

RIGHT TO INFORMATION ACT, 2005

Section 4(1)(b)(i)

CHAPTER-1

Particulars of the organisation, functions and duties

Sl. No.	Name of the Organization	Address	Functions	Duties
1	The Karnataka State Consumer Disputes Redressal Commission	Basava Bhavana, High Grounds, Basaveshwara Circle, Bengaluru-01	<p>The Karnataka State Consumer Disputes Redressal Commission constituted under the (Central Act No. 68 of 1986) Consumer Protection Act, 1986 to redress the grievances of the Consumers.</p> <p>Subsequently by repealing the C.P. Act, 1986, new Act i.e., Consumer Protection Act 2019 has been enacted which has come into force from 15.07.2020.</p> <p>The State Commission follows the procedure laid down in the Consumer Protection Act, 2019 and other allied Rules and the regulations framed by the National Consumer Disputes Redressal Commission and Karnataka Consumer Protection Rules 2020.</p>	The main object and duty of the State Commission is to redress the consumer grievances free of cost, within stipulated period and without following any lengthy procedure

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CHAPTER-2

Powers and duties of Officers and Employees

Sl. No.	Name of the Office / Employee	Functions	Duties
01	The Karnataka State Consumer Disputes Redressal Commission	Hon'ble President	<p>The President of the State Commission is the Head of the Department of the services of Karnataka State Consumer Disputes Redressal Commission & District Commissions.</p> <p>The President is the Appointing authority for Group 'B', 'C' and Group 'D' and disciplinary authority for the employees of State Commission and District Commissions.</p> <p>The President of the State Commission shall have administrative controls over all the District Commissions within its jurisdiction u/s. 70(3) in all the matters referred to in sub-section (1) of Section 70 of the Consumer Protection Act 2019.</p> <p>Apart from the above, the President of the State Commission has to dispose of the original complaints filed under C.P. Act, 2019 and dispose of the Appeals, Review Applications, Rev. Petitions, Miscellaneous Applications, Transfer Applications(TA) etc. filed under Consumer Protection Act, 2019 along with one or two Members This act of duty is quasi judicial.</p>

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02		Members	<p>The Members of the State Commission has to sit in the Benches of State Commission along with the Hon'ble President or the Judicial Member to dispose of the Original complaints, Appeals, Review Applications, Rev. Petitions, Miscellaneous Applications, Transfer Applications (TA) etc., filed under C.P. Act, 2019.</p> <p>The Post of Members is tenure post for the period of 04 Years from the date of appointment or up to the age of 67 Years, whichever is earlier.</p>
03		Registrar-cum-Administrative Officer	<p>The Registrar cum Administrative Officer is the Drawing and Disbursing Officer of the Karnataka State Consumer Disputes Redressal Commission. The Registrar is to do the work of Head of the Office. The Registrar shall carry and act upon the directions of the President of the State Commission. The Registrar has to attend all meeting at the Government level on behalf of the Head of the Department.</p> <p>The Registrar cum Administrative Officer is Appellate Authority under Right to Information Act for State Consumer Disputes Redressal Commission.</p>
04		Assistant Registrar Cum Asst. Administrative Officer	<p>The Assistant Registrar cum Assistant Administrative Officer of State Commission is the head of the Section of Administration/Accounts and Judicial wing. The Asst. Registrar is to receive the Complaints, Appeals, Misc. Petitions, Revision Petitions, Review Applications, Ex. Petitions, etc. which will be filed before the State Commission, scrutiny the same and to take action to submit the same before the Bench. The Asst. Registrar is to receive</p>

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			<p>the Demand Drafts / Pay Orders in the cases filed before the State Commission and acknowledge the same and to send to the State Bank of India for remittance. As per the orders of the State Commission or the President of the State Commission, the Asst. Registrar has to prepare the cheques. The Assistant Registrar-cum-Assistant Administrative Officer is to carry out the directions issued by the President and Registrar-cum-Administrative Officer of the State Commission. The Registrar cum Administrative Officer is the Public Relation Officer for the State Commission. The Asst. Registrar cum Asst. Administrative Officer is also a Public Information Officer under RTI for the KSDRC.</p>
05		P.S.-cum-Judgment Writer	<p>The P.S.-cum-Judgment writer has to take dictation from the Hon'ble President of the State Commission, transcript and submit to the President. The P.S. cum Judgment writer is to attend all personal work of Hon'ble President of the State Commission. The P.S.-cum-Judgment writer has to take dictation at Court hall of the State Commission and has to record the proceedings of the State Commission. P.S.-cum-Judgment writer is to carry out the directions issued by the President, Registrar-cum-Administrative Officer and Assistant Registrar-cum-Assistant Administrative Officer of the State Commission.</p>
06		Accounts Superintendent	<p>The Accounts Superintendent of the State Commission is the head of the Accounts wing of the State Commission. The Accounts Superintendent is to prepare Plan and Non Plan proposal, off take and allotment of the budget to the District Commission. The Accounts Superintendent is to assist in all accounts matters to the Registrar-cum-</p>

