

# Consumer Protection Council, Rourkela

## Major Events

<b>8<sup>th</sup> Sept. 1985</b>	CPC, Rourkela formed.
<b>8<sup>th</sup> April 1986</b>	Council adopts its Constitution.
<b>June 1986</b>	Starts accepting individual complaints.
<b>22<sup>nd</sup> Aug. 1987</b>	Registered with Registrar of Societies, Sundargarh.
<b>Jan. 1989</b>	Council's monthly <b><i>Advantage Consumer</i></b> launched.
<b>Oct. 1989</b>	First Consumer Dispute Case filed, in the State Commission, Orissa, against M/s LML, for non-refunding of Booking Advance.
<b>Dec. 1989</b>	Due to the initiative of CPC, Rourkela, <i>Doordarshan's</i> LPT was shifted to the elevated Durgapur Hills, benefiting all the TV viewers of Rourkela.
<b>Feb. 1990</b>	First victory in the State Commission, against M/s LML, involving 57 individuals.
<b>August 1990</b>	Filed its first case in the National Commission (NCDRC), on behalf of 227 individuals, against M/s APSL, for non-refunding of Booking Advance.
<b>Sept. 1990</b>	Nominated to the Central Consumer Protection Council, for the first time.

<b>April 1991</b>	Registered under IT Act, enabling donors to avail relief under Sec. 80G of the Income Tax Act.
<b>April 1992</b>	Puts up the first hoarding (5 mts. x 3 mts.) for Consumer Awareness, at Ambagan, in front of Bhanja Bhavan.
<b>November 1993</b>	Consumer Protection Week observed.
<b>March 1994</b>	Independent District Forum for Rourkela established, at the initiative of CPC, Rourkela
<b>Sept. 1994</b>	Eastern Regional Training Programme for Training the Trainers organised, at Rourkela.
<b>31<sup>st</sup> March 1995</b>	Awarded the ' <b>Chetana Samman</b> ', for being the Best Consumer Organisation, by Govt. of Orissa.
<b>August 1995</b>	Started publishing <b>Advantage Consumer</b> through its Desk Top System.
<b>May 1996</b>	Organised a seminar on 'Challenges before the Consumer Movement'.
<b>Jan. 1997</b>	Council's Secretary nominated to the Commission Advisory Committee of the OERC, for the first time.
<b>June 1998</b>	Nominated for the first time to the DRUCC of Chakradharpur Division of S.E. Railway.

<b>Nov. 1998</b>	Starts implementation of Citizens' Charter in United Bank of India (UBI), Sector-19, Rourkela, in collaboration with CCC.
<b>March 1999</b>	Nominated to the Standing Committee to Review Packaged Commodities Rules, of Govt. of India.
<b>26<sup>th</sup> Feb. 2000</b>	Consumer Information Centre (CIC) inaugurated.
<b>23<sup>rd</sup> April 2000</b>	<b><i>www.advantageconsumer.com</i></b> launched.
<b>May 2000</b>	The Council's Secretary starts answering the queries of consumers from across the country, received through the internet.
<b>June 2000</b>	Under-weightment of ' <i>Indane</i> ' LPG refills detected, through a random Survey conducted in the Steel township.
<b>Jan. 2001</b>	The Council's Secretary participates for the first time in the pre-budget consultations of the Union Finance Minister.
<b>July 2001</b>	Case filed in NCDRC against M/s IOC, for supplying under-weighed ' <i>Indane</i> ' refills, with a quantified loss of Rs. 750 crores per year to the consumers across the country.

<b>July 2003</b>	Professors of IIT, Kharagpur, submit a report to the NCDRC fully supporting the allegations of CPC, Rourkela, in respect of shortcomings of the LPG Bottling Plant.
<b>Aug. 2003</b>	Secretary, CPC, Rourkela meets the Chief Minister of Odisha, to solicit his support for the consumer movement , in the state.
<b>Nov. 2003</b>	Organised the first Campaign on Food Quality Awareness, for School and College students.
<b>Feb. 2005</b>	Committee set-up by the Department of Consumer Affairs, Govt. of India, submit a Report concluding the manual tare neutralization as the root cause of the problem and suggesting modernisation of all the LPG Bottling Plants. – A Prayer made by the Council before the NCDRC, in 2001 itself.
<b>Oct. 2005</b>	NCDRC, in its interim Order, directs IOC to adopt pre-delivery checking of LPG refills, at the doorstep of the consumer, as prayed by CPC, Rourkela, in 2001.
<b>August 2007</b>	NCDRC passes its final order in the LPG under-weighment case; agrees with the allegations of CPC, Rourkela, but does not provide adequate relief.
<b>Sept. 2007</b>	Review of the <i>Indane</i> LPG Case order filed in the NCDRC.
<b>August 2010</b>	NCDRC, after several sittings, declines to Review the Order on technical grounds.

<b>Sept. 2010</b>	Civil Appeal filed in the Supreme Court, against the Order of the NCDRC.
<b>Nov. 2010</b>	Supreme Court admits the Civil Appeal and orders issue of notice.
<b>8<sup>th</sup> April 2012</b>	Silver Jubilee of CPC, Rourkela Celebrated.