

## MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** for the month ending **30<sup>st</sup> April 2017**

Full Name & address of the Department: Karnataka State Consumer Disputes Redressal Commission,  
High Grounds, Basava Bhavana,  
Bangalore – 560 001.

### 1. Vacancies along with date from which vacancy arose.

		State Commission		District Fora	
		Sanctioned Strength	Vacancies	Sanctioned Strength	Vacancies
a)	President	01	--	31	4
b)	Members	02	--	62	*7 **9
c)	Reason for vacancies and action taken to fill-up the same (to be enclosed separately)	--		As per Annexure enclosed	

District Forum - President  
Bangalore Urban IV Additional, Dakshina Kannada, Dharwad & Kolar DCF.

District Forum - \*Lady Member:  
Bidar, Vijayapura, Chitradurga, Dharwad, Kalburgi, Shivamogga & Uttara Kannada DCF.

District Forum - \*\*Member:  
Bangalore Urban III Additional , Belagavi, Chitradurga, Dakshina Kannada, Dharwad, Hassan Uttara Kannada Kolar & Tumkur DCF.

### II. Progress of Disposal of cases

a	a) Total Cases filed since inception:	State Commission		District Fora	
		<b>55377</b>		<b>191531</b>	
b	i) Cases Disposed of (No. & %)	Number	%	Number	%
		<b>46969</b>	<b>84.81</b>	<b>182464</b>	<b>95.26</b>
b	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		<b>12269</b>	<b>26.12</b>	<b>48882</b>	<b>26.78</b>
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c	Cases Pending	<b>8408</b>		<b>9067</b>	

III. Progress of Confonet Project

	Computer Hardware/ Software has:	State Commission	District Fora (names)
	a) been received:	Yes	Yes
	b) been installed	Yes	Yes
	c) become functional	Yes	Yes
ii	Activities being done through computers	<u>State Commission</u>	<u>District Fora</u>
	a) Is case monitoring system installed & operational?	"No - But all the activities of the State Commission are being done through local software since from 01.01.2003 and not under the Confonet Project.	Yes
	b) Has the Live Cases Data been entered?	Yes	Yes
	c) Whether Cause list & Judgments are being posted on the website?	Yes	Yes

(From 01.01.2003 functions of the State Commission were fully computerized and cause list are available at website <http://kscdrc.kar.nic.in>)

IV. One Time- Grant / Integrated Project on Consumer Protection (Rs.in lakhs)

	During 1995-99	During 2002-03	During 2004-05	During 2006-07	During 2007-08	During 2010-11
a) amount received:	121.00	129.00	--	--	701.72	112.26
b) amount utilized (whether UC sent)	250.00 (Yes)		--	--	700.24	103.91

Registrar-cum-Administrative Officer,  
Karnataka State Consumer Disputes  
Redressal Commission, Bangalore

Date: 09/05/2017

## **ANNEXURE**

### **Reason for vacancies and action taken to fill-up the same** **President /Member: : STATE COMMISSION**

<b>Sl. No.</b>	<b>State Commission</b>	<b>Reason for vacant</b>	<b>Action taken to fill the Vacancy</b>
-	-	-	-

### **President /Member: : DISTRICT FORUMS:**

#### **President – DISTRICT FORUMS:**

<b>Sl. No.</b>	<b>State Commission</b>	<b>Reason for vacant</b>	<b>Action taken to fill the Vacancy</b>
1.	Bangalore Urban 4th Additional DCF,President	Tenure Completed	*Selection is under process
2.	Kolar, DCF,President	Tenure Completed	-do-
3.	Dakshina Kannada, DCF,President	Tenure Completed	-do-
4.	Dharwad, DCF,President	Tenure Completed	-do-

\* Further appointment process is pending in view of the directions issued from the Hon'ble High Court of Karnataka in WP 5734/2017 that Appointment Order shall not be issued to any of the selected candidates until further orders.

#### **MEMBERS – DISTRICT FORUMS:**

<b>Sl. No.</b>	<b>Name of the Districts Forums</b>	<b>Reason for vacant</b>	<b>Action taken to fill the vacancy</b>
1.	Bangalore Urban III Addl. DCF, Member	Tenure Completed	Selection is under process
2.	Belgaum DCF,Member	Tenure Completed	-do-
3.	Chitradurga DCF, Member	Tenure Completed	-do-
4.	Chitradurga DCF, Lady Member	Tenure Completed	-do-

<b>Sl. No.</b>	<b>Name of the Districts Forums</b>	<b>Reason for vacant</b>	<b>Action taken to fill the vacancy</b>
5.	Dharwad DCF, Member	Resigned	-do-
6.	Dharwad DCF, Lady Member	Tenure Completed	-do-
7.	Hassan DCF, Member	Tenure Completed	-do-
8.	Uttara Kannada DCF, Member	Tenure Completed	-do-
9.	Uttara Kannada DCF, Lady Member	Tenure Completed	-do-
10.	Kalburgi DCF, Lady Member	Tenure Completed	-do-
11.	Dakashina Kannada, DCF, Member	Resignation	-do-
12.	Bidar DCF, Lady Member	Resignation	-do-
13.	Vijapur DCF, Lady Member	Tenure Completed	-do-
14.	Shimoga DCF, Lady Member	Tenure Completed	-do-
15.	Tumkur DCF, Member	Resignation	Necessary action will be taken to fill the vacancy once the appointment process is completed for the above 14 posts which is under progress.
16.	Kolar DCF, Member	Tenure Completed	

