

**A DIAGNOSTIC STUDY TO BUILD THE CAPACITY/AWARENESS AMONG  
CSOS TO DEMAND FOR DEMAND SIDE MANAGEMENT (DSM) &  
RENEWABLE ENERGY (RE) IN INDIA**

*a. Brief history of your organization (when was it set up, Trust or Society, URL), including mission, goals, and major accomplishments*

Established in 1983 as a voice of the poor to express their developmental needs and aspirations, CUTS International ([www.cuts-international.org](http://www.cuts-international.org)) is a leading Southern voice and face of consumer empowerment through its rights-based approach and activities for influencing the process and content of inclusive growth and development. From consumer protection work in India it has expanded its scope and interventions to subjects such as good governance and social accountability, trade and development, economic and business regulations including competition, investment and corporate governance issues, and human development, particularly women's empowerment.

In 1984, it was registered as a Society under the Rajasthan Societies Registration Act, 1958. "About CUTS" can be accessed at [http://cuts-international.org/pdf/About\\_CUTS\\_2009.pdf](http://cuts-international.org/pdf/About_CUTS_2009.pdf). It provides necessary details about the history of CUTS and its activities.

The organisation's Vision is "consumer sovereignty in the framework of social justice and equality". It conducts action (policy) research and evidence-based advocacy for policy and practice changes to bridge the gaps between the core and the periphery, that between the state and non-state actors. It believes that consumer empowerment not only serves national interest but also addresses many challenges faced by the global public goods. It aims to take forward the consumer movement to the political space at sub-national, national and international level with a holistic and balanced objective.

With its headquarters and three programme centres in Jaipur, India (Centre for Consumer Action, Research & Training, Centre for International Trade, Economics & Environment, and Centre for Competition, Investment & Economic Regulation), one in Chittorgarh, India (Centre for Human Development), a liaison office in New Delhi, India and resource centres in Calcutta, India; Lusaka, Zambia; Nairobi, Kenya; Hanoi, Vietnam and in Geneva, Switzerland the organisation has established its relevance and impact in the policy-making circles and among the larger development community in the developing world and at the international level.

It has created and is part of several networks to cross-fertilise ideas and actions for fostering equity and accountability in economic governance through South-South and South-North cooperation between and among the state and non-state actors. It serves at several policy-making bodies of the Government of India, in some other developing countries, and at the international level.

*b. Clear statement of the need(s) or problem(s) your work will address.*

*i. Why is this work needed now?*

*ii. What existing or past efforts/experiences will you draw upon?*

*iii. Give a brief summary of the current scenario and identify the major actors and organizations working on this issue*

## **i. Need for the current work**

### **Demand Side Management (DSM)**

Energy is one of the critical ingredients for infrastructure development and economic growth. The growing energy needs of the Indian economy must be met to facilitate its unchartered growth potentials. As it is being recognised globally, a sustainable way forward for responsible growth is by ensuring a minimal impact on the environment. This can be achieved through a low carbon power sector planning process by increasing end use energy efficiency, and greater utilization of renewable energy resources. Thus, it is necessary for the Indian Power Sector to enhance focus on Demand Side Management (DSM) and Renewable Energy (RE).

DSM is a concept in which a power distribution utility manages the demand for power among some or all its customers through end use efficiency improvements to meet its current and future needs. Needless to mention DSM mitigates energy shortages, and also provides a least cost clean resource option. So there are multiple benefits for the power utilities in promoting DSM initiatives. Some key rationales are as outlined below:

- DSM measures can improve the utility revenues;
- DSM measures can improve the quality and reliability of power supply to consumers; and;
- DSM measures can mitigate the impact of rising tariffs

However, in reality there are several barriers that constrain large scale adoption of DSM measures. These relate to high first cost, lack of incentives to utilities who perceive DSM as loss of market, **inadequate awareness among consumers to demand greater investments in DSM programmes**, lack of an enabling regulatory framework, lack of access to capital, etc. Of these, inadequate consumer representation in demanding DSM interventions could be addressed relatively quickly through concerted efforts. .

