

MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** - for the month ending **30th November 2021**

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

I. Vacancies along with date from which vacancy arose.

		State Commission		District Commission	
		Sanctioned Strength	Vacancies	Sanctioned Strength	Vacancies
a)	President	01	--	31	*06
b)	Members	02	--	62	**09
c)	Reason for vacancies and action taken to fill-up the same (to be enclosed separately)	The Government has already notified to fill-up the vacant post of Presidents, Members & Woman Members and the appointment process is under progress. The services of present Presidents & Members have been extended by the Government upto 31.12.2021.			

District Commissions - *President: 1. Bangalore Urban 2nd Additional DCC
2. Bangalore Urban 3rd Additional DCC
3. Shivamogga Dist. Consumer Commission
4. Chitradurga Dist. Consumer Commission
5. Mandya
6. Belagavi

District Commissions: **Members: 01. Belagavi 02. Mandya 03. Kolar (WM)
04. Shivamogga 05. Haveri 06. Chamarajanagar
07. Kolar (M) 08. Bidar 09. Kalaburgi

Note: The Service of Presidents (19) and Members (12+14) is continued/extended till 31.12.2021.

II. Progress of Disposal of cases

a)	a) Total Cases filed since inception:	State Commission 64879		Dist. Commission 225896	
b)	i) Cases Disposed of (No. & %)	Number 54997	% 84.76	Number 215189	% 95.26
	ii) Cases Disposed off within prescribed time norms (No.& %)	Number 13326	% 20.53	Number 53527	% 23.69
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	9882		10707	

III. Progress of Confonet Project

	Computer Hardware/ Software has:	State Commission	District Commissions (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 Commissions</u>
	a) Is case monitoring system installed & operational?	Yes	Yes
	b) Has the Live Cases Data been entered?	Yes	Yes
	c) Whether Cause list & Judgments are being posted on the website?	Yes	Yes

IV. (a) **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	During 2021-22
a) amount received:	121.00	129.00	--	--	701.72	112.26	112.74
b) amount utilized (whether UC sent)	250.00 (Yes)		--	--	700.24	112.26	112.74

(b) **Strengthening of Consumer For a (2021-22)**

*Under the project "Strengthening of Consumer Fora" - Rs.219.40 Lakhs for building assets and Rs.60.00 Lakhs for non-building assets (Total Rs.279.40 Lakhs) has been released by the Central Government details of which are as follows:

(Rs. in Lakhs)

Particulars	During 2021-22	
	Building	Non-building
a) amount received:	219.40	0.60
b) amount utilized (whether UC sent)	--	--

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

Date: 09.12.2021

PROFORMA - I

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF NOVEMBER 2021

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
8124	5	8129	56667	83	56750	1845	0	1845	5922	21	5943	48940	114	49054	1783	0	1783	2186	7696	62

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

PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF NOVEMBER 2021

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
225421	475	225896	1764	0	1764	214604	585	215189	1740	2	1742	10707	22

**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 NOVEMBER 2021

Sl. No.	Information in respect of	Original Petitions (OPs) disposed of						Remarks
		Within 90 days & 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	1690	2	1692	4232	19	4251	--
02	District Consumer Commissions (Total of all District Commissions)	94930	146	95076	119674	439	120113	--

**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 NOVEMBER 2021

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	476	2890	353	2392	123	498	1	6	0	2	124	502
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	871	23730	650	19184	221	4546	0	28	2	82	219	4492
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	0	0	0	0					0	0
	i) Government	0	847	0	836	0	11	0	0	0	0	0	11
	ii) Private Societies/Builders	3822	9355	2220	7253	1602	2102	4	49	19	30	1587	2121
08	Electricity	0	1680	0	1559	0	121	0	0	0	0	0	121
09	Medical Negligence	375	896	177	792	198	104	0	0	0	0	198	104
10	Defective Household Goods	1	931	1	917	0	14	0	0	0	0	0	14
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	12257	2484	12108	58	149	0	0	0	0	58	149
												0	0
	TOTAL	8124	56667	5922	48940	2202	7727	5	83	21	114	2186	7696

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PROFORMA - V

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH NOVEMBER 2021

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	84	687	547	1482	421	1422	362	1655	321	1668	250	782	201			
II	Dist. Commissions	2592		2460		3546		1455		524		101		29			

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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 2020-21 (UPTO NOVEMBER 2021)

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	8124	56667	5	83	8129	56750	1692	16502	4251	32552	2186	7696

Sl. No.	No. of District Commissions	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	33	225421	475	225896	95076	120113	10707

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PROFORMA - VII
KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION
YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF NOVEMBER 2021

Sl. No.	Year	STATE COMMISSION								Dist. Commissions (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	2203	2203	100.00	0
4	1991	230	165	230	165	100.0	100.00	0	0	4548	4548	100.00	0
5	1992	337	421	337	421	100.0	100.00	0	0	6692	6692	100.00	0
6	1993	249	723	249	723	100.0	100.00	0	0	8413	8413	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	5049	5049	100.00	0
9	1996	141	823	141	823	100.0	100.00	0	0	5639	5639	100.00	0
10	1997	148	1027	148	1027	100.0	100.00	0	0	4920	4920	100.00	0
11	1998	150	1058	150	1058	100.0	100.00	0	0	5048	5048	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	4742	4742	100.00	0
14	2001	200	878	200	878	100.0	100.00	0	0	4877	4877	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	6364	6364	100.00	0
17	2004	71	1902	71	1902	100.0	100.00	0	0	6057	6057	100.00	0
18	2005	69	2207	69	2207	100.0	100.00	0	0	6634	6634	100.00	0
19	2006	609	2842	609	2842	100.0	100.00	0	0	8396	8396	100.00	0
20	2007	96	2589	96	2589	100.0	100.00	0	0	9540	9540	100.00	0
21	2008	119	3030	119	3030	100.0	100.00	0	0	10073	10073	100.00	0
22	2009	169	4441	169	4441	100.0	100.00	0	0	10041	10041	100.00	0
23	2010	307	5262	288	5262	93.8	100.00	19	0	11799	11797	99.98	2
24	2011	193	4212	166	4133	86.0	98.12	27	79	8272	8270	99.98	2
25	2012	155	2291	121	2075	78.1	90.57	34	216	7917	7915	99.97	2
26	2013	212	1842	141	1536	66.5	83.39	71	306	7704	7686	99.77	18
27	2014	351	1736	196	1157	55.8	66.65	155	579	11113	11075	99.66	38
28	2015	664	1246	497	854	74.8	68.54	167	392	7854	7795	99.25	59
29	2016	315	3363	143	2714	45.4	80.70	172	649	7813	7689	98.41	124
30	2017	661	2709	286	968	43.3	35.73	375	1741	8059	7663	95.09	396
31	2018	641	2133	193	810	30.1	37.97	448	1323	8910	7992	89.70	918
32	2019	619	1749	137	530	22.1	30.30	482	1219	8848	6765	76.46	2083
33	2020	191	1057	35	396	18.3	37.46	156	661	5620	2729	48.56	2891
34	2021	89	934	9	403	10.1	43.15	80	531	5089	915	17.98	4174
	TOTAL	8129	56750	5943	49054			2186	7696	225896	215189		10707

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PROFORMA - VIII

MONTHLY STATEMENT OF FILING AND DISPOSAL OF COMPLAINTS BY THE SENIOR CITIZENS AND WIDOWS NOVEMBER 2021

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	204	3	0	0	207	91	0	91	98	18
02	Dist. Commissions	22625	4616	98	29	27368	12787	0	12787	1796	1211

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