

AGENDA FOR 14th MEETING OF STATE CONSUMER PROTECTION COUNCIL TO BE HELD ON 02.05.2012

1. Consumer Awareness:-

(A) Role of Government:-

- (i) Organization of Consumer Club.
- (ii) Through ADM-cum-DCPOs of the Districts at District level.
Participation in Mela, Mahotsava, Advertisement in print and electronic media, Printing and circulation of booklets, leaflets, poster, Wall painting and erection of banners and hoardings Financial assistance to VCOs to Coordinate in the functioning of Consumer Clubs
Organization of meetings and seminars, street play, rallies and Pada Yatra
- (iii) Functioning of District Monitoring Committee for Consumer Welfare.

(B) Role of VCOs:-

- (i) Voluntary activities in educating the consumers
- (ii) Assisting the consumers in filing the cases in district Forum.
- (iii) Aid and advice to Government in formulating policies to consumer welfare

2. Functioning of Consumer Grievance Redressal Mechanism:

- (a) Functioning of State CDR Commission and District CDR Forum.
- (b) Functioning of Consumer Counseling Centre
- (c) Infrastructural Development and manpower at State Commission/ District Forum.
- (d) Functioning of CAC, MAC & PDS Grievance Mechanism through Sanjog Helpline.
- (e) Functioning of Consumer Helpline & Sanjog Helpline.

3. Setting up of Separate Directorate for Consumer Affairs.

4. Establishment of Chetna Bhawan for Consumer Welfare

5. Unveiling CP Act & Rules in Odisha.

6. Any other matter with permission of the Chair.

ACTION TAKEN REPORT ON 13TH SCPC MEETING HELD ON 05.08.2011

- (1) Selection of President and Members of District Fora are being made as per the procedures laid down in Section 10 of the Consumer Protection Act, 1986 taking into account the candidate's ability, integrity and previous track records which includes their knowledge and experience. The 13th SCPC meeting was held on 05.08.2011 and after that the vacancies arisen at the level of President and Members of different District Fora have been filled up. During 2011 seven no. of vacancies have taken place, out of which the vacancies at President level is four nos. and Members is 3 nos. The Selection Committee in its meeting held on dt.02nd & 3rd December, 2011 have selected the candidates and these vacancies have been filled up. Again during 2011, the number of vacancy was eight, out of which one at the level of President and seven at the level of Members. These vacancies were not filled up because of litigation. However, after vacation of stay the Selection Committee is scheduled to meet on 24th & 25th May, 2012 to fill up the vacancies pertaining to 2011. For the year 2012 the present vacancies along with consequential is 15 nos. which includes 7 Presidents and 8 Members. The advertisement inviting applications has been completed and soon the date shall be fixed to hold the interview.
- (2) From time to time the President of different Dist. Fora of the State have been instructed in the past to adhere to the guidelines issued in the Consumer Protection Regulation of 2005 to intimate parties regarding the date of hearing of Consumer cases well in advance. That apart the Presidents have also been instructed to hoist weekly cause list in the departmental web-site. Some of the Presidents like Khurda, Angul, Rayagada, Malkanagiri etc. have been scrupulously following the guidelines whereas the other Presidents have not taken it seriously. However, fresh instruction is being issued to all the Presidents in this regard.

(3) The State Commission as well as the Dist. Fora have been instructed vide this Deptt. letter No.803 dt.13.01.2012 for quick disposal of consumer cases. The details of the cases instituted, disposed off and pendency is given at **Annexure-"A"**. That apart Mediation Advisory Centre (MAC) has been opened as a pilot project in the DCDRF, Khurda with the assistance of FICCI, GTZ and Govt. of India. The MAC started its functioning during the year 2011 and the tenure of the MAC is 18 months. The basic objective of the MAC is to dispose off the cases expeditiously by virtue of mediation with the contesting parties. The details of the disposal of the cases through mediation is indicated at **Annexure-"B"**.

(4) The ADM-cum-DCPOs have been instructed vide this Deptt. letter No.21251 dt.17.12.2011 to utilize the sanctioned amount and to furnish U.C. to this Department immediately. The details of the U.Cs submitted by different districts after issue of this letter are at **Annexure-"C"**.

