

Publications



- Catalyst (Quarterly e-Newsletter)
- *Gram Gadar* (Village Revolution)
- State of Consumers in Rajasthan (in Hindi)
- *Panchva Stambh* (Quarterly Newsletter in Hindi)
- Consumer Protection Act and the Supreme Court
- Using Consumer Law to Improve Governance
- City Matters (Bi-monthly Newsletter)
- Several occasional and bi-lingual (Hindi and English) subject specific newsletters, publications, guides, books and training manuals for grassroot groups

Achievements

- The World Bank, in July 2004 identified CUTS interventions for a case study on pro-poor spending. The Philippine Centre for Policy Studies, as commissioned by the bank, did the stocktaking
- Appointed as Regional Resource Agency for Rajasthan under the National Environment Awareness Campaign by the Ministry of Environment & Forests, Government of India (GoI)
- Received the prestigious India Power Award 2008 for its outstanding networking and various outreach activities towards consumer empowerment by the Council of Power Utilities, in association with KW Conferences
- A member of State Programme Committee (Tobacco Control) under Directorate, Medical & Health Services of Government of Rajasthan and Central Consumer Protection Council, GoI
- A part of International Resource Team on Social Accountability of the WB Institute of Sustainability Development, Washington DC, US
- Active member of South Asia Social Accountability Network (SASANet) & Demand for Good Governance (DFGG) Learning Network

Future Plans

- Maintaining the position as an apex consumer organisation and to further scale up the interventions at the national as well as international level
- Dealing with “good governance” issues with a focused approach of ‘social accountability’ and ‘access to information’
- Enhancing the infrastructural reforms in South Asian countries through active consumer participation
- Implementing economic measures in prevailing traffic environment to ensure sustainable mobility
- Collaborating government’s programmes at state, regional and national level

Advisory Board

Sharada Jain* Educationalist & Adviser Society for Education & Development (SANDHAN), Jaipur	Madhavi Joshi Programme Coordinator, Centre for Environment Education (CEE) Ahmedabad
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25 years
1983
2008
CUTS
International

CUTS Centre for Consumer Action, Research & Training

To enable people, particularly the poor and the marginalised, to achieve their rights to basic needs and sustainable development, through a strong consumer movement



History



With the aim of delivering institutional support to the consumers, Consumer Unity & Trust Society (CUTS) was established in 1983 and has gradually risen to the forefront of the consumer movement in India as well as at the international level. Given the growth and multiplication in the scope and dimensions of consumer protection, CUTS also diversified and expanded its programme areas and activities.

To carry forward the agenda of CUTS, i.e. Consumer Protection and Education, CUTS Centre for Consumer Action, Research & Training (CUTS CART) was established as the first Programme Centre of CUTS in 1996. The centre focuses on research, advocacy and networking for creating a more responsible society and encouraging changes at the policy level, by advocating with the government machinery and sensitising it to the issues of concern to the common man. It has spearheaded several campaigns and pioneered consumer empowerment.



Objectives

- Create and empower networks of people and rural social action groups;
- Interact with government, polity, media and the judiciary in order to help people achieve their rights;
- Empower women and other marginalised sections and sensitise the society on gender issues;
- Enhance the capacity of stakeholder groups; and
- Conduct study/research to gather first hand information about the realities at the grassroots.

Programme Areas

- Consumer Education & Protection
- Investor Education & Protection
- Good Governance (with focus on accountability and access to information)
- Utility Reforms
- Sustainable Mobility (which includes road safety)
- Women & Child Rights
- Sustainable Development (which includes MDGs, environment, livelihoods etc.)

Activities

- Policy research
- Advocacy, campaign and networking
- Training & capacity building
- Publication and information dissemination

Recently Concluded and/or Ongoing Projects

- Consumer Awareness Project (CAP)
- Combating Corruption in Rajasthan, India by Using RTI As a Tool
- Assessing Quality & Quantity Outputs of the National Employment Guarantee Scheme in Sirohi District of Rajasthan, India
- Securities & Market Awareness Campaign
- National Environment Awareness Campaign
- Traffic Calming Strategies to Improve Pedestrian Safety in India
- Tobacco Control Campaign by Mobilising Key Stakeholders in Rajasthan
- Developing a Culture of Investment in Rural Areas
- Get Active Programme



Special Intervention



- *Vidhayak Samvad* (a non-partisan forum of legislators in Rajasthan to discuss infrastructure, economic and centre-state issues etc. initiated by CUTS)

Values

- Developing and presenting training and professional education modules for government and other development agencies
- Providing consultancy in the field of consumer protection and education, investor protection and utility reforms; and in the use of internationally recognised Social Accountability tools
- Developing traffic calming strategies



Resources

- 14 professional staff
- Affiliated to important national committees and international organisations
- A 10-member Advisory Board
- Working in conjunction with all centers of CUTS located in India and abroad
- Possessing vast networking in Rajasthan with over 1000 voluntary organisations and grassroot groups