Most consumer groups lack the capacity to comprehend issues related to DSM and neither do they have resources to take up these issues in a consistent manner. Consequently, the sub-optimal representation of consumer interests undermines the popularity of DSM amongst consumers, utilities, and regulators. Consequently, DSM activities do not attract much attention by the relevant stakeholders e.g. Utilities, Regulators, State Designated Agencies, etc. In the absence of consumer voice in support of DSM projects, the Regulators and Government agencies do not feel compelled to allow enabling policy and regulatory provisions. This too hinders DSM programme implementation efforts. Evidently, enhancing capacity of consumer representatives is vital to ensure effective and participatory governance in the electricity sector. In doing that, the challenge lies in engaging these groups and equipping them with necessary information, knowledge (on process and contents, both) and skills so that they are able to engage with the policymakers, regulatory bodies, etc and are able to demand for effective implementation of DSM initiatives. Obviously, the DSM programme agenda can be greatly advanced by simultaneous focus on technical capacity building of the relevant stakeholders e.g. utilities, regulators, and consumer groups.

### **Renewable Energy (RE)**

Energy is a basic input for almost all economic activities. In fact one of the indicators of economic growth has all along been the per capita consumption of energy. Therefore, with projected economic growth at 8-9 per cent or so, there will be a very rapid growth in energy demand. Even though there is huge capacity growth planned for conventional energy sectors, there is little doubt that current energy shortages will only increase. Simultaneously, there is a

growing recognition, for more than one reason, of the dangers inherent in continuing with the model of economic development based on excessive consumption of fossil fuels. At the present rate of consumption, the limited reserves of fossil fuels would not last very long. Another aspect that has come into sharp focus is that developing countries can ill-afford to depend excessively upon petroleum imports. Energy security, in recent years, has gained immense strategic importance. Climate change has been recognized as mainly being caused by greenhouse gas emissions from energy intensive human economic activities based on fossil fuels. There is also the important issue of providing energy access. It has been accepted that 40 per cent of the population is currently denied this. In a situation of power shortage, therefore, it also appears difficult to fill this gap in the conventional way. Therefore, India has no alternative but to strive for energy efficiency and to look for renewable sources of energy, not only to provide additional power to the grid but also to provide energy access to the poor. There is also a need to replace consumption of fossil fuels and to reduce the demand for electricity wherever possible.

In case of renewable energy, it has been seen that the consumption of non-renewable sources of energy has caused more environmental damage than any other human activity. Electricity generated from fossil fuels such as coal and crude oil has led to high concentrations of harmful gases in the atmosphere. This has in turn led to many problems being faced today such as ozone depletion and global warming. Therefore, alternative sources of energy have become very important and relevant to ensure sustainable and responsible growth. Renewable Energy technologies like solar, biomass, hydro, etc are deployed both in rural and urban areas to curb the growing gap between the demand and supply of power, which is due to increase in the per capita energy consumption and importantly, the much hyped climate change concerns.

The Central Government's approach to renewable energy is quite clear. In particular, the target for at least 10% of grid-connected power to come from renewable sources by 2012 indicates an increasing push for clean energy. Energy security and chronic shortages of electricity are slowly making the Government take more notice of renewable energy than it has done in the past. However, much more can be done.

Thus, to ensure the success of RE, it requires actions by a large number of stakeholders. In order to mobilise the key stakeholders such as consumer organisations, the first task is to create awareness of the scope of possibilities and the extent of gains one can make through such measures.

### **Focus of the project**

This proposed Grant activity will focus on capacity building measures for consumer groups so as to better prepare them to carry out need based advocacy and participate in associated policy and regulatory processes. There is a need to raise awareness and build capacity of consumer organisations, on issues pertaining to RE/DSM programmes. This would help in creating demand from the consumer end, which would potentially result in appropriate actions being implemented by policy makers at the top level. CUTS proposes to undertake capacity building activities focussed on consumer groups in two states of India.

The approach that CUTS intends to undertake is to first assess the current scenario through literature review, baseline consumer survey, and identify barriers that constrain greater consumer participation in the RE/DSM space. CUTS will then devise strategies such as state level training workshops, consumer interface meetings, to overcome the identified barriers. In planning and executing these activities CUTS will engage credible consumer groups through National Seminar, Policy Advocacy Meetings, and other similar interventions.

