

STATEMENT AT A GLANCE

WORKING OF CONSUMER FORA / CONSUMER PROTECTION MEASURES

Name of the State/UT: Karnataka for the Quarter Ending 31st December 2016

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

1. Establishment of State Commission and District Fora:

i	Total number of Districts in the State/Union Territory	29			
ii	No. of District Fora in the State/Union Territory: a) Total set up:	31 (27 + 4 Additional Forums)			
	b) Functional	31			
	c) Non-Functional :	--			
	d) How Many clubbed:	01			
	e) Names of Districts where District Fora are yet to be set up:	1) Ramanagara } State Govt has permitted to 2) Chikkaballapur } conduct circuit benches once in 15 days in the said Districts.			
	f) Number of Districts where more than one DF has been set up	<u>District</u> Bangalore (Urban)	<u>No. of District Fora</u> 4 Additional District Forums		
iii	Whether State Commission Functional	Yes			
iv	(i) Vacancies (along with date from which vacancy arose)	State Commission		District Fora	
		Sanctioned Strength	Vacancies	Sanctioned Strength	Vacancies
	a) President:	a) 1	--	31	04**
	b) Members:	b) 2	--	62	07 *** 07****
	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.

*** District Forum - Lady Member:

Bidar, Vijayapur, Chitradurga, Dharwad, Kalburgi, Shimoga and Uttara Kannada.

**** District Forum - Member :

Bangalore Urban III Additional, Belgaum, Chitradurga, Dakshina Kannada, Dharwad, Hassan and Uttara Kannada.

II. Performance of State Commission / District Fora:

I	- Total Cases filed since inception:	State Commission		District Fora (all)	
		54096		189369	
	- Cases Disposed of since inception	Number	%	No.	%
		46319	85.62	179381	94.72
ii)	Cases Disposed of within prescribed time norms	Number	%	No.	%
		12253	26.45	48596	27.09
	iii) No. of cases disposed off by Lok Adalat method	--		--	
	c) Number of cases pending	7777		9988	
ii)	Detailed Break up of cases pending(give number of cases)	State Commission		District Fora	
	a) Over 3 months up to 1 year	5550		6444	
	b) Over 1 Year up to 2 years	1110		1883	
	c) Over 2 years up to 5 years	1104		1647	
	d) Over 5 years up to 8 years	13		14	
	e) Over 8 years	--		--	
iii)	Cases disposed off within time norms (give numbers)	State Commission		District Fora	
	- Cases received after 15 th March 03	41548		118798	
	- Cases disposed off within time norms out of (a) above (No. & %)	12253 29.49%		48596 40.90%	

III. Implementation of Confonet Project:

i	Computer Hardware/Software has: a) been received: b) been installed c) become functional	State Commission Yes Yes Yes	District Fora Yes Yes Yes
ii	Activities being done through computers - Is case monitoring system installed & operational? b) Has the Live Cases data been entered? - Whether Cause list & Judgments being posted on the website?	Yes - 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 Yes	Yes 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. Training

		To be trained in the year as per training plan	Trained so far,	During the Quarter
a)	Training of Members/Presidents in IIPA	91	43	13
b)	Training of State/District Level Officers in BIS Training Institute	- Nil -	- Nil -	- Nil -
c)	Training under Confonet: a) Presidents & Members	- Nil -	- Nil -	- Nil -
	b) Other Staff	- Nil -	- Nil -	- Nil -
d)	Any other training	- Nil -	- Nil -	- Nil -

NOTE: The Government of India has to plan for Training Programme to the staff members of Consumer Courts.

V. Other Indicators:

i	Whether State Consumer Welfare Fund set up:	The Government of Karnataka has to furnish the information	
ii	Whether Consumer Clubs set up in schools/Colleges. If yes, mention in how many schools/colleges.	The Government of Karnataka has to furnish the information	
iii	Whether President, State Commission declared as Head of Department, if not, why?	Yes	
iv	Whether President, District Fora declared as Head of Office, if not, why?	Yes	
v	Panel of Members for immediate appointments: maintained? If, yes, period up to which valid	<p>State Commission – No</p> <p>But the process of selection will be commenced well in advance of vacancy</p>	<p>District Fora – No</p> <p>But the process of selection will be commenced well in advance of vacancy</p>
vi	<p>State Consumer Protection Council</p> <p>a) Reconstituted on:</p> <p>b) Last meeting held on:</p>	The Government of Karnataka has to furnish the information	
vii	Whether District Consumer Protection Councils Set up?	Total No. of Districts	The Govt. of Karnataka has to furnish the information

