

## MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: Karnataka for the month ending **31<sup>st</sup> JANUARY 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	
b)	Members	02	--	62	**8
c)	Reason for vacancies and action taken to fill-up the same (to be enclosed separately)	--		As per Annexure enclosed	

\*\* District Forum - Lady Member  
Kalburgi, Uttara Kannada and Bidar

Member  
Bangalore Urban III Additional, Dharwad  
Hassan, Uttara Kannada and Dakshina Kannada

### II. Progress of Disposal of cases

a)	a) Total Cases filed since inception:	State Commission		District Fora	
		<b>50683</b>		<b>183295</b>	
b)	i) Cases Disposed of (No. & %)	Number	%	Number	%
		<b>44774</b>	<b>88.34</b>	<b>170339</b>	<b>92.93</b>
	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		<b>16613</b>	<b>37.10</b>	<b>83603</b>	<b>49.08</b>
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	<b>5909</b>		<b>12956</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 - 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

Date: 22/01/2016

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

## **ANNEXURE**

### **Reason for vacancies and action taken to fill-up the same**

#### **I STATE COMMISSION**

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

#### **III - 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.	Dharwad DCF, Member	Resigned	-do-
3.	Hassan DCF, Member	Tenure Completed	-do-
4.	Uttara Kannada DCF, Member	Tenure Completed	-do-
5.	Uttara Kannada DCF, Lady Member	Tenure Completed	-do-
6.	Kalburgi DCF, Lady Member	Tenure Completed	-do-
7.	Dakshina Kannada	Resigned	-do-
8.	Bidar	Resigned	-do-

Date: 22/01/2016

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Redressal Commission, Bangalore

## PROFORMA - I

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF JANUARY 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
5613	42	5655	44805	223	45028	1832	0	1832	4223	42	4265	40425	84	40509	1781	0	1781	1390	4519	51

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## PROFORMA - II

### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF JANUARY 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
181550	1745	183295	1653	0	1653	169595	744	170339	1625	0	1625	12956	28

\* Dakshina Kannada District Forum 5 cases not disposed hence, previous month disposal will be 166379 instead of 166384

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## **PROFORMA - III**

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

**FOR THE MONTH OF JANUARY 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	1541	1	1542	2682	41	2723	--
02	District Consumer Forums (Total of all District Forums)	83467	136	83603	86128	608	86736	--

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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 JANUARY 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	416	2134	326	1888	90	246	0	8	0	16	90	238
02	Railway	10	343	10	334	0	9	0	0	0	0	0	9
03	Air Lines	11	500	11	393	0	107	0	0	0	0	0	107
04	Insurance	696	16532	466	14467	230	2065	0	175	0	8	230	2232
05	Telecom	0	1445	0	1416	0	29	0	0	0	0	0	29
06	Postal	1	605	1	540	0	65	0	0	0	0	0	65
07	Housing											0	0
	i) Government	0	847	0	836	0	11	0	0	0	0	0	11
	ii) Private Societies/Builders	1687	5483	750	4108	937	1375	36	33	40	48	933	1360
08	Electricity	0	1647	0	1544	0	103	0	7	0	8	0	102
09	Medical Negligence	234	889	167	772	67	117	6	0	0	3	73	114
10	Defective Household Goods	1	931	1	890	0	41	0	0	0	0	0	41
11	Education	1	573	1	528	0	45	0	0	0	0	0	45
12	Road Transport	14	688	14	688	0	0	0	0	0	0	0	0
13	Miscellaneous	2542	12188	2476	12021	66	167	0	0	2	1	64	166
	<b>TOTAL</b>	<b>5613</b>	<b>44805</b>	<b>4223</b>	<b>40425</b>	<b>1390</b>	<b>4380</b>	<b>42</b>	<b>223</b>	<b>42</b>	<b>84</b>	<b>1390</b>	<b>4519</b>

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## PROFORMA - V

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH OF JANUARY 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	759	1654	192	562	171	891	248	1412	20	0						
II	District Forum	4905		2854		2930		2224		43							

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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 2014-15 (UPTO JANUARY 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	5613	44805	42	223	5655	45028	1542	15071	2723	25438	1390	4519

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	181550	1745	183295	83603	86736	12956

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**PROFORMA - VII**

**KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION**

**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF**  
**FOR THE MONTH OF JANUARY 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	151	4433	89.3	99.82	18	8	10041	10016	99.75	25
23	2010	307	5262	253	5188	82.4	98.59	54	74	11799	11720	99.33	79
24	2011	193	4212	120	3810	62.2	90.46	73	402	8272	8014	96.88	258
25	2012	155	2291	72	1657	46.5	72.33	83	634	7917	7521	95.00	396
26	2013	212	1842	62	1139	29.2	61.83	150	703	7703	6568	85.27	1135
27	2014	351	1736	32	419	9.1	24.14	319	1317	11113	7329	65.95	3784
28	2015	664	1246	13	88	2.0	7.06	651	1158	7854	2288	29.13	5566
29	2016	42	223	0	0	0.0	0.00	42	223	1739	26	1.50	1713
	<b>TOTAL</b>	<b>5655</b>	<b>45028</b>	<b>4265</b>	<b>40509</b>			<b>1390</b>	<b>4519</b>	<b>183295</b>	<b>170339</b>		<b>12956</b>

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## PROFORMA - VIII

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

Jan-16

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	13880	3709	308	58	17955	13505	170	13675	944	2039

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