## **ii. Existing/past experiences**

CUTS has initiated a number of projects (such as the ‘A pilot project on Capacity Building on Electricity Reforms in select South Asian Countries (Nepal, Bangladesh and two states in India i.e. Rajasthan and West Bengal), popularly known as the RESA Project’ - <http://www.cuts-ccier.org/RESA/index.htm>) in the electricity sector in the proposed territories of this work (viz. Rajasthan and West Bengal). During the course of their implementation, CUTS developed adequate knowledge and capacity to undertake action/policy research and advocacy oriented interventions.

As a follow up of the RESA Project, CUTS Calcutta Resource Centre (CUTS CRC) with support from West Bengal State Electricity Distribution Company Limited (WBSEDCL) has recently launched a one year project, ‘Consumer Assistance Cell (CONASC) for Electricity Consumers at the District Level’ in the state of West Bengal. The main objective of the project is to form Consumer Assistance Cells (CONASC) at the sub-divisions to improve and supplement the service delivery at the grassroots with focus on improving the Grievance Redressal system of the utilities.

Further, CUTS Centre for International Trade, Economics & Environment (CUTS-CITEE) had undertaken a two-year project titled Grassroots Reachout & Networking in India on Trade & Economics (GRANITE) in the year 2005. It was supported by the Royal Norwegian Embassy, New Delhi and Oxfam Novib, The Netherlands. The project was implemented in eight states, viz. Andhra Pradesh, Karnataka, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Uttar Pradesh and West Bengal, in a partnership mode. Over a period of 24 months, the project built the capacity of Indian civil society organisations and other targeted stakeholders so that they are able to comprehend the issues of globalisation and the World Trade Organisation (WTO) better and apply the learnings in their respective fields of activities.

With the view to develop a better understanding and gain some hand-on experience on power sector reforms, CUTS launched a pilot-scale capacity building programme primarily targeting the consumer groups in India (<http://www.cuts-international.org/CART/CUTS-FES.htm>). The project was supported by Friedrich Ebert Stiftung (FES), a German agency, since the last three years. The programme aimed at helping the target groups to better understand varied dimensions of independent regulation and impart necessary skills to effectively represent their own interests. The World Bank’s Water and Sanitation Programme (South Asia) has identified this initiative as one of the best practice in India.

All these experiences have helped CUTS to expand its base and profile to take up necessary research and consumer advocacy activities on regulatory issues both at the national and international levels. Well established networks of local civil society organisations and consumer groups across the project territories would be utilised to effectively implement this project.

CUTS would utilise the expertise of its team which has been built over time through representation in regulatory committees, interaction with CSOs, government bodies, etc and its past work, such as RESA, GRANITE, FES project, etc.

## ***iii. Give a brief summary of the current scenario and identify the major actors and organizations working on this issue***

Generation of mass awareness about EE and DSM has been emphasised by the government and non-government actors in the recent past. However, not much data and information is available

on the current level of awareness among Indian consumers. A few initiatives are enumerated below:

- The Bureau of Energy Efficiency (BEE) launched in 2008 an ambitious National Educational and Training Programme (NETP) on Standards and Labelling (Refrigerators and Air conditioners) for energy conservation awareness among energy end users and point of sales persons through electronic and print media.
- One of the major objectives of the Department of Consumer Affairs campaign Jago Grahak Jago (“Wake up consumer wake up”) is increasing awareness among consumers about energy efficient and environment friendly products.
- In one of the first DSM programmes in India, the Ahemdabad Electricity Company (AEC), a DSM cell was set up in 1994 that has worked with customers to develop load research data, screen alternative energy efficiency measures and implement some of those measures through the involvement of energy service industry. Similar DSM cells have been established in Tamil Nadu Electricity Board and, more recently, at Jaipur DISCOM, one of the unbundled distribution utilities of the erstwhile Rajasthan State Electricity Board

There has been growing recognition of the importance of energy efficiency and renewable energy in India's electricity sectors. The Ministry of Power (MoP) is the nodal agency for energy conservation in the country. The Bureau of Energy Efficiency (BEE), an autonomous body under the MoP, was set up in 1989 to coordinate initiatives and activities on energy conservation. Several state electricity boards (SEBs) have also set up Energy Conservation Cells, some of which have been assisting industries in conducting energy audits. Several reports have been attempted to estimate the potential for energy conservation in various consuming sectors and have also identified various Energy Efficiency technologies (EETs) for important end-uses.

