

MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** for the month ending **31st July 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	*1
b)	Members	02	--	62	**10
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.

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

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

II. Progress of Disposal of cases

a)	a) Total Cases filed since inception:	State Commission		District Fora	
		52434		186838	
b)	i) Cases Disposed of (No. & %)	Number	%	Number	%
		45353	86.49	175523	93.94
	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		16696	36.81	84486	48.13
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	7081		11315	

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: 10/08/2016

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

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.	Bellary DCF, 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-

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PROFORMA - I

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF JULY 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
5774	26	5800	46336	298	46634	1832	0	1832	4329	8	4337	40938	78	41016	1782	0	1782	1463	5618	50

**Registrar-cum-Administrative Officer
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PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF JULY 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
186269	569	186838	1655	2	1657	174838	685	175523	1628	0	1628	11315	29

**Registrar-cum-Administrative Officer
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PROFORMA - III

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

FOR THE MONTH OF JULY 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	1543	1	1544	2786	7	2793	--
02	District Consumer Forums (Total of all District Forums)	84363	123	84486	90475	562	91037	--

**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 JULY 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	2188	327	1928	103	260	0	15	0	4	103	271
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	17711	466	14642	250	3069	0	193	0	63	250	3199
05	Telecom	0	1445	0	1416	0	29	0	0		0	0	29
06	Postal	1	612	1	540	0	72	0	8		0	0	80
07	Housing							0				0	0
	i) Government	0	847	0	836	0	11	0	0		0	0	11
	ii) Private Societies/Builders	1797	5788	851	4366	946	1422	22	82	8	11	960	1493
08	Electricity	0	1676	0	1559	0	117	0	0		0	0	117
09	Medical Negligence	251	891	169	775	82	116	4	0	0	0	86	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	5774	46336	4329	40938	1445	5398	26	298	8	78	1463	5618

**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 JULY 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	861	2420	184	693	159	901	153	1195	90	403	16	6				
II	District Forum	3498		3329		2333		2134		21		0					

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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 JULY 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	5774	46336	26	298	5800	46634	1544	15152	2793	25864	1463	5618

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	186269	569	186838	84486	91037	11315

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PROFORMA - VII

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF JULY 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	10020	99.79	21
23	2010	307	5262	255	5234	83.1	99.47	52	28	11799	11768	99.74	31
24	2011	193	4212	123	3837	63.7	91.10	70	375	8272	8178	98.86	94
25	2012	155	2291	76	1747	49.0	76.25	79	544	7917	7578	95.72	339
26	2013	212	1842	71	1191	33.5	64.66	141	651	7703	6839	88.78	864
27	2014	351	1736	68	569	19.4	32.78	283	1167	11113	9217	82.94	1896
28	2015	664	1246	27	210	4.1	16.85	637	1036	7854	4356	55.46	3498
29	2016	187	1829	2	18	1.1	0.98	185	1811	5282	710	13.44	4572
	TOTAL	5800	46634	4337	41016			1463	5618	186838	175523		11315

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PROFORMA - VIII

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

31.07.2016

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	14722	3837	101	14	18674	14594	153	14747	713	1466

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