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## PROFORMA - I

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF APRIL 2017

FILING									DISPOSAL									Pending at the end of the month		
Original Petition			First Appeal			Miscellaneous Application			Original Petition			First Appeal			Miscellaneous Application					
Upto previous month	During the current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	Upto previous month	During the current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	Upto previous month	During the current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	Original Petition	First Appeal	Misc. Application
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
6083	48	6131	48940	306	49246	1837	0	1837	4547	93	4640	42275	54	42329	1782	0	1782	1491	6917	55

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## PROFORMA - II

### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF APRIL 2017

#### DISTRICT CONSUMER FORUMS (TOTAL OF ALL DISTRICTS IN THE STATE)

FILING						DISPOSAL						Pending at the end of the month	
Original Petition			Miscellaneous Application			Original Petition			Miscellaneous Application				
Upto previous month	During the current month	Total at the end of the month	Upto previous month	During the current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	Original Petition	Misc. Application
1	2	3	4	5	6	7	8	9	10	11	12	13	14
190945	586	191531	1668	3	1671	181833	631	182464	1643	0	1643	9067	28

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## PROFORMA - III

### MONTHLY PROGRESS REPORT ON DISPOSAL OF CONSUMER COMPLAINTS WITHIN 90/150 DAYS AND ABOVE

FOR THE MONTH OF APRIL 2017

Sl. No.	Information in respect of	Original Petitions (OPs) disposed of						Remarks
		Within 90/150 days			Above 90/150 days			
		Upto previous month	During current month	Total at the end of the month	Upto previous month	During current month	Total at the end of the month	
01	State Commission	1548	2	1550	2999	91	3090	--
02	District Consumer Forums (Total of all District Forums)	85643	143	85786	96190	488	96678	--

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## PROFORMA - IV

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### MONTHLY STATEMENT OF CATEGORYWISE BREAK-UP OF CONSUMER CASES - STATE COMMISSION FOR THE MONTH OF APRIL- 2017

Sl. No.	Type of cases	Cases upto previous month						Cases during current month				Pending	
		Filed		Disposed of		Pending		Filed		Disposed of			
		OP	FA	OP	FA	OP	FA	OP	FA	OP	FA	OP	FA
1	2	3	4	5	6	7	8	9	10	11	12	13	14
01	Bank	430	2344	328	2147	102	197	0	45	0	3	102	239
02	Railway	10	343	10	334	0	9	0	0	0	0	0	9
03	Air Lines	11	396	11	393	0	3	0	0	0	0	0	3
04	Insurance	724	19631	468	15465	256	4166	2	179	92	45	166	4300
05	Telecom	0	1445	0	1416	0	29	0	0	0	0	0	29
06	Postal	1	630	1	540	0	90	0	0	0	0	0	90
07	Housing	0		0		0	0					0	0
	i) Government	0	847	0	836	0	11	0	0	0	0	0	11
	ii) Private Societies/Builders	2056	6287	1064	4661	992	1626	42	82	1	6	1033	1702
08	Electricity	0	1676	0	1559	0	117	0	0	0	0	0	117
09	Medical Negligence	293	896	171	775	122	121	4	0	0	0	126	121
10	Defective Household Goods	1	931	1	890	0	41	0	0	0	0	0	41
11	Education	1	579	1	528	0	51	0	0	0	0	0	51
12	Road Transport	14	688	14	688	0	0	0	0	0	0	0	0
13	Miscellaneous	2542	12247	2478	12043	64	204	0	0	0	0	64	204
						0							
	<b>TOTAL</b>	<b>6083</b>	<b>48940</b>	<b>4547</b>	<b>42275</b>	<b>1536</b>	<b>6665</b>	<b>48</b>	<b>306</b>	<b>93</b>	<b>54</b>	<b>1491</b>	<b>6917</b>

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**Redressal Commission, Bangalore.**



## PROFORMA - V

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH OF APRIL 2017

Sl. No.	Name	PENDENCY OF COMPLAINTS / FIRST APPEAL															
		Less than 6 months old		6 months to 1 year		2 years old		3 years old		5 years old		7 years old		10 years old		More than 10 years	
		Original Petition	First Appeal	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.
I	State Commission	1058	4014	162	1003	132	968	104	758	29	169	6	5				
II	District Forum	3283		1735		2667		988		354		40					

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## PROFORMA - VI

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### MONTHLY STATEMENT SHOWING DISPOSAL WITHIN 90-150 DAYS AND ABOVE THIS PERIOD DURING THE YEAR 2016-17 (UPTO APRIL 2017)