Renewable energy in India is a sector that is still undeveloped. India was probably the first country in the world to set up a separate ministry of non-conventional energy resources in early 1980s. However the results have been very mixed and in recent years it has lagged far behind other developed nations in using renewable energy (RE). RE contribution to energy sector is less than 1% of India's total energy needs. India is both densely populated and has high solar insolation, providing an ideal combination for solar power in India. Much of the country does not have an electrical grid, so one of the first applications of solar power has been for water pumping; to begin replacing India's four to five million diesel powered water pumps, each consuming about 3.5 kilowatts, and off-grid lighting. Some large projects have been proposed, and a 35,000 km<sup>2</sup> area of the Thar Desert has been set aside for solar power projects, sufficient to generate 700 to 2,100 gigawatts. The development of wind power in India began in the 1990s, and has significantly increased in the last few years. Although a relative newcomer to the wind industry compared with Denmark or the US, a combination of domestic policy support for wind power and the rise of Suzlon (a leading global wind turbine manufacturer) have led India to become the country with the fifth largest installed wind power capacity in the world.

In 1982, a separate Department of Non- Conventional Energy Sources (DNES) was created in the Ministry of Energy to look after all the aspects relating to new and renewable energy. The Department was upgraded into a separate Ministry of Non-Conventional Energy Sources (MNES) in 1992 and was re-christened as Ministry of New and Renewable Energy (MNRE), in October 2006. The MNRE is the nodal agency for renewable energy in India. The Ministry has set up specialised institutions to work on renewable energy such as The Solar Energy Centre

(SEC), which forms a part of the Ministry, is located at Gwal Pahari in district Gurgaon, Haryana and serves as technical focal point for solar energy development.

A Centre for Wind Energy Technology (C-WET), an autonomous organisation under the administrative control of this Ministry, has been established in Chennai, Tamil Nadu and serves as the technical focal point for wind power development. The Sardar Swaran Singh National Institute of Renewable Energy (SSS-NIRE) is being established as an autonomous institution in district Kapurthala, Punjab. NIRE will serve as the technical focal point for development of bio-energy, including bio-fuels, and synthetic fuels. The Indian Renewable Energy Development Agency (IREDA) is a Non-Banking Financial Institution under the administrative control of this Ministry for providing term loans for renewable energy and energy efficiency projects.

*c. Please provide a one line statement of the objective of this project. In line with this objective, please lay out the various activities that will be undertaken under this grant. Please add a short note on similar activities undertaken by the organisation in the recent past, if applicable. If not applicable, please add a note on how and why the organisation is positioned to conduct this activity.*

### **Objective**

The overall objective of the project is *to increase long-term capacity/awareness of consumer groups to demand for DSM and RE initiatives, and also to understand, document and communicate their specific needs to relevant policy makers.*

### **Policy and Practice Changes**

Policy changes are modifications of formal or informal, written or unwritten political, cultural, social or religious norms that guide the actions of people, organisations and institutions in the sphere of the state, the market as well as in civil society. Changes in practice represent a modification of what is done in society--the laws or regulations must be applied or new socio-cultural norms practised. Together, the policy and practice changes should lead to significant, structural, sustained and positive improvement in the lives of people. In other words, policy and practice changes are outcomes of a project.

The project will contribute to the following policy and practice changes:

Policy Change : Regulatory agencies will have a policy (refinement of that policy if already exist) to ensure better community participation in DSM/RE initiatives, including a policy to engage community groups to monitor the effectiveness of DSM/RE initiatives.

