

## MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** for the month ending **31<sup>st</sup> August 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	*2
b)	Members	02	--	62	**11
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 & Kolar DCF.

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

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

### II. Progress of Disposal of cases

a)	a) Total Cases filed since inception:	State Commission		District Fora	
		<b>52844</b>		<b>187423</b>	
b)	i) Cases Disposed of (No. & %)	Number	%	Number	%
		<b>45519</b>	<b>86.138</b>	<b>176330</b>	<b>94.08</b>
b)	ii) Cases Disposed off within prescribed time norms (No.& %)	Number	%	Number	%
		<b>16756</b>	<b>36.81</b>	<b>84702</b>	<b>48.03</b>
	iii) No. of cases disposed off by Lok Adalat method	--		--	
c)	Cases Pending	<b>7325</b>		<b>11093</b>	

### 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: 14/09/2016

**ANNEXURE**

**Reason for vacancies and action taken to fill-up the same  
President /Member: : STATE COMMISSION**

<b>Sl. No.</b>	<b>State Commission</b>	<b>Reason for vacant</b>	<b>Action taken to fill the Vacancy</b>
-	-	-	-

**President /Member: : DISTRICT FORUMS:**

**President – DISTRICT FORUMS:**

<b>Sl. No.</b>	<b>State Commission</b>	<b>Reason for vacant</b>	<b>Action taken to fill the Vacancy</b>
1.	Bangalore Urban 4th Additional DCF,President	Tenure Completed	Selection is under process
2.	Kolar, DCF,President	Tenure Completed	Selection is under process

**MEMBERS – DISTRICT FORUMS:**

<b>Sl. No.</b>	<b>Name of the Districts Forums</b>	<b>Reason for vacant</b>	<b>Action taken to fill the vacancy</b>
1.	Bangalore Urban III Addl. DCF, Member	Tenure Completed	Selection is under process
2.	Chitradurga DCF, Member	Tenure Completed	-do-
3.	Chitradurga DCF, Lady 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-
11.	Bijapur DCF, Lady Member	Tenure Completed	-do-

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 SEPTEMBER 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
5819	24	5843	47025	410	47435	1832	0	1832	4346	41	4387	41173	108	41281	1782	0	1782	1456	6154	50

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

## PROFORMA - II

### MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF SEPTEMBER 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
187423	525	187948	1657	1	1658	176330	591	176921	1629	1	1630	11027	28

**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 SEPTEMBER 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	1544	0	1544	2802	41	2843	--
02	District Consumer Forums (Total of all District Forums)	84702	123	84825	91628	468	92096	--

**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 SEPTEMBER- 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	2219	327	1932	103	287	0	5	0	12	103	280
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	716	18181	466	14774	250	3407	0	324	0	62	250	3669
05	Telecom	0	1445	0	1416	0	29	0	0	0	0	0	29
06	Postal	1	624	1	540	0	84	0	6	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	1835	5964	868	4465	967	1499	20	69	40	34	947	1534
08	Electricity	0	1676	0	1559	0	117	0	0	0	0	0	117
09	Medical Negligence	258	891	169	775	89	116	4	0	1	0	92	116
10	Defective Household Goods	1	931	1	890	0	41	0	0	0	0	0	41
11	Education	1	573	1	528	0	45	0	6	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
	<b>TOTAL</b>	<b>5819</b>	<b>47025</b>	<b>4346</b>	<b>41173</b>	<b>1473</b>	<b>5852</b>	<b>24</b>	<b>410</b>	<b>41</b>	<b>108</b>	<b>1456</b>	<b>6154</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 OF SEPTEMBER 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	877	3043	183	1128	160	995	136	738	85	247	15	3				
II	District Forum	3419		3279		2179		1843		299		8					

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



## 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 SEPTEMBER 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	5819	47025	24	410	5843	47435	1544	15214	2843	26067	1456	6154

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	187423	525	187948	84825	92096	11027

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

**PROFORMA - VII**

**KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION**

**YEARWISE BREAKUP OF CASES FILED / DISPOSED OF**  
**FOR THE MONTH OF SEPTEMBER 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	154	4436	91.1	99.89	15	5	10041	10021	99.80	20
23	2010	307	5262	257	5239	83.7	99.56	50	23	11799	11771	99.76	28
24	2011	193	4212	125	3842	64.8	91.22	68	370	8272	8187	98.97	85
25	2012	155	2291	78	1764	50.3	77.00	77	527	7917	7588	95.84	329
26	2013	212	1842	74	1232	34.9	66.88	138	610	7703	6861	89.07	842
27	2014	351	1736	97	640	27.6	36.87	254	1096	11113	9416	84.73	1697
28	2015	664	1246	37	239	5.6	19.18	627	1007	7854	4624	58.87	3230
29	2016	230	2630	3	114	1.3	4.33	227	2516	6392	1596	24.97	4796
	<b>TOTAL</b>	<b>5843</b>	<b>47435</b>	<b>4387</b>	<b>41281</b>			<b>1456</b>	<b>6154</b>	<b>187948</b>	<b>176921</b>		<b>11027</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

30.09.2016

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	55	0	99	44	0	44	0	55
02	District Forums	14941	3857	89	8	18895	14928	99	15027	858	1192

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