a commission's report, wherein the Union Law Minister, Asoke Sen, defended the motion. Subsequently, in 1989, the amendment was reversed.
- CUTS is responsible for the enactment and strengthening of the dynamic Consumer Protection Act, 1986 (COPRA), likes of which are not seen anywhere in the world.
- CUTS obtained an unprecedented compensation of Rs 50,000 from Otis Elevator Co. for a lift accident victim without going to court in 1987. Mentioned in the Limca Book of Records.
- In 1988, CUTS 'inaugurated' the National Commission, the Rajasthan and the West Bengal State Commissions, set up under COPRA, not by cutting ribbons, but by filing the first complaints before each of these bodies.
- By a series of litigations in the Rajasthan High Court on family planning mishaps in 1988, CUTS got the government policies of targeting changed, ensured a more humane treatment of women volunteers of sterilisation, and established an impartial enquiry system.
- A unique honour was bestowed when CUTS was the only group in the country to serve on the Central, Rajasthan and West Bengal State Consumer Protection Councils during 1987-90.
- By a class-action petition under COPRA, CUTS ensured the legal and human rights of nearly 800 poor victims of adulteration in edible oil in Calcutta in 1988-90, commonly referred to as the Behala Oil Tragedy.
- CUTS conceptualised and launched the World Poverty Day on November 1, 1990, which was adopted by the consumer movement in India in 1991. As a result of advocacy by CUTS, the UN adopted October 17 as the "International Day for the Eradication of Poverty" in 1993.
- At the Global NGO Conference on Environment & Development at Paris in December, 1991, wherein over 850 social activists from all over the world participated, CUTS got a resolution adopted that the proposed Multilateral Trade Organisation proposed to be set up under the new GATT should have proportional representation from nations on the basis of their populations. Though this did not happen when the World Trade Organisation came into being.
- As a result of the advocacy by CUTS (and VOICE), the Indian Ecomark scheme was launched in 1991. Consequently, CUTS was nominated as a member of the Technical Committee of the Ministry of Environment on Ecolabelling in the same year.
- CUTS launched a novel contest: 'Find Garbage and Win a Prize' in Calcutta in 1988 and Jaipur in 1992 to draw attention of both the authorities and citizens on the environment and health hazards resulted in immediate action.
- CUTS study on road safety in 1990 became the basis for the National Road Safety Policy in 1993, seeking to reduce the death level from road accidents. It was nominated to the National Road Safety Council twice, and its first high level Ministerial Committee was established to formulate the National Road Safety Policy.
- CUTS succeeded in getting a toxic additive, Brominated Vegetable Oil banned for use in soft drinks in 1990, which led to widespread consumer awareness on health and safety issues.
- CUTS launched a year-long Campaign Against Auto Pollution in Calcutta by holding a "For children's sake" rally on Earth Day, 1993. On the ensuing World Environment Day, put a gas mark on Mahatma Gandhi's statue, which was published on the front pages of leading newspapers.
- CUTS published a highly acclaimed primer on GATT from the third world consumers' perspective in 1993, which led to the IOCU commissioning a paper on Trade and LDCs from CUTS. The primer also served as a reliable information kit for several MPs in India and NGOs the world over.
- A milestone was achieved in June 1994, when the GATT Secretariat invited the Secretary General of CUTS, Pradeep S Mehta, to present a paper on internalisation of environmental costs through ecolabelling at the first-ever public symposium. According to a letter from the GATT, it was one of the best papers presented at the symposium.
- CUTS is the most active member of the Consumers International (CI – formerly IOCU) in India. Alongwith CI staff, lobbied successfully at the ECOSOC meeting in Geneva, July 1995, to expand the UN Guidelines for Consumer Protection, 1985 to include sustainable consumer patterns etc.
- Pursuant to an appeal in 1995 on medical negligence by CUTS, the Supreme Court of India ruled that all government employees, even if they or their families get free medical treatment, would be entitled for coverage under COPRA. The landmark judgement settled the controversy of medical negligence being covered under COPRA.