Practice Change : Consumer groups and other representative bodies will be invited by the regulatory agencies to take part in their deliberations on DSM/RE initiatives and they will be engaged in the implementation of such initiatives.

Please see below a list of pertinent activities, and associated implementing arrangements.

### **Activities**

#### **Local Inception Workshop**

A day long local inception workshop will be organised in the project territories that will involve the participation of identified local partners such as consumer groups, relevant policy makers and stakeholders, media, etc. During this workshop, the project details would be shared with the participants with an aim to solicit specific inputs from them. The survey questionnaire would be

finalised in discussion with the local partners. The consumer group representatives will be requested to complete the questionnaire, and their responses will allow us to gauge their understanding of varied DSM and RE related issues. Based on this assessment, we will be able to better plan and implement our targeted outreach efforts with consumer groups and relevant policy planners.

Towards the end of the project period, another set of questionnaire would be developed to evaluate the understanding of the partner consumer groups and analyse how the project has helped in strengthening their capacities on a number of DSM and RE matters.

### **Baseline Consumer Survey**

The objective of the survey is to derive a comprehensive and updated status of awareness of consumer groups regarding issues relating to DSM and RE. The questionnaire would be formulated based on literature review and comments received from local project partners and stakeholders. As part of another project (supported by SSEF), CUTS will be conducting a comprehensive survey of Indian consumers on energy conservation and the use of energy efficient products and this survey will have some questions on DSM and RE – therefore, the proposed survey (as in this project) will be build upon the survey to be done in the other project. Once finalised, data templates would be created which would be used for entering data collected through the survey. This would be done keeping in mind the envisaged use of the data for later analysis. A sample size of roughly 500 (250 in each states) comprise of Civil Society Organisations (CSOs), Commercial Establishments and individual consumers would be surveyed and the data analysed across two states of India. The survey and data entry would be undertaken by local implementing partners at state level under supervision of CUTS. Overall analysis of the survey would be undertaken by CUTS.

For the purpose of selection of CSOs in the two states, it would be ensured that the CSOs would be represent the views of the consumers and take relevant steps keeping in confidence the consumers, so as to avoid conflicts. CUTS have an extensive network of CSOs, which will help in identifying the CSOs that are well connected with the relevant stakeholders and engaged with the consumers.

### **Research Report**

The outcome of the literature review and the analysis of the baseline consumer survey would be collated to prepare the draft Research Report. Specifically, the draft research report will document consumer awareness about RE and related benefits, and their specific preferences on various kinds of DSM programme models. The draft report will be disseminated to experts for their comments. The report will be finalised on the basis of comments received from experts and local partners. On the basis of the research report, CUTS will publish briefing papers, one page notes, etc to provide specific findings and recommendations as ready reference for the policy makers and other relevant stakeholders. Such concise reading materials will help the policy makers clearly understand consumer issues and perceptions relating to RE and DSM programmes that will help them formulate better programmes and policies that will put more emphasis on DSM and RE. These outreach materials will be circulated during various events undertaken as part of the project and also through CUTS web-based discussion forum (FunComp), which has roughly 3000 members from relevant Indian community. CUTS would also carry forward the messages in form of newspaper articles for building and promoting nation wide support to the project and its outcomes.

The findings of the research will indicate specific training needs of consumer groups, and accordingly a series of capacity building programmes will be designed and implemented.

### **State Level Training Workshops**

The partner organisations in consultation with CUTS will organise two training workshops in their respective states i.e. in total four training workshops (2 days event) would be organised at the State level. CUTS will prepare a list of stakeholders (academia, CSOs, media, private sector, etc) who would be involved in the project as resource persons and participate in the training workshops/consumer interface meetings, etc. Further, relevant policy-makers and regulators will also be invited as resource persons. Each of the partner organisations will maintain a database of participants and other actors with whom activities will be carried out in future. The partners would prepare outcome report of the workshops.

The purpose of the workshops is to create build capacity and awareness among consumer organisations regarding issues pertaining to RE and DSM. It is also envisaged that as an outcome of the workshops, a cadre of consumer organisations would be created who would be in a position to better comprehend issues and be able to advocate the need for RE and DSM and also build the capacity of other consumer groups at the State Level.

