

## MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** - for the month ending **31<sup>st</sup> October 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	**10
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 2<sup>nd</sup> Additional DCC  
2. Bangalore Urban 3<sup>rd</sup> 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  
10. Tumakuru

**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 <b>64791</b>		Dist. Commission <b>225421</b>	
b)	i) Cases Disposed of (No. & %)	Number <b>54862</b>	% <b>84.67</b>	Number <b>214604</b>	% <b>95.20</b>
	ii) Cases Disposed off within prescribed time norms (No.& %)	Number <b>13294</b>	% <b>20.51</b>	Number <b>53464</b>	% <b>23.71</b>
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	<b>9929</b>		<b>10817</b>	

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.

## PROFORMA - I

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF OCTOBER 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
8116	8	8124	56564	103	56667	1845	0	1845	5908	14	5922	48892	48	48940	1783	0	1783	2202	7727	62

**Registrar-cum-Administrative Officer  
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Redressal Commission, Bangalore.**

## **PROFORMA - II**

### **MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF OCTOBER 2021**

#### **DISTRICT CONSUMER FORUMS (TOTAL OF ALL DISTRICTS IN THE STATE)**

<b>FILING</b>						<b>DISPOSAL</b>						<b>Pending at the end of the month</b>	
<b>Original Petition</b>			<b>Miscellaneous Application</b>			<b>Original Petition</b>			<b>Miscellaneous Application</b>				
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
224912	509	225421	1763	1	1764	214021	583	214604	1736	4	1740	<b>10817</b>	<b>24</b>

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## PROFORMA - III

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

FOR THE MONTH OF OCTOBER 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	1688	2	1690	4220	12	4232	--
02	District Consumer Commissions (Total of all District Commissions)	94737	193	94930	119284	390	119674	--

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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 OCTOBER 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	2888	353	2392	123	496	0	2	0	0	123	498
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	23694	647	19170	224	4524	0	36	3	14	221	4546
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	3814	9290	2209	7219	1605	2071	8	65	11	34	1602	2102
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
	<b>TOTAL</b>	<b>8116</b>	<b>56564</b>	<b>5908</b>	<b>48892</b>	<b>2208</b>	<b>7672</b>	<b>8</b>	<b>103</b>	<b>14</b>	<b>48</b>	<b>2202</b>	<b>7727</b>

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

## PROFORMA - V

### KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

#### QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH OCTOBER 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	79	749	551	1462	438	1411	362	1655	321	1668	250	782	201			
II	Dist. Commissions	2599		3084		3011		1569		459		75		20			

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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 OCTOBER 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	8116	56564	8	103	8124	56667	1690	16449	4232	32491	2202	7727

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	224912	509	225421	94930	119674	10817

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**PROFORMA - VII**  
**KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION**  
**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF**  
**FOR THE MONTH OF OCTOBER 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	286	5262	93.2	100.00	21	0	11799	11797	99.98	2
24	2011	193	4212	165	4130	85.5	98.05	28	82	8272	8270	99.98	2
25	2012	155	2291	120	2070	77.4	90.35	35	221	7917	7915	99.97	2
26	2013	212	1842	140	1527	66.0	82.90	72	315	7703	7685	99.77	18
27	2014	351	1736	196	1155	55.8	66.53	155	581	11113	11072	99.63	41
28	2015	664	1246	496	853	74.7	68.46	168	393	7854	7792	99.21	62
29	2016	315	3363	139	2699	44.1	80.26	176	664	7813	7675	98.23	138
30	2017	661	2709	276	963	41.8	35.55	385	1746	8059	7643	94.84	416
31	2018	641	2133	193	802	30.1	37.60	448	1331	8910	7955	89.28	955
32	2019	619	1749	137	524	22.1	29.96	482	1225	8848	6604	74.64	2244
33	2020	191	1057	35	392	18.3	37.09	156	665	5620	2569	45.71	3051
34	2021	84	851	8	347	9.5	40.78	76	504	4615	729	15.80	3886
	<b>TOTAL</b>	<b>8124</b>	<b>56667</b>	<b>5922</b>	<b>48940</b>			<b>2202</b>	<b>7727</b>	<b>225421</b>	<b>214604</b>		<b>10817</b>

Registrar-cum-Administrative Officer  
Karnataka State Consumer Disputes

**Redressal Commission, Bangalore.**

**PROFORMA - VIII**

**MONTHLY STATEMENT OF FILING AND DISPOSAL OF COMPLAINTS BY THE  
SENIOR CITIZENS AND WIDOWS OCTOBER 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	22536	4598	89	18	27241	12712	75	12787	1925	1095

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