## MILESTONES

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- CUTS is the only consumer NGO in India to be accredited by the United Nations Conference on Trade & Development, the United Nations Environment Programme, and the UN Commission on Sustainable Development.
- Acknowledging CUTS contributory work in the area of trade and development, the IUCN International, Geneva invited CUTS in 1996 to join its newly set-up International Centre for Trade and Sustainable Development and its governing board.
- CUTS is one of the two NGOs who are members of the Advisory Committee on International Trade, whose meetings are chaired by the Minister for Commerce and Industry, India, and also provides regular inputs to the Government of India on trade policy issues.
- CUTS was instrumental in getting the World Consumer Rights Day falling on March 15 adopted as the National Consumers' Day by the Government of India. In the year 2000, this day was changed from March 15 to December 24, the same day on which COPRA was assented by the President.
- CUTS, as a result of its work in the Power Sector, has been nominated as a member of the Advisory Committee on Rajasthan Electricity Regulatory Commission (RERC) in the year 2001.
- The Ecofrig campaign launched by CUTS reached a milestone when one of the largest manufacturer of refrigerators in the country launched the first Ecofrig in India in January 2001.
- In the year 2002, CUTS filed a petition in the State Human Rights Commission, Rajasthan, demanding a ban of jeeps as public transport vehicles, as many accidents were occurring due to overloading of jeeps. Pursuant to this, CUTS was incorporated in the committee constituted for periodical checks of overloaded jeeps on the national highways.
- Ratni Bai Khatik, a CUTS worker, was awarded the international prize 'Creativity of Women in the Rural Life' in the year 2002, by the Women World Summit Foundation, Geneva, Switzerland.
- CUTS Centre for Competition, Investment & Economic Regulation (C-CIER) was established in the year 2003 to give a better identity to CUTS projects on the issue of competition and regulation.
- International Network of Civil Society Organisations on Competition (INCSOC) was formed in the wake of the dissemination of the results of the 7Up project, for building a Network 2003, as a crying need was felt by several civil society organisations and other stakeholders of competition policy and law so that the competition regimes at the national level could be strengthened and developed where absent.
- CUTS London Resource Centre (CUTS LRC) was established in February 2003, as an international advocacy centre of CUTS. It is working towards bridging the gap between the North and the South.
- Pradeep S Mehta has been nominated on World Bank's Trade Policy Evaluation Advisory Panel on May 03, 2005. The Panel is required to advise the Operations Evaluation Department (OED) on the design, conduct and outputs of the evaluation of the Bank's lending and non-lending activities in the area of trade policy.
- Pradeep S Mehta held the Indian flag high flying high at the 4<sup>th</sup> ICN Annual Conference held in Bonn, Germany from June 05-08, 2005. He represented India in the absence of the competition authority i.e. Competition Commission of India (CCI).
- CUTS played host to an initiative taken by five Members of Parliament (MPs) to establish a forum of Parliamentarians on economic issues where MPs cutting across the party lines, would be able to air their views on a periodic basis on core economic issues, including trade, competition, regulatory reforms, investment and their cross linkages reflected in and out of the Parliament and the media.
- The Central Electricity Regulatory Commission (CERC) appointed Pradeep S Mehta in the Central Advisory Committee (CAC).
- CUTS initiated the inception of CUTS Institute for Regulation and Competition (CIRC) keeping in mind the need for fair knowledge, better skills and improved capacity for understanding competition laws, economic regulations and commercial aspects of diplomacy. The Institute was launched in September 2005.
- A book entitled 'Competition Regimes in the World – A Civil Society Report' was released in the Fifth Review Conference of the United Nations Conference on Trade and Development (UNCTAD), held in Antalya, Turkey during November 14-18, 2005. The prevailing competition regimes in about 120 countries are sewed together in this unique compilation.
- Pradeep S Mehta has been invited to be a member of the Warwick Commission, which is looking into the future of the Global Trading System.
- CUTS has been nominated as a member of the newly formed Central Consumer Protection Council comprising 35 members.

OUR DIVERSE PUBLICATIONS



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