### **Consumer Interface Meetings**

Four consumer interface meetings will be conducted in each project states (two in each). The agenda of these meetings will be to reach out to consumer groups at the state level and make them aware of the role that they need to play in advocating for implementation of RE and DSM issues. Efforts would be made to register the problems being faced by consumer groups and possible solutions would be provided to them to overcome the problems. Relevant consumer group representatives who would have participated in the training workshops would be invited to attend the interface meetings as resource persons.

### **Final Consumer Survey**

Close to the end of the project, a final consumer survey would be organised to gauge the level of understanding and awareness of consumer groups on issues pertaining to RE and DSM and on the scope for their engagement in the policy process, as imparted through project meetings and interactions. The respondents targeted for this would be mainly the same category of respondents (500 in total) that were involved while undertaking the baseline consumer survey.

### **Policy Advocacy Meetings**

Three meetings with key stakeholders (CERC, BEE, and Regulatory Commissions) at National and State level to disseminate key findings of the project and sensitise them to ensure policy and practice change. The purpose of the meetings is to enter into dialogues with the policy makers to understand their perceptions regarding the importance of consumer participation with regard to RE and DSM. The discussions would be organised in form of small roundtables. Such interventions would sensitise and create awareness among policymakers to make note of problems being faced by consumer organisations and take relevant steps to rectify such problems. This process will ensure that while capacity is created in consumer groups to take action on RE and DSM matters, those are also well received by policy and regulatory agencies.

Thus, through the involvement of the policymakers at various stages of the project (Local Inception, Consumer Interface meetings, State level training workshops and National Conference), it is expected that CUTS would be able to influence their policy decisions, which may be reflected in form of changes in current policies or introduction of new policies targeted at ensuring effective representation of consumer organisations.

### **National Conference**

To mark the end of the project, a national conference will be organised, to showcase the outcomes of the project to a larger audience comprising of consumer groups, media persons, regulators, representatives of distribution companies, partner organisations, etc.

### **Short Note on Similar Activities Undertaken by CUTS**

CUTS has initiated a number of projects (such as the ‘A pilot project on Capacity Building on Electricity Reforms in select South Asian Countries (Nepal, Bangladesh and two states in India i.e. Rajasthan and West Bengal), popularly known as the RESA Project’ - <http://www.cuts-ccier.org/RESA/index.htm>) in the electricity sector in the proposed territories of this work (viz. Rajasthan and West Bengal). During the course of their implementation, CUTS developed adequate knowledge and capacity to undertake action/policy research and advocacy oriented interventions.

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CUTS would utilise the expertise of its team which has been built over time through representation in regulatory committees, interaction with CSOs, government bodies, etc and its past work, such as RESA, GRANITE, FES project, etc.

*d. Detailed quarterly work plan for the project (template provided in b., and example provided in c.)*

Quarter	Activities	Indicator of Success	Additional Information	End of Quarter Update
1.	<p><b>Undertake literature review to identify the following:</b></p> <ul style="list-style-type: none"> <li>- good practices (including international experience)</li> <li>- review the status of consumer participation in RE and DSM activities in India</li> <li>- analyse the relevant laws, legislations, that facilitate consumer participation</li> <li>- study the policies of the State and Central Government</li> </ul>	Literature review is completed and it provides inputs for formulation of questionnaire to undertake baseline survey	The scope of the literature review is dependant upon the availability of appropriate literature	Literature review is completed
	<p><b>Local Inception Wokshops</b></p> <ul style="list-style-type: none"> <li>- Brief the partners about the project</li> <li>- Discuss issues pertaining to project implementation</li> <li>- Discuss the outline of the survey questionnaire</li> </ul>	Project partners meeting was organised successfully.		
	<p><b>Preparation of questionnaire for baseline survey</b></p> <ul style="list-style-type: none"> <li>- Inputs drawn from literature review</li> <li>- Prepare the questionnaire in consultation with project partners</li> <li>- Finalise the questionnaire</li> </ul>	Questionnaire is finalised in consultation with project partners for use during the survey	CUTS to take the lead in preparation of the Questionnaire	Questionnaire is finalised and shared with project partners to undertake the survey