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			Administrative Officer and Assistant Registrar-cum-Assistant Administrative Officer of the State Commission.
07		Sheristedar	The Sheristedar is to perform the duties in connection with day-to-day administration work, appointment, promotion, suspension and dismissal or retirement. All the files concerning the Administration and Judicial wing are to be submitted by the Sheristedar to the Hon'ble President of the State Commission through Assistant Registrar-cum-Assistant Administrative Officer / Registrar - cum - Administrative Officer of the State Commission.
08		Stenographers	Three Stenographers is to take dictation from the Hon'ble President and Members of the State Commission at their Chambers and at Court and record the proceedings of the State Commission, transcript the same in computer and in order sheet Stenographer has to take dictation from the Registrar-cum-Administrative Officer, Assistant Registrar-cum-Assistant Administrative Officer & Sheristedar of the State Commission.
09		First Division Assistant	First Division Assistant shall discharge the duties of the Bench Clerk, one First Division Assistant is to do the work of Record Keeper. Keeping the Records of disposed of cases, indexing, issuing of the certified copies in disposed of cases under the supervision of the Assistant Registrar-cum-Assistant Administrative Officer and any other work entrusted by the Asst. Registrar / Sheristedar of the State Commission

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			<p>First Division Assistant is the Assistant to the Accounts Superintendent for all Accounts Work. The same F.D.A. is also looking after the work of protocol of the State Commission.</p> <p>First Division Assistant is the Pending Clerk of the State Commission Appeal Pending section. He/she is the custodian of the Pending Files of Appeal. He/ she has to attend the work of collecting the scrutinized files from Asst. Registrar, issuing of certified copies to the concerned parties of the cases, preparation monthly Statistical Statement, sending the files to the court hall and receiving the files from court hall, finally sending disposes of cases files to the Record Section under the supervision of the Assistant Registrar – cum - Assistant Administrative Officer.</p> <p>First Division Assistant is to work in the Administrative section as Case worker in all administrative matters under the supervision and guidance of the Assistant Registrar-cum-Assistant Administrative Officer & Sheristedar of the State Commission.</p>
10		Second Division Assistant	<p>Second Division Assistant is to look after the work of inward and outward under the supervision and guidance of the Sheristedar of the State Commission.</p> <p>Second Division Assistant is to look after the Librarian at State Commission and assist the Record Keeper for indexing of the disposed of case files at record Room.</p> <p>Second Division Assistant has to look after the work of Complaints pending section, collection copying fees through computer entries, issuing of copies to the</p>

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			concerned parties pertains pending cases. Preparation monthly statistical Statements and any other work entrusted by the Assistant Registrar – cum - Assistant Administrative Officer & Sheristedar of the State Commission.
11		Typists	Typist has to prepare notices and letters as per the direction of the State Commission and to attend all the typing work of the State Commission.
12		Drivers	One Driver is attached to the Hon'ble President of the State Commission to drive the vehicle attached to the President. One Driver is attached to the Registrar of the State Commission to drive the vehicle attached to the Registrar.
13		Peons	Peon to do the work at Court Hall work, entire Tappal work, Xerox section, night watchman or any other work entrusted by the President of the Karnataka State Consumer Disputes Redressal Commission.

