

MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** for the month ending **31st Jan. 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 **7
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 DCF.

II. Progress of Disposal of cases

a	a) Total Cases filed since inception:	State Commission		District Fora	
		54463		189895	
b	i) Cases Disposed of (No. & %)	Number	%	Number	%
		46499	85.37	180217	94.90
b	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		12255	26.35	48659	27.00
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c	Cases Pending	7964		9678	

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: 13/02/2017

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	-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:

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.	Chitradurga DCF, Member	Tenure Completed	-do-
4.	Chitradurga DCF, Lady Member	Tenure Completed	-do-
5.	Dharwad DCF, Member	Resigned	-do-

Sl. No.	Name of the Districts Forums	Reason for vacant	Action taken to fill the vacancy
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-

Registrar-cum-Administrative Officer,
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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 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
5928	56	5984	48168	311	48479	1832	2	1834	4511	22	4533	41808	158	41966	1782	0	1782	1451	6513	52

**Registrar-cum-Administrative Officer
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PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF JANUARY 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
189369	526	189895	1665	6	1671	179381	836	180217	1638	6	1644	9678	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 JANUARY 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	1547	1	1548	2964	21	2985	--
02	District Consumer Forums (Total of all District Forums)	85219	122	85341	94162	714	94876	--

**Registrar-cum-Administrative Officer
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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- 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	2289	328	2122	102	167	0	8	0	6	102	169
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	19059	466	15101	253	3958	0	241	1	131	252	4068
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	1922	6147	1030	4583	892	1564	51	57	21	21	922	1600
08	Electricity	0	1676	0	1559	0	117	0	0	0	0	0	117
09	Medical Negligence	277	891	171	775	106	116	5	5	0	0	111	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
	TOTAL	5928	48168	4511	41808	1417	6360	56	311	22	158	1451	6513

Registrar-cum-Administrative Officer
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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 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	960	3586	172	1005	142	976	134	744	35	197	8	5				
II	District Forum	3200		1866		2867		1258		437		50					

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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 JANUARY 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	5928	48168	56	311	5984	48479	1548	15230	2985	26736	1451	6513

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	189369	526	189895	85341	94876	9678

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PROFORMA - VII

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF JANUARY 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	156	4437	92.3	99.91	13	4	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	127	3851	65.8	91.43	66	361	8272	8198	99.11	74
25	2012	155	2291	86	1774	55.5	77.43	69	517	7917	7731	97.65	186
26	2013	212	1842	87	1266	41.0	68.73	125	576	7705	7120	92.41	585
27	2014	351	1736	112	696	31.9	40.09	239	1040	11113	10184	91.64	929
28	2015	664	1246	137	434	20.6	34.83	527	812	7854	5883	74.90	1971
29	2016	315	3363	7	488	2.2	14.51	308	2875	7813	2437	31.19	5376
30	2017	56	311	0	0	0.0	0.00	56	311	526	11	2.09	515
	TOTAL	5984	48479	4533	41966	75.8	86.57	1451	6513	189897	180219	94.90	9678

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PROFORMA - VIII

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

31.01.2017

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	76	31	5	0	112	44	0	44	0	68
02	District Forums	15246	3900	78	19	19243	15431	164	15595	634	1073

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