	<b>Finalise data entry format and sample size</b> <ul style="list-style-type: none"> <li>- Create data entry sheets</li> <li>- Sample size – State Level (250 relevant stakeholders from each state are selected on random sampling basis)</li> </ul>	Finalisation of the sample size	Data entry would be done at State level by the project partners. Overall analysis to be undertaken by CUTS.	Relevant tools for computation of data are finalised
1 & 2	<b>Undertake Baseline Consumer Survey at State level</b>	CUTS to administer the survey	Project partners to manage the survey at State level	Survey is successfully completed both at State and National level
3.	<b>Complete data entry</b>	Survey data is collated and shared with CUTS	Project partners to complete the data entry as per the format given by CUTS	Analysis of the data collated during the survey to be undertaken.
	<b>Analyse data and draft research report</b> <ul style="list-style-type: none"> <li>- Analyse data and prepare research report</li> <li>- Solicit feedback on the report</li> </ul>	Draft report is prepared by CUTS and shared with project partners, relevant stakeholders, etc for their comments.	A set of experts would be identified to review the research report.	Research report is ready for dissemination.
4.	<b>Organise state level training workshops for consumer groups</b> <ul style="list-style-type: none"> <li>- Four training workshops to be organised in total across the two states</li> <li>- Identification of relevant stakeholders at state level</li> </ul>	Partners in consultation with CUTS organised the state level training workshops		Training workshops are successfully organised at the State level
5.	<b>Organise consumer interface meetings at State level</b> <ul style="list-style-type: none"> <li>- Four interface meeting to be organised</li> <li>- Identification of relevant stakeholders at state level</li> </ul>	Partners in consultation with CUTS organised the state level consumer interface meetings	Relevant information regarding EE/DSM is shared with the consumer groups through the interface meetings	Interface meetings are organised successfully and resulted in generating awareness among consumer groups

6.	<b>Undertake the final consumer Survey at State level</b>	CUTS to administer the survey	Project partners to manage the survey at State level	Survey is successfully completed both at State and National level
7.	<b>Identify and advocate the necessary policy and practice changes to improve the quality of consumer participation in the process of adoption of RE and DSM in India</b> - Three policy advocacy meetings with key stakeholders (CERC, BEE, Regulatory Commissions) at National and State level to disseminate key findings of the project and sensitise them to ensure policy and practice change	Meetings are organised successfully and possible policy and practice changes are implemented.	The meetings would be organised at State and National level.	Project partners would organise the meetings at State level with support from CUTS International and the National level would be organised by CUTS International.
8.	<b>Organise National Conference</b> - Conference to be organised at national level to target relevant stakeholders	Meetings are held to present the findings of the research report to sensitise and create awareness among key stakeholders (business, government officials, consumer groups, media, etc)	Recommendations from both the meetings would be captured in form of a Policy Brief	Wider dissemination of report and policy brief stakeholders.

*e. Key obstacles (political, institutional, cultural and economic) to success:*

*1. What are the potential challenges you foresee in your organisation that you will need to overcome to conduct these activities successfully. How will you overcome these barriers?*

*2. What are the main risks that you see to both the objective and to your own organisation as a result of undertaking these activities? These risks can be reputational, financial or political. How will you minimize these risks?*

*3. What barriers do you see external to your organisation? Will the other organisations you will have to work with provide any challenges? How will you overcome these?*