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CHAPTER-3

Procedure followed in the decision making process, including channels of supervision and accountability

Activity	Description	Decision making process	Designation of final decision authority
The main object and duty of the State Commission is to redress the consumer grievances free of cost.	-	The State Commission follows the procedure laid down in the Consumer Protection Act, 2019 and other allied Rules and the regulations framed by the National Consumer Disputes Redressal Commission and Karnataka Consumer Protection Rules 2020 from time to time.	<p>There is one Bench presided over by Hon'ble President and Members.</p> <p>One Additional Bench is also established by the Government temporarily keeping in view of the huge pendency and the same is presided over by 2 Members.</p> <p>The Hon'ble President has overall administrative control of Karnataka State Consumer Disputes Redressal Commission and District Commissions services.</p>

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CHAPTER-4

Norms / standard set by the Public Authority for the discharge of its functions

Function / Service	Norms / Standards of performance set	Time frame	Reference document prescribing the norms (Citizen's Charter, Service Chapter etc.)
The main object of the State Commission is to redress the consumer grievances free of cost.	Consumer Protection Act, 2019 and other allied Rules and the regulations framed by the National Consumer Disputes Redressal Commission and Karnataka Consumer Protection Rules 2020.	Since the proceedings before the Commission is of Judicial nature, norms for discharge of the functions of the State Commission / District Commission and National Commission are available in the Consumer Protection Act, 2019 and Regulations of the National Commission and Karnataka Consumer Protection Rules 2020.	The Consumer Protection Act, 2019 and the Regulation framed by the National Consumer Disputes Redressal Commission and Karnataka Consumer Protection Rules 2020.

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CHAPTER-5

Rules, regulations, instructions, manuals and records held by Public Authority or under its control or used by its employees for discharging its functions

01. The Consumer Protection Act, 2019.
02. The Karnataka Consumer Protection Rules 2020.
03. The Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Model Rules, 2020
04. The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020
05. The Consumer Protection (Central Consumer Protection Council) Rules, 2020
06. The Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 & The Consumer Protection (General) Rules, 2020
07. The Consumer Protection (Mediation) Rules, 2020
08. The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021
09. The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021.
10. Consumer Protection (Consumer Commission Procedure) Regulations, 2020

11. The Consumer Protection (Mediation) Regulations, 2020
12. The Consumer Protection (Administrative Control over the State Commission and the District Commission) Regulations, 2020
13. Karnataka Consumer Protection (State Commission and District Commissions) (Cadre and Recruitment) Rules, 2003.

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CHAPTER-6

Statement of the categories of documents that are held by the Public Authority

01. Inward Register
02. Local Despatch Register
03. Outward Register
04. Attendance Register
05. Leave Register
06. Cash Register
07. D.C. Bill Register
08. Record Room Registers
09. Case Register
10. RTI Applications Register
11. RTI Appeals Register
12. Personal Register (Case Worker's)
13. Case Register
14. Stamp Register
15. Attendance Register
16. File Movement Registers
17. Movement Register (Staffs)
18. Service Registers of the Staffs

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CHAPTER-7

The particulars of any arrangement that exists for consultation with or representation by, the members of the public in relation to the formulation of its policy or administration thereof

Sl. No.	Function / Service	Arrangements for consultation with or representation of public in relation with policy formulation	Arrangements for consultation with or representation of public in relations with policy implementation
Karnataka State Consumer Disputes Redressal Commission and District Commissions are constituted under the provisions of the Consumer Protection Act, 2019 (Old Act, Consumer Protection Act, 1986). Only the consumers or the aggrieved parties will approach these services.			

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CHAPTER-8

A statement of Boards, Councils, Committees and other bodies consisting of two or more person constituted as its part or for the purpose of its advise and as to whether meetings of those Boards, Councils, Committees and other bodies are open to the public or the minutes of such meetings are accessible for public

Name of Board, Council Committee, etc.	Composition	Powers & Functions	Whether its meetings open to Public / Minutes of its Meetings accessible for Public
No Boards, Councils, Committees and other bodies are functioning under the services of Karnataka State Consumer Disputes Redressal Commission and District Commissions			

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CHAPTER-9

Directory of Officers and Employees

Sl. No.	Name of the Officers / Employees	Designation	Office address	Contact Number / e-mail ID
1	Hon'ble Justice Huluvadi G.Ramesh	President	Karnataka State Consumer Disputes Redressal Commission	22355065
2	Krishnamurthy B. Sangannavar	Member (Judicial)	- Do -	- Do -
3	M. Divyashree	Woman Member	- Do -	- Do -
4	Vijaya Kumar	Registrar-cum-Admn. Officer	- Do -	- Do -
5	D. Sucharithamani	Asst. Registrar-cum-Asst. Admn. Officer	- Do -	- Do -
6	C.S. Suma	P.S-cum- Judgment writer	- Do -	- Do -
7	Accounts Superintendent	Vacant	-	-
8	Satisha	Sheristedar	- Do -	- Do -
9	Shivakumar SS	Sheristedar	- Do -	- Do -
10	H. J. Ravindra	Stenographer	- Do -	- Do -
11	C. Vani	Stenographer	- Do -	- Do -
12	Narayana Gowda.R	Stenographer	- Do -	- Do -
13	K.C. Sunitha	Stenographer	- Do -	- Do -
14	Nagashree G	Stenographer	- Do -	- Do -
15	Kumaraswamy JR	Stenographer	- Do -	- Do -
16	Arpana S. Mahendrakar	F.D.A	- Do -	- Do -