(5) The minutes of the discussion of SCPC meeting held on 05.08.2011 have been forwarded to the ADM-cum-DCPOs for follow up action. This department have taken a step to give a boost to the consumer movement in the State by propagating the consumer awareness programme through Chetana Rath which has been flagged off on 15.03.2011 and will return to the headquarter on ^{has ed} 02.05.2012 after covering all the 30 districts of the State. ³⁰⁻⁴⁻

(6) The progress/achievements on consumer awareness have been reviewed through video conference held on dt. 06.01.2012 . That apart ADM-cum-DCPOs have also been instructed to review at their level and let this Deptt. know about it.

(7) The President and Members have been requested vide this Deptt. letter No.803 dt.13.01.2012 to attend the forum regularly and to behave properly to the applicants. Allegation petitions whenever received against any President, Members of the Fora have been forwarded to the Secretary, State CDR Commission, ADM-cum-DCPOs for proper enquiry and report. Some of the enquiry reports relating to Puri and Dhenkanal are under active consideration of Government. Regarding problems relating to DCDRF, Kalahandi & Bargarh, reports have been sought for from the ADM-cum-DCPO, Kalahandi and Collector, Bargarh. As regards Kalahandi it has been alleged by the President that the members are not cooperating and not attending the Court work for which the President has informed the Government to stop the honorarium of both the Members. The matter is under consideration.

As regards DCDRF, Bargarh, Bar Association has locked up the Forum. Report was sought for from the Collector, Bargarh after detailed enquiry but the information received from the Collector, Bargarh in this case appears to be superfluous and cryptic for which he has once again been requested vide this department letter No. 7608 dtd. 30.4.12 to report at the earliest.

(8) Regarding utilization of funds placed with the Districts for Consumer Clubs and Counseling Centres, ADM-cum-DCPOs have been requested vide this Department letter No.21251 dt.17.12.2011 to release funds in favour of Consumer Clubs/Counseling Centres through the concerned VCOs. The funds released and utilized for this purpose received is at Annexure-"D".

(9) Regarding opening of the Grievance Cell by the ADM-cum-DCPO in his own office, no report is received yet though they have been pursued to receive the grievances of the consumers and address it at his level or refer it to proper quarters.

(10) Unlike the last SCPC meeting, intimation for the current SCPC meeting has been duly communicated well in advance before the date of meeting actually held.

(11) Regarding Members of the SCPC to participate in the District Council and District Monitoring Committee, it requires further discussion in the current SCPC meeting.

(12) To strengthen the consumer awareness programme and to make it a success, the proposal for opening of a separate Directorate, Consumer Affairs is being proposed for consideration.

(13) Though ADM-cum-DCPOs have been requested vide this Deptt. letter No.21251 dt.17.12.2011 to form three committees on (i) Consumer Awareness, (ii) Health & Sanitation, adulteration in essential commodities, (iii) Electricity, Cooking Gas, Weights Measures, Electric Appliances, Motor vehicle at the district level, no report in this regard has been received from any ADM-cum-DCPO of any District.

Statement showing the cases filed, disposed of and pending since April, 2011 to March, 2012 in respect of all District C.D.R. Fora and State Commission, Odisha.

Sl No.	Name of the Dist. Forum.	Number of cases filed during April, 2011 ^{to} March, 2012	Number of cases disposed of during April, 2011 ^{to} March, 2012	Number of cases pending as on 31.03.2012	Remarks
1	Angul	124	104	245	
2	Balsore	158	164	397	
3	Bhadrak	134	131	121	
4	Balangir	95	166	117	
5	Bargarh	64	90	91	
6	Boudh	70	69	114	
7	Cuttack	348	291	244	
8	Dhenkanal	121	117	366	
9	Deogarh	65	118	95	
10	Ganjam	99	142	166	
11	Gajapati	17	8	36	
12	Jagatsingpur	153	111	87	
13	Jajpur	253	121	269	
14	Jharsuguda	98	139	66	
15	Khurda	393	386	1384	
16	Kalahandi	Nil	44	92	
17	Keonjhar	79	158	92	
18	Koraput	119	127	62	
19	Kendrapara	78	106	98	
20	Malkangiri	472	290	327	
21	Mayurbhanj	86	89	193	
22	Nayagarh	62	69	39	
23	Nabarangpur	94	66	53	
24	Nuapada	28	16	26	
25	Phulbani	34	30	46	
26	Puri	389	125	718	
27	Rayagada	339	269	184	
28	Sonepur	29	36	25	
29	Sambalpur	115	94	206	
30	Sundargarh - I	138	154	61	
31	Sundargarh - II	181	265	110	