Sl. No.	Name	OPs filed upto previous month	First Appeal filed upto previous month	OPs filed during current month	First Appeal filed during current month	Total		Disposal within 90 to 150 days		Disposal above 150 days		Pending at the end of the month	
						OPs	First Appeals	Original Petitions	First Appeals	Original Petitions	First Appeals	Original petitions	First Appeals
I	State Commission	6083	48940	48	306	6131	49246	1550	15259	3090	27070	1491	6917

Sl. No.	No. of District Forums	ORIGINAL PETITIONS					
		Consumer complaints filed upto previous month	Consumer Complaints filed during current month	Total	Disposed of within 90-150 days	Disposed off above 150 days	Pending at the end of the month
II	31	190945	586	191531	85786	96678	9067

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**PROFORMA - VII**

**KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION**

**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF**  
**FOR THE MONTH OF APRIL 2017**

Sl. No.	Year	STATE COMMISSION								DISTRICT FORUMS (TOTAL OF ALL DISTRICTS)			
		Filed		Disposed of		Percentage		Pending		Original Petitions			
		O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	O.P.	F.A.	Filed	Disposal	%ge	Pending
1	1988							0	0	0	0		0
2	1989	9	0	9	0	100.0		0	0	333	333	100.00	0
3	1990	133	68	133	68	100.0	100.00	0	0	2220	2220	100.00	0
4	1991	230	165	230	165	100.0	100.00	0	0	4552	4552	100.00	0
5	1992	337	421	337	421	100.0	100.00	0	0	6703	6703	100.00	0
6	1993	249	723	249	723	100.0	100.00	0	0	8411	8411	100.00	0
7	1994	119	766	119	766	100.0	100.00	0	0	7387	7387	100.00	0
8	1995	134	504	134	504	100.0	100.00	0	0	5046	5046	100.00	0
9	1996	141	823	141	823	100.0	100.00	0	0	5634	5634	100.00	0
10	1997	148	1027	148	1027	100.0	100.00	0	0	4916	4916	100.00	0
11	1998	150	1058	150	1058	100.0	100.00	0	0	5046	5046	100.00	0
12	1999	210	1008	210	1008	100.0	100.00	0	0	4618	4618	100.00	0
13	2000	202	1142	202	1142	100.0	100.00	0	0	4740	4740	100.00	0
14	2001	200	878	200	878	100.0	100.00	0	0	4874	4874	100.00	0
15	2002	232	1014	232	1014	100.0	100.00	0	0	5324	5324	100.00	0
16	2003	104	1608	104	1608	100.0	100.00	0	0	6353	6353	100.00	0
17	2004	71	1902	71	1902	100.0	100.00	0	0	6054	6054	100.00	0
18	2005	69	2207	69	2207	100.0	100.00	0	0	6635	6635	100.00	0
19	2006	609	2842	609	2842	100.0	100.00	0	0	8397	8397	100.00	0
20	2007	96	2589	96	2589	100.0	100.00	0	0	9541	9541	100.00	0
21	2008	119	3030	119	3030	100.0	100.00	0	0	10073	10073	100.00	0
22	2009	169	4441	158	4438	93.5	99.93	11	3	10041	10025	99.84	16
23	2010	307	5262	263	5246	85.7	99.70	44	16	11799	11776	99.81	23
24	2011	193	4212	128	3901	66.3	92.62	65	311	8272	8220	99.37	52
25	2012	155	2291	88	1787	56.8	78.00	67	504	7917	7806	98.60	111
26	2013	212	1842	87	1274	41.0	69.16	125	568	7703	7213	93.64	490
27	2014	351	1736	114	757	32.5	43.61	237	979	11113	10415	93.72	698
28	2015	664	1246	230	474	34.6	38.04	434	772	7854	6410	81.61	1444
29	2016	315	3363	10	665	3.2	19.77	305	2698	7813	3535	45.25	4278
30	2017	203	1078	0	12	0.0	1.11	203	1066	2162	207	9.57	1955
	<b>TOTAL</b>	<b>6131</b>	<b>49246</b>	<b>4640</b>	<b>42329</b>	<b>75.7</b>	<b>85.95</b>	<b>1491</b>	<b>6917</b>	<b>191531</b>	<b>182464</b>	<b>95.27</b>	<b>9067</b>

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## PROFORMA - VIII

### MONTHLY STATEMENT OF FILING AND DISPOSAL OF COMPLAINTS BY THE SENIOR CITIZENS AND WIDOWS

30.04.2017

Sl. No.	State Commission / District Forum	Complaints filed by Senior Citizens / Widows upto previous month		Complaints filed during current month		Total	Complaints disposed of within six months			Pending at the end of the month	
		Senior Citizens	Widows	Senior Citizens	Widows		Upto previous month	During current month	Total	More than six months old	Less than six months old
01	State Commission	90	31	3	0	124	46	0	46	0	78
02	District Forums	15484	3947	83	8	19522	15917	132	16049	553	918

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