viii)	Name of scheme (One Time Grant (OTG) / Integrated Project on Consumer Protection (IPCP)	Amount of grant received	Amount utilized	Whether UC sent on full utilization of grant received	Physical achievements (give separate statement)
A	OTG 95-96 02-03	121.00 129.00	250.00	Yes	Enclosed
B	OTG 04-05	--	--	--	--
C	IPCP 06-07 & 07-08 2010-11	701.72 112.26	700.24 103.91	Yes No	Enclosed
ix	Whether one of the existing officer in each District designated as District Consumer Protection Officer? If yes, please specify which officer.	The Government of Karnataka has to furnish the information			
x	Budget allocation in the State plan during the current financial year - For State Commission and District Fora	(Rs. In Lakhs)			
		<u>FY</u> 2016-17	<u>Plan</u> --	<u>Non-plan</u> 1656 Lakhs	
	b) For Consumer Protection Activities	The Government of Karnataka has to furnish the information			
	c) For Consumer Awareness / Publicity	The Government of Karnataka has to furnish the information			

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

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	Dakshina Kannada DCF	Tenure Completed	Selection is under process
3	Dharwad DCF	Tenure Completed	Selection is under process
4	Kolar DCF	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.	Belgaum DCF,Member	Tenure Completed	-do-
3.	Bidar DCF, Lady Member	Resigned	-do-
4.	Vijayapur DCF,Lady Member	Tenure Completed	-do-

Sl. No.	Name of the Districts Forums	Reason for vacant	Action taken to fill the vacancy
5.	Chitradurga DCF, Lady Member	Tenure Completed	-do-
6.	Chitradurga DCF, Member	Tenure Completed	-do-
7.	Dakshina Kannada, DCF, Member	Resigned	-do-
8.	Dharwad DCF, Member	Resigned	-do-
9.	Dharwad DCF, Lady Member	Tenure Completed	-do-
10.	Kalburgi DCF, Lady Member	Tenure Completed	-do-
11.	Hassan DCF, Member	Tenure Completed	-do-
12.	Shivamogga DCF, Lady Member	Tenure Completed	-do-
13.	Uttara Kannada DCF, Member	Tenure Completed	-do-
14.	Uttara Kannada 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 DECEMBER 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
5893	35	5928	47907	261	48168	1832	0	1832	4503	8	4511	41612	196	41808	1782	0	1782	1417	6360	50

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PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF DECEMBER 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
188849	520	189369	1665	0	1665	178511	870	179381	1636	2	1638	9988	27

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PROFORMA - III

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

FOR THE MONTH OF DECEMBER 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	1546	1	1547	2957	7	2964	--
02	District Consumer Forums (Total of all District Forums)	85082	137	85219	93429	733	94162	--

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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 DECEMBER- 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	2274	328	2103	102	171	0	15	0	19	102	167
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	719	18856	466	14953	253	3903	0	203	0	148	253	3958
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
	i) Government	0	847	0	836	0	11	0	0	0	0	0	11
	ii) Private Societies/Builders	1890	6104	1022	4554	868	1550	32	43	8	29	892	1564
08	Electricity	0	1676	0	1559	0	117	0	0	0	0	0	117
09	Medical Negligence	274	891	171	775	103	116	3	0	0	0	106	116
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
	TOTAL	5893	47907	4503	41612	1390	6295	35	261	8	196	1417	6360

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PROFORMA - V

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH OF DECEMBER 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	932	3464	167	987	141	969	137	714	32	221	8	5				
II	District Forum	3320		3124		1883		1269		378		14					

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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 DECEMBER 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	5893	47907	35	261	5928	48168	1547	15226	2964	26582	1417	6360

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	188849	520	189369	85219	94162	9988

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PROFORMA - VII

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF DECEMBER 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	155	4436	91.7	99.89	14	5	10041	10024	99.83	17
23	2010	307	5262	259	5245	84.4	99.68	48	17	11799	11774	99.79	25
24	2011	193	4212	126	3849	65.3	91.38	67	363	8272	8194	99.06	78
25	2012	155	2291	85	1771	54.8	77.30	70	520	7917	7699	97.25	218
26	2013	212	1842	86	1256	40.6	68.19	126	586	7705	7065	91.69	640
27	2014	351	1736	105	690	29.9	39.75	246	1046	11113	10042	90.36	1071
28	2015	664	1246	127	401	19.1	32.18	537	845	7854	5672	72.22	2182
29	2016	315	3363	6	385	1.9	11.45	309	2978	7813	2056	26.32	5757
	TOTAL	5928	48168	4511	41808			1417	6360	189371	179383		9988

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PROFORMA - VIII

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

31.12.2016

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	74	31	2	0	107	44	0	44	0	63
02	District Forums	15170	3886	76	14	19146	15292	139	15431	680	1082

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