State C.D.R. Commission, Odisha

	Number of cases filed during April, 2011 ^{to} March, 2012	Number of cases disposed of during April, 2011 ^{to} March, 2012	Number of cases pending as on 31.03.2012	Remarks
C.C.	65	110	589	
F.A.	849	1130	5342	

District-wise Release of Funds during the Financial Year 2011-12
Consumer Welfare Section

Rupees in Thousand

Sl. No.	Name of the District	Amount released for NC Day	WCRD Day	Counselling Center	TASP	SCP	DCDRF	Local Festival	Legal Metrology Field Offices	Workshop	Total
1	Angul	7500	7500	42000			3000	42300		50000	152300
2	Balasore	7500	7500		4200	16800	3000	42300	7000	50000	138300
3	Bhadrak	7500	7500	42000		25200	3000	42300		50000	177500
4	Bolangir	7500	7500	42000			3000	42300	7000	50000	159300
5	Baragarh	7500	7500	42000		21000	3000	42300	7000	50000	180300
6	Boudh	7500	7500	42000		25200	3000	42300		50000	177500
7	Cuttack	7500	7500	42000		21000	3000	42300		50000	173300
8	Deogarh	7500	7500	42000			3000	42300	7000	50000	159300
9	Dhenkanal	7500	7500	42000		16800	3000	42300		50000	169100
10	Gajapati	7500	7500	42000	21000		3000	42300		50000	173300
11	Ganjam	7500	7500	42000		16800	3000	42300	7000	50000	176100
12	Jagatsinghpur	7500	7500	42000		25200	3000	42300		50000	177500
13	Jajpur	7500	7500	42000		30200	3000	42300		50000	182500
14	Jharsuguda	7500	7500	42000			3000	42300		50000	152300
15	Kalahandi	7500	7500	42000	8400		3000	42300	7000	50000	167700
16	Kandhamal	7500	7500	42000	50400		3000	42300	7000	50000	209700
17	Kendrapara	7500	7500	42000		25200	3000	42300		50000	177500
18	Keonjhar	7500	7500	42000	42000		3000	42300	7000	50000	201300
19	Khurda	7500	7500	42000			3000	42300		50000	152300
20	Koraput	7500	7500	42000	60200		3000	42300	7000	50000	219500
21	Malkangiri	7500	7500	42000	29400	25200	3000	42300	7000	50000	213900
22	Mayurbhanj	7500	7500	42000	110700		3000	42300		50000	263000
23	Nawarangpur	7500	7500	42000	42000		3000	42300		50000	194300
24	Nayagarh	7500	7500	42000			3000	42300		50000	152300
25	Nuapada	7500	7500	42000			3000	42300	7000	50000	159300
26	Puri	7500	7500	42000		16800	3000	42300		50000	169100
27	Rayagada	7500	7500	42000	46200		3000	42300	7000	50000	205500
28	Sambalpur	7500	7500	42000	12600		3000	42300		50000	164900
29	Sonepur	7500	7500	42000		34600	3000	42300	7000	50000	193900
30	Sundergarh (I)	7500	7500	42000	72900		3000	42300		50000	225200
31	Sundergarh (II)			42000			3000				45000
Total		225000	225000	1260000	500000	300000	93000	1269000	91000	1500000	5463000