<b>Key obstacles (political, institutional, cultural, economic) to success</b>		
	<b>Potential Challenges/Risks</b>	<b>Actions to overcome these</b>
<b>What are the potential challenges you foresee in your organisation that you will need to overcome to conduct these activities successfully? How will you overcome these barriers?</b>	Key staff at CUTS leaves before the project ends	CUTS have a well-designed internal system of managing risks. Internal meetings are organised at regular intervals in each centre to review the progress of projects. This helps keeping others in the loop, who could take over project responsibilities, in case of turnovers.
<b>What are the main risks that you see to both the objective and to your own organisation as a result of undertaking these activities? These risks can be reputational, financial or political. How will you minimise these risks?</b>	<ol style="list-style-type: none"> <li>1. Cooperation by stakeholders to be targeted in the project – for ensuring better quality of the survey and for conducting effective advocacy and networking</li> <li>2. Cooperation within the project team – timely delivery of quality outputs</li> <li>3. Funds allocated for the project might not be spent optimally.</li> </ol>	<ol style="list-style-type: none"> <li>1. It is important to establish clear communication lines with stakeholders regarding the objective of the survey and their role.</li> <li>2. Close cooperation within the team members to ensure timely delivery of quality outputs.</li> <li>3. There needs to be regular internal auditing during the period of the project to ensure this does not happen.</li> </ol>
<b>What barriers do you see external to your organisation? Will the other organisations you will have to work with provide any challenges? How will you overcome these?</b>	<ol style="list-style-type: none"> <li>1. Risk of surveys and training programmes not being completed on time or quality being deteriorated.</li> <li>2. Comments on draft report may not be received on time, which could delay the output</li> </ol>	<ol style="list-style-type: none"> <li>1. Quarterly monitoring and evaluation of partners activities would be undertaken to overcome this.</li> <li>2. Once emails have been sent to ask for comments, a rigorous follow up would be done to ensure timely receipt of comments.</li> </ol>

*f. A discussion of what is a successful result of this project and how you will evaluate your progress toward that goal. Indicators of success should be clearly specified.*

*As an explanation of your indicators of success, please include the following:*

*i. A Checklist of activities that you will undertake by the end of the grant period and*

*ii. A clear flow chart of how these activities will contribute to achieving your objective.*

*In case there is need for follow-up activities, please flag them in this section.*

Description	Indicators of success	Means of Verification
<p><b>Objective</b> To increase long-term capacity/awareness of consumer groups to demand for DSM and RE initiatives, and also to understand, document and communicate their specific needs to relevant policy makers</p>	<p>Consumer groups are well informed and are confident to undertake advocacy on issues pertaining to RE/DSM.</p>	<p>Policy makers accept the role of consumer groups and Project partners continue with interventions beyond the project.</p>
<p><b>Component objectives/intermediate results</b></p> <ul style="list-style-type: none"> <li>- To determine the level of awareness among consumers and relevant stakeholders regarding RE/DSM and to recommend policy/practice change</li> </ul>	<ul style="list-style-type: none"> <li>- Literature review and consumer survey based on a structured questionnaire containing questions on the level of stakeholder awareness and the effectiveness of the regulatory environment.</li> <li>- Report containing analysis of the literature review and survey.</li> <li>- Dissemination of the report containing recommendations for policy/practice change.</li> </ul>	<p>Copies of the filled out survey forms, final research report and dissemination activities.</p>
<p><b>Activities</b></p> <ol style="list-style-type: none"> <li>1. Literature review and Preparation of Questionnaire</li> <li>2. Local Inception Workshop</li> <li>3. Baseline consumer survey and analysis</li> <li>4. Preparation of research report</li> <li>5. Organising State level training workshops for consumer groups</li> <li>6. Organising consumer interface meetings at State level</li> <li>7. Organising Final Consumer Survey</li> <li>8. Organise policy advocacy meetings at State and National Level</li> <li>9. Organising National Seminar to release the report</li> <li>10. Submission of final project report</li> </ol>	<p>Timely completion of activities and generation of quality outputs as proposed</p>	<ul style="list-style-type: none"> <li>• Narrative report of the events</li> <li>• Hard copies of the final research</li> <li>• Coverage of activities in the media</li> </ul>

### MONTH WISE ACTIVITY CHART

Activities	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Literature review and Preparation of Questionnaire																								
Local inception workshops																								
Baseline consumer survey and analysis																								
Preparation of research report																								
Organising state level training workshops																								
Organising consumer interface meetings																								
Final consumer survey																								
Policy Advocacy Meetings																								
National seminar																								
Submission of final project report																								

## FLOW CHART: ACTIVITIES AND OBJECTIVES

