

MONTHLY REPORT OF CONSUMER PROTECTION MEASURES

Name of the State/UT: **Karnataka** - for the month ending **31st August 2022**

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	--	33	*04
b)	Members	4 + #4	2 + #4	66	*05
c)	Reason for vacancies and action taken to fill-up the same (to be enclosed separately)	State Commission has sent a proposal to Government on 04.08.2022 for filling-up of the above posts along with the post which will be falling vacant in next 6 months for taking necessary action from the Government to fill the posts.			

* **President** : Dharwad, Shivamogga, Ramanagara & Chikkaballapura

Member : Kodagu, Ramanagara (2) & Chikkaballapur (2)

2 Members post each have been sanctioned for newly established State Commission's Circuit Bench at Kalaburgi & Belagavi Districts (4 posts)

II. Progress of Disposal of cases

a	a) Total Cases filed since inception:	State Commission		Dist. Commission	
		67049		230396	
b	i) Cases Disposed of (No. & %)	Number 57504	% 85.76	Number 220374	% 95.65
	ii) Cases Disposed off within prescribed time norms (No.& %)	Number 13826	% 20.62	Number 53999	% 23.43
	iii) No. of cases disposed off by Lok Adalat method	--		38	
c	Cases Pending	9545		10022	

III. Progress of Confonet Project

	State Commission	District Commissions (names)
Computer Hardware/ Software has:		
a) been received:	Yes	Yes*
b) been installed	Yes	Yes*
c) become functional	Yes	Yes
		*(Except newly constituted District Commissions at Ramanagara & Chikkaballapura)

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)		--	--	701.72	112.26	112.74

(b) **Strengthening of Consumer Fora (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	60.00
b) amount utilized (whether UC sent)	--	--

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

Mediation, Lok Adalat and e-Filing cases

Mediation cases

Sl. No.	Particulars	State Commission	District Commission
1	No. of cases referred to Mediation upto previous month	224	27
2	No. of cases referred to Mediation during the month	--	--
3	No. of cases referred to Mediation upto to the end of the month	224	27
4	No. of cases settled through Mediation upto previous month	30	03
5	No. of cases settled through Mediation during the month	--	--
6	No. of cases settled through Mediation upto to end of the month	30	03
7	No. of Files returned to the Bench due to unsuccessful Mediation upto previous	177	24
8	No. of Files returned to the Bench due to unsuccessful Mediation during the month	--	--
9	No. of Files returned to the Bench due to unsuccessful Mediation upto the end of the month	177	24
10	Mediation under Process	17	Nil

Lok Adalat

Sl. No.	Particulars	State Commission	District Commission
1	No. of cases referred to Lok Adalath upto previous month	358	1811
2	No. of cases referred to Lok Adalath during the month	--	677
3	No. of cases referred to Lok Adalath upto to the end of the month	358	2488
4	No. of cases settled through Lok Adalath upto previous month	56	385
5	No. of cases settled through Lok Adalath during the month	-	182
6	No. of cases settled through Lok Adalath upto to end of the month	56	567

E-filing through e-Daakhil

Sl. No.	Particulars	State Commission	District Commission
1	No. of cases filed through e-Daakhil upto to previous month	729	215
2	No. of cases filed during the month	--	10
3	No. of cases filed upto the end of the month	729	225

STATEMENT OF FILING, DISPOSAL AND PENDING OF CASES IN THE
STATE COMMISSION AND DISTRICT COMMISSIONS
AS ON 31.08.2022

Name of the State Commission : Karnataka

No. of Dist. Commissions: 33

SL. No.	State Commission / District Commissions	No. of cases filed since inception	No. of cases disposed since inception	No. of cases pending
	STATE COMMISSION			
1	Appeals	58745	51209	7536
2	Complaints	8304	6295	2009
	TOTAL	67049	57504	9545
			85.76%	14.24%
	DISTRICT COMMISSIONS			
1	Bengaluru Urban	30981	30549	432
2	Bengaluru Rural	823	812	11
3	Bengaluru Urban I Addl.	13296	12957	339
4	Bengaluru Urban II Addl.	12782	12333	449
5	Bengaluru Urban III Addl.	9035	8341	694
6	Bengaluru Urban IV Addl.	8892	8317	575
7	Ballari	5348	5037	311
8	Belagavi	21538	19602	1936
9	Bidar	3423	3256	167
10	Viajayapura	4343	4072	271
11	Chikkamagaluru	5671	5354	317
12	Chitradurga	5196	4926	270
13	Dakshina Kannada	13874	13395	479
14	Dharwad	11129	10872	257
15	Kalburgi	4722	4353	369
16	Hassan	6240	6066	174
17	Kolar	3584	3563	21
18	Kodagu	4120	4048	72
19	Mandya	5546	5311	235
20	Mysuru	15583	14742	841