Sl. No.	Name of the District	2009-10 Consumer Awareness sanction order No-21341 dt. 06.10.09	UC Received	2010-11 Consumer Awareness sanction order No-15919 dt 07.09.10	UC Received	(2010-11) Consumer Club sanction order No.20364 dt.20.11.10	UC Received	2009-10 Strengthening Consumer Fora sanction order No-19031 dt.07.09.09	UC Received	Total	UC Received
17	Kendrapara	100		200	117.5	200		300		800	
18	Keonjhar	100		200		200	200	300		800	
19	Khurda	100	80	200		400	168.259	300		1000	
20	Koraput	100		200		200	82.565	300		800	
21	Malkangiri	100		200				300		600	
22	Mayurbhanj	100		200		200		300		800	
23	Nawarangpur	100	100	200	200			300	266.756	600	
24	Nayagarh	100	100	200		200		300		800	
25	Nuapada	100	100	200				300		600	
26	Puri	100	100	200	100	200		114.4		614.4	
27	Rayagada	100		200		400		300		1000	
28	Sambalpur	100		200		200		300		800	
29	Sonepur	100		200	109.179	200	151.522	300	184	800	
30	Sundergarh (I)	100	30	200	54			300		600	
31	Sundergarh (II)							485.6		485.6	
32	State CDR Commission							1050		1050	
	Total	3000	1369.85	6000	1439.08	5000	602.346	10350	860.145	24350	

Annexure - C-11

District wise Release of Funds under central plan scheme during the financial year 2009-10 & 2010-11

Sl. No.	Name of the District	2009-10 Consumer Awareness sanction order No-21341 dt. 06.10.09	UC Received	2010-11 Consumer Awareness sanction order No-15919 dt 07.09.10	UC Received	(2010-11) Consumer Club sanction order No.20364 dt.20.11.10	UC Received	2009-10 Strengthening Consumer Fora sanction order No-19031 dt.07.09.09	UC Received	Total	UC Received
1	Angul	100	100	200		200		300		800	
2	Balasore	100		200		200		300		800	
3	Bhadrak	100	95	200		200		300		800	
4	Bolangir	100	62.848	200		200		300		800	
5	Baragarh	100	94	200				300		600	
6	Boudh	100		200		600		300		1200	
7	Cuttack	100	100	200				300		600	
8	Deogarh	100	84	200				300		600	
9	Dhenkanal	100	85	200		200		300	109.389	800	
10	Gajapati	100		200		200		300		800	
11	Ganjam	100		200		200		300	300	800	
12	Jagatsinghpur	100	96	200		200		300		800	
13	Jaipur	100		200		200		300		800	
14	Jharsuguda	100		200		200		300		800	
15	Kalahandi	100	100	200				300		600	
16	Kandhamal	100	43	200				300		600	

District wise Release of Funds for Counselling Centre & Consumer Club.

Sl. No.	Name of the District	(2011-12) Counselling Center	UC Received	(2010-11) Consumer Club sanction order No.20364 dt.20.11.10	UC Received
1	Angul	42000		200	
2	Balasore			200	
3	Bhadrak	42000		200	
4	Bolangir	42000		200	
5	Baragarh	42000			
6	Boudh	42000			
7	Cuttack	42000		600	
8	Deogarh	42000			
9	Dhenkanal	42000		200	
10	Gajapati	42000		200	
11	Ganjam	42000		200	
12	Jagatsinghpur	42000		200	
13	Jaipur	42000		200	
14	Jharsuguda	42000		200	
15	Kalahandi	42000			
16	Kandhamal	42000			
17	Kendrapara	42000		200	
18	Keonjhar	42000		200	200
19	Khurda	42000		400	168.259
20	Koraput	42000		200	82.565
21	Malkangiri	42000			
22	Mayurbhanj	42000		200	
23	Nawarangpur	42000			
24	Nayagarh	42000		200	
25	Nuapada	42000			
26	Puri	42000		200	
27	Rayagada	42000		400	
28	Sambalpur	42000		200	
29	Sonepur	42000		200	151.522
30	Sundergarh (I)	42000			
31	Sundergarh (II)	42000			

PERFORMANCE REPORT OF STATE CONSUMER HELPLINE(SCH) FROM
Dt.01-04-2011 to Dt.31-03-2012

TOTAL CALLS RECEIVED	INFORMATION	COMPLAIN	RESOLVED	PENDING
4476	3355	1121	1106	15

Pranati Tripathy
Pranati Tripathy dt. 30.04.2012
Manager
State Consumer Help line