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17	Pavan Kumar D Mudri	F.D.A	- Do -	- Do -
18	Umesh Kumar	F.D.A	- Do -	- Do -
19	Rashmi.G	F.D.A	- Do -	- Do -
20	Vacant	F.D.A	- Do -	- Do -
21	Vacant	F.D.A.	- Do -	- Do -
22	B.K. Kishore Singh	S.D.A.	- Do -	- Do -
23	Rekha.K.	S.D.A.	- Do -	- Do -
24	Pradeep.H.P	S.D.A.	- Do -	- Do -
25	B.K.Banu	S.D.A.	- Do -	- Do -
26	Mohammed Yasin	S.D.A	- Do -	- Do -
27	Rajkumar	Typist	- Do -	- Do -
28	Manjunath	Typist	- Do -	- Do -
29	T.D. Nagaraj	Driver	- Do -	- Do -
30	Cheluvvaraju M	Driver	- Do -	- Do -
31	Ravi.M	Group-D	- Do -	- Do -
32	K.T. Kumar	Group-D	- Do -	- Do -
33	Shashikumar.S.S	Group-D	- Do -	- Do -
34	G. Yeshwantha	Group-D	- Do -	- Do -
35	Naveen.T.K.	Group-D	- Do -	- Do -
36	P. Rajanna	Group-D	- Do -	- Do -
37	H.K. Sachin	Group-D	- Do -	- Do -
38	Vasanthi M	Group-D	- Do -	- Do -
39	Vacant	Group-D	- Do -	- Do -

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CHAPTER-10

The monthly remuneration received by each of its Officers and Employees including the system of compensation as provided in its regulations

Sl. No.	Name of the Officer / Employee working	Designation	Organization	Remuneration per month
1	Hon'ble Justice Huluvadi G.Ramesh	President	Karnataka State Consumer Disputes Redressal Commission	Rs.2,76,750/-
2	Krishnamurthy B. Sangannavar	Member (Judicial)	- Do -	Rs.1,98,622/-
3	M. Divyashree	Woman Member	- Do -	Rs.1,51,880/-
4	Vijaya Kumar	Registrar-cum-Admn. Officer	- Do -	Rs.1,56,381/-
5	D. Sucharithamani	Asst. Registrar-cum-Asst. Admn. Officer	- Do -	--
6	C.S. Suma	P.S-cum- Judgment writer	- Do -	Rs.73,561/-
7	Accounts Superintendent	Vacant	- Do -	--
8	Satisha	Sheristedar	- Do -	--
9	Shivakumar SS	Sheristedar	- Do -	Rs.72,771/-
10	H. J. Ravindra	Stenographer	- Do -	Rs.62,061/-
11	C. Vani	Stenographer	- Do -	Rs.62,861/-
12	Narayana Gowda.R	Stenographer	- Do -	Rs.62,861/-
13	K.C. Sunitha	Stenographer	- Do -	Rs.61,861/-
14	Nagashree G	Stenographer	- Do -	Rs.46,904/-