SL. No.	State Commission / District Commissions	No. of cases filed since inception	No. of cases disposed since inception	No. of cases pending
21	Raichur	2940	2836	104
22	Shivamogga	6849	6724	125
23	Tumakuru	5672	5555	117
24	Uttara Kannada	4457	4042	415
25	Udupi	2301	2227	74
26	Davangere	3181	2929	252
27	Haveri	6202	6137	65
28	Chamarajnagar	4296	4223	73
29	Gadag	3765	3606	159
30	Koppal	1432	1369	63
31	Bagalkot	2922	2645	277
32	Yadgiri	125	91	34
33	Ramanagar	67	30	37
34	Chikkaballapur	61	54	7
	TOTAL	230396	220374	10022

95.65%

4.35%

Registrar-cum-Administrative Officer
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Redressal Commission, Bengaluru

PROFORMA - I

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF AUGUST 2022

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
8291	13	8304	58575	170	58745	1845	0	1845	6249	46	6295	51010	199	51209	1784	0	1784	2009	7536	61

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

PROFORMA - II

MONTHLY STATEMENT OF FILING / DISPOSAL OF CASES FOR THE MONTH OF AUGUST 2022

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
229979	417	230396	1769	1	1770	219422	952	220374	1746	3	1749	10022	21

**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 AUGUST 2022

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	1825	37	1862	4424	9	4433	--
02	District Consumer Commissions (Total of all District Commissions)	95847	105	95952	123575	847	124422	--

**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 AUGUST 2022

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	482	2962	377	2492	105	470	1	13	7	19	99	464
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	896	25153	708	20464	188	4689	2	120	17	117	173	4692
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	847	0	0	0	0	0	0	0	0
	ii) Private Societies/Builders	3958	9764	2461	7890	1497	1874	9	21	22	42	1484	1853
08	Electricity	0	1680	0	1574	0	106	0	0	0	0	0	106
09	Medical Negligence	375	896	177	792	198	104	0	0	0	0	198	104
10	Defective Household Goods	1	931	1	918	0	13	0	0	0	0	0	13
11	Education	1	579	1	529	0	50	0	0	0	0	0	50
12	Road Transport	14	688	14	688	0	0	0	0	0	0	0	0
13	Miscellaneous	2542	12261	2488	12133	54	128	1	16	0	21	55	123
												0	0
	TOTAL	8291	58575	6249	51010	2042	7565	13	170	46	199	2009	7536

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PROFORMA - V

KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION

QUARTERLY STATEMENT SHOWING AGE-WISE PENDENCY OF CASES FOR THE MONTH OF AUGUST 2022

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		Total	
		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.	O.P.	F.A.
I	State Commission	84	1153	494	1192	362	1184	422	1806	306	1562	194	639	147				2009	7536
II	Dist. Commissions	2756		2511		2471		1545		576		159		4					10022

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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 2020-21 (UPTO AUGUST 2022)

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	8291	58575	13	170	8304	58745	1862	17506	4433	33703	2009	7536

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	229979	417	230396	95952	124422	10022

**Registrar-cum-Administrative Officer
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PROFORMA - VII
KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION
YEARWISE BREAKUP OF CASES FILED / DISPOSED OF
FOR THE MONTH OF AUGUST 2022

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	3028	100.0	99.93	0	2	10073	10073	100.00	0
22	2009	169	4441	169	4440	100.0	99.98	0	1	10041	10041	100.00	0
23	2010	307	5262	294	5262	95.8	100.00	13	0	11799	11799	100.00	0
24	2011	193	4212	170	4175	88.1	99.12	23	37	8272	8271	99.99	1
25	2012	155	2291	122	2170	78.7	94.72	33	121	7917	7976	100.75	-59
26	2013	212	1842	151	1645	71.2	89.31	61	197	7704	7697	99.91	7
27	2014	351	1736	226	1380	64.4	79.49	125	356	11113	11093	99.82	20
28	2015	664	1246	513	929	77.3	74.56	151	317	7854	7821	99.58	33
29	2016	315	3363	186	3037	59.0	90.31	129	326	7813	7730	98.94	83
30	2017	661	2709	332	1171	50.2	43.23	329	1538	8059	7812	96.94	247
31	2018	641	2133	270	1104	42.1	51.76	371	1029	8910	8406	94.34	504
32	2019	619	1749	192	726	31.0	41.51	427	1023	8848	7663	86.61	1185
33	2020	191	1057	51	602	26.7	56.95	140	455	5620	3865	68.77	1755
34	2021	103	1145	26	623	25.2	54.41	77	522	5758	2707	47.01	3051
35	2022	161	1784	31	172	19.3	9.64	130	1612	3831	636	16.60	3195
	TOTAL	8304	58745	6295	51209			2009	7536	230396	220374		10022

Registrar-cum-Administrative Officer
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Redressal Commission, Bangalore.

PROFORMA - VIII

MONTHLY STATEMENT OF FILING AND DISPOSAL OF COMPLAINTS BY THE SENIOR CITIZENS AND WIDOWS AUGUST 2022

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	208	3	1		212	91	0	91	102	14
02	Dist. Commissions	23489	4802	76	19	28386	13075	49	13124	1720	1115

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