

MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** for the month ending **31st August 2016**

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	*2
b)	Members	02	--	62	**11
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 & Kolar DCF.

District Forum - **Lady Member:
Kalburgi , Chitradurga,Bijapur,
Uttara Kannada and Bidar.

District Forum - **Member :
Bangalore Urban III Additional , Dharwad ,Hassan ,
Uttara Kannada and Dakshina Kannada , & Chitradurga.

II. Progress of Disposal of cases

a)	a) Total Cases filed since inception:	State Commission		District Fora	
		52844		187423	
b)	i) Cases Disposed of (No. & %)	Number	%	Number	%
		45519	86.138	176330	94.08
b)	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		16756	36.81	84702	48.03
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	7325		11093	

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 - But, few of the District Forums has technical issues in Confonet Server Machine. (Bagalkot, Belgaum, Chickmagalur, Davanagere, Dharwad, Mysore, Udupi)
	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: 14/09/2016

ANNEXURE

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

Sl. No.	State Commission	Reason for vacant	Action taken to fill the Vacancy
-	-	-	-

President /Member: : DISTRICT FORUMS:

President – DISTRICT FORUMS:

Sl. No.	State Commission	Reason for vacant	Action taken to fill the Vacancy
1.	Bangalore Urban 4th Additional DCF,President	Tenure Completed	Selection is under process
2.	Kolar, DCF,President	Tenure Completed	Selection is under process

MEMBERS – DISTRICT FORUMS:

Sl. No.	Name of the Districts Forums	Reason for vacant	Action taken to fill the vacancy
1.	Bangalore Urban III Addl. DCF, Member	Tenure Completed	Selection is under process
2.	Chitradurga DCF, Member	Tenure Completed	-do-
3.	Chitradurga DCF, Lady Member	Tenure Completed	-do-
4.	Dharwad DCF, Member	Resigned	-do-
5.	Hassan DCF, Member	Tenure Completed	-do-
6.	Uttara Kannada DCF, Member	Tenure Completed	-do-
7.	Uttara Kannada DCF, Lady Member	Tenure Completed	-do-
8.	Kalburgi DCF, Lady Member	Tenure Completed	-do-
9.	Dakashina Kannada, DCF, Member	Resignation	-do-
10.	Bidar DCF, Lady Member	Resignation	-do-
11.	Bijapur DCF, Lady Member	Tenure Completed	-do-

Registrar-cum-Administrative Officer,
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PROFORMA - I

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF AUGUST 2016

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
5800	19	5819	46634	391	47025	1832	0	1832	4337	9	4346	41016	157	41173	1782	0	1782	1473	5852	50

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

PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF AUGUST 2016

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
186838	585	187423	1657	0	1657	175523	807	176330	1628	1	1629	11093	28

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

PROFORMA - III

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

FOR THE MONTH OF AUGUST 2016

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	1544	0	1544	2793	9	2802	--
02	District Consumer Forums (Total of all District Forums)	84486	216	84702	91037	591	91628	--

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

PROFORMA - IV

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

MONTHLY STATEMENT OF CATEGORYWISE BREAK-UP OF CONSUMER CASES - STATE COMMISSION FOR THE MONTH OF AUGUST 2016

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	2203	327	1932	103	271	0	16	0	0	103	287
02	Railway	10	343	10	334	0	9	0	0		0	0	9
03	Air Lines	11	396	11	393	0	3	0	0		0	0	3
04	Insurance	716	17904	466	14705	250	3199	0	277	0	69	250	3407
05	Telecom	0	1445	0	1416	0	29	0	0		0	0	29
06	Postal	1	620	1	540	0	80	0	4		0	0	84
07	Housing					0	0	0				0	0
	i) Government	0	847	0	836	0	11	0	0		0	0	11
	ii) Private Societies/Builders	1819	5870	859	4377	960	1493	16	94	9	88	967	1499
08	Electricity	0	1676	0	1559	0	117	0	0		0	0	117
09	Medical Negligence	255	891	169	775	86	116	3	0	0	0	89	116
10	Defective Household Goods	1	931	1	890	0	41	0	0		0	0	41
11	Education	1	573	1	528	0	45	0	0		0	0	45
12	Road Transport	14	688	14	688	0	0	0	0		0	0	0
13	Miscellaneous	2542	12247	2478	12043	64	204	0	0	0	0	64	204
	TOTAL	5800	46634	4337	41016	1463	5618	19	391	9	157	1473	5852

Registrar-cum-Administrative Officer
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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 AUGUST 2016

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	869	2639	185	948	160	928	155	1019	89	312	15	6				
II	District Forum	3262		3473		2209		2128		21		0					

**Registrar-cum-Administrative Officer
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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 AUGUST 2016)

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	5800	46634	19	391	5819	47025	1544	15212	2802	25961	1473	5852

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	186838	585	187423	84702	91628	11093

**Registrar-cum-Administrative Officer
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PROFORMA - VII

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF AUGUST 2016

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	153	4435	90.5	99.86	16	6	10041	10021	99.80	20
23	2010	307	5262	256	5239	83.4	99.56	51	23	11799	11771	99.76	28
24	2011	193	4212	123	3842	63.7	91.22	70	370	8272	8187	98.97	85
25	2012	155	2291	78	1759	50.3	76.78	77	532	7917	7588	95.84	329
26	2013	212	1842	73	1194	34.4	64.82	139	648	7703	6861	89.07	842
27	2014	351	1736	68	620	19.4	35.71	283	1116	11113	9416	84.73	1697
28	2015	664	1246	30	229	4.5	18.38	634	1017	7854	4624	58.87	3230
29	2016	206	2220	3	80	1.5	3.60	203	2140	5867	1005	17.13	4862
	TOTAL	5819	47025	4346	41173			1473	5852	187423	176330		11093

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PROFORMA - VIII

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

31.08.2016

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	13	31	0	0	44	44	0	44	0	0
02	District Forums	14823	3851	118	6	18798	14747	181	14928	689	1396

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