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15	Kumaraswamy JR	Stenographer	- Do -	--
16	Arpana S. Mahendrakar	F.D.A	- Do -	Rs.52,864/-
17	Pavan Kumar D Mudri	F.D.A	- Do -	Rs.42,521/-
18	Umesh Kumar	F.D.A	- Do -	Rs.52,864/-
19	Rashmi.G	F.D.A	- Do -	Rs.44,470/-
20	Vacant	F.D.A	- Do -	--
21	Vacant	F.D.A.	- Do -	--
22	B.K. Kishore Singh	S.D.A.	- Do -	Rs.48,873/-
23	Rekha.K.	S.D.A.	- Do -	Rs.43,604/-
24	Pradeep.H.P	S.D.A.	- Do -	Rs.36,068/-
25	B.K.Banu	S.D.A.	- Do -	Rs.33,580/-
26	Mohammed Yasin	S.D.A	- Do -	Rs.37,815/-
27	Rajkumar	Typist	- Do -	Rs.36,094/-
28	Manjunath	Typist	- Do -	Rs.35,544/-
29	T.D. Nagaraj	Driver	- Do -	Rs.47,304/-
30	Cheluvaraju M	Driver	- Do -	Rs.47,304/-
31	Ravi.M	Group-D	- Do -	Rs.29,913/-
32	K.T. Kumar	Group-D	- Do -	Rs.36,112/-
33	Shashikumar.S.S	Group-D	- Do -	Rs.29,913/-
34	G. Yeshwantha	Group-D	- Do -	Rs.35,812/-
35	Naveen.T.K.	Group-D	- Do -	Rs.29,913/-
36	P. Rajanna	Group-D	- Do -	Rs.28,493/-
37	H.K. Sachin	Group-D	- Do -	Rs.29,913/-
38	Vasanthi M	Group-D	- Do -	--
39	Vacant	Group-D	- Do -	--

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CHAPTER-11

The budget allocated to each of its agency indicating the particulars of all plans proposed expenditures and reports on disbursements made

Agency	Plan / Programme / Scheme / Project / Activity / Purposes for which budget is allotted	Proposed expenditure as on last year	Expected Outcomes	Report on disbursements made or where such details are available (website, reports, notice board etc.)
There are no Plan / Programme / Scheme / Project under the services of Karnataka State Consumer Disputes Redressal Commission and District Commissions. Budget is allotted only for Salary & other Allowance of Staffs and other Expenses				

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CHAPTER-12

The matter of execution of subsidy programmes including the amounts allocated and the details of beneficiaries of such programmes

1. Describe the activities / programmes / schemes being implemented by the Public Authority for which subsidy is provided.
No subsidy programmes under the services of Karnataka State Consumer Disputes Redressal Commission and District Commissions

2. Provide information on the nature of subsidy, eligibility criteria for accessing subsidy and designation of office competent to grant subsidy under various programmes / schemes.

Name of the Programme/ Activity	Nature/Scale of subsidy	Eligibility criteria for grant of subsidy	Designation of Officer of grant subsidy
- NIL -			

3. Describe the manner of execution of the subsidy programme.

Name of the Programme/ Activity	Application Procedure	Sanction procedure	Disbursement procedure
- Not Applicable -			

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CHAPTER-13

Particulars of recipients of concessions, permits or authorizations granted by the Public Authority

Provide the names and addresses of recipients of benefits under each programme / scheme separately in the following format

Institutional beneficiaries:

Sl. No.	Name & Address of recipient Institutions	Nature / quantum of benefit granted	Date of grant	Name & designation of granting authority
Not Applicable				

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CHAPTER-14

Information available in electronic form

Please provide the details of information related to the various schemes of the department which are available in electronic formats.
(Floppy, CD, VCD, Website, Internet etc.)

Electronic	Description (site address/location where available etc.)	Contents or title	Designation and address of the custodian of information held by whom?
Not Applicable as there are no schemes			

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CHAPTER-15

Particulars of facilities available to Citizens for obtaining Information

Describe the particulars of information dissemination mechanisms in place / facilities available to the public for accessing of information

Facility	Description (Location of Facility / Name etc.)	Details of information made available
Internet facility	Website https://ksdcrc.karnataka.gov.in/	Case status, Judgments, Cause List, Nature of cases can be filed, Act & Rules, RTI etc.

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CHAPTER-16

Names, Designations and other particulars of Public Information Officers

Public Information Officer

Sl. No.	Name of the Office / Administrative Unit	Name & Designation of PIO	Office, Residence Telephone & Fax	E-mail
1	Karnataka State Consumer Disputes Redressal Commission, Basava Bhavan, High Grounds, Bengaluru-01.	Smt. D.Sucharithamani Asst. Registrar-cum-Administrative Officer (Incharge)	080-22262865	karscdrc@nic.in

Appellate Authority

Sl. No.	Name of the Office / Administrative Unit	Name & Designation of Appellate Authority	Office, Residence Telephone & Fax	E-mail
1	Karnataka State Consumer Disputes Redressal Commission, Basava Bhavan, High Grounds, Bengaluru-01.	Sri. Vijayakumar Registrar-cum-Administrative Officer	080-22355065	karscdrc@nic.in