

PROFORMA

01. Information regarding infrastructure of the State Commission as on 30.06.2011

Telephone	Building	Staff Car	Fax	Computer	Photostat	Networking
Yes	*Yes	Yes	Yes	Yes	Yes	Yes

*Rented

02. Information regarding Number / Functional / Non-functional of District Forums

No. of Districts	No. of District Forums	No. of Additional District Forums	Functional	Non-functional	Remarks, if any (name of non functional DFs)
30	30	04	30	--	*--

* No District Forums at two Districts which were created in the year 2007 and one District which was created in the year 2008. The proposal is pending before the Government of Karnataka regarding establishment of three District Forums at newly created three Districts u/s. 9(a) of Consumer Protection Act, 1986.

03. Information regarding Vacancy position in the State Commission and District Forums. Please put the No. of vacancy, if any.

State Commission		District Forum		Remarks (mention the names of Districts)
President	Members	President	Members	
--	--	02	03	<p><u>President post at:</u> Kolar & Bidar</p> <p><u>Member post at:</u> Bellary, Kodagu & Udupi</p>

04. No. of cases filed / disposed of / pending since inception (as on 30.09.2011)

Agency	No. of cases filed since inception	No. of cases disposed of since inception			Total disposal as on (3+4+5)	Total No. of pending cases (Col. 2-6)
		Within 90 days	90 - 150 days	More than 150 days		
State Commission C	4194	1251	200	2395	3846	348
Commission A	36836	9720	3681	18939	32340	4496
District Forums	145007	39225	29570	72082	140877	4130

05. Category-wise break-up cases (as on 30.09.2011)

(i) STATE COMMISSION

Sl. No.	Category	Total No. of cases filed since inception		Total No. of cases disposed of since inception		Total No. of cases pending	
		Appeal	Complaints	Appeal	Complaints	Appeal	Complaints
01	Banking	1562	288	1529	277	33	11
02	Medical	739	182	657	167	82	15
03	Telephone	1377	0	1361	0	16	0
04	Insurance	12743	435	9228	401	3515	34
05	Housing	3697	709	3420	421	277	288
06	Electricity	1430	0	1349	0	81	0
07	Airlines	368	11	356	11	12	0
08	Railways	326	10	319	10	7	0
09	Others	14594	2559	14121	2559	473	0
	TOTAL	36836	4194	32340	3846	4496	348

Category-wise break-up cases (as on 30.09.2011)

(ii) DISTRICT FORUMS (consolidated)

Sl. No.	Category	Total No. of cases filed since inception	Total No. of cases disposed of since inception	Total No. of cases pending
01	Banking	11405	11036	369
02	Medical	1947	1853	94
03	Telephone	5336	5313	23
04	Insurance	27006	25862	1144
05	Housing	12484	11862	622
06	Electricity	5352	5246	106
07	Airlines	561	546	15
08	Railways	643	629	14
09	Others	80273	78530	1743
	TOTAL	145007	140877	4130

06. Age-wise pendency (as on 30.09.2011)

State Commission / District Forum	Cases pending for more than 5 years	Cases pending for more than 3 years	Cases pending for more than 2 years
<u>State Commission</u>			
Appeals	--	--	--
Complaints	--	--	--
District Forums	--	--	16

07. Monthly filing & disposal by the State Commission & District Forums

7 (i) STATE COMMISSION

Months	Cases pending in the beginning of the month		Cases filed during the month		Cases disposed of within 90/150 days		Cases disposed of beyond 90/150 days		Cases pending at the end of the month	
	Appeal	Comp.	Appeal	Comp.	Appeal	Comp.	Appeal	Comp.	Appeal	Comp.
Jul-11	3759	340	237	11	82	5	85	10	3829	336
Aug-11	3829	336	825	21	45	7	220	1	4389	349
Sep-11	4389	349	250	16	40	9	103	8	4496	348

7 (ii) DISTRICT FORUMS (Consolidated)

Month	Cases pending in the beginning of the month	Cases filed during the month	Cases disposed of within 90/150 days	Cases disposed of beyond 90/150 days	Cases pending at the end of the month
Jul-11	4370	774	815	173	4156
Aug-11	4156	657	381	283	4149
Sep-11	4149	715	440	294	4130

08. No. of cases filed, disposed of & pending, year-wise

Years	STATE COMMISSION						DISTRICT FORUMS		
	Total cases filed in the year		Total cases disposed of in the year		Total cases pending at the end of the year		Total cases filed in the year	Total cases disposed of in the year	Total cases pending at the end of the year
	A	C	A	C	A	C			
Upto 2001	8583	2262	6887	1624	1696	638	64476	57939	6537
2002	1014	232	1035	163	1675	707	5324	5366	6495
2003	1608	104	1181	187	2102	624	6327	6616	6206
2004	1902	71	2189	256	1815	439	6064	7278	4992
2005	2207	69	2430	393	1592	115	6634	8549	3077
2006	2842	609	3432	684	1002	40	8398	8535	2940
2007	2589	96	3192	102	399	34	9540	8096	4384
2008	3030	119	2934	132	495	21	10073	10189	4268
2009	4441	169	2905	73	2031	117	10041	9669	4640
2010	5262	307	4349	121	2944	303	11799	10744	5695
2011 (upto Sep. 2011)	3358	156	1806	111	4496	348	6314	7879	4130

09. Information in respect of 'CONFONET Project'

Sl. No.	Information required	Reply	Remarks, if any								
(i)	Whether Computer and its peripheral have been supplied to the State Commission & District Forums?	Yes	--								
(ii)	Whether 'Case Monitoring System' (CMS) software has been installed and is in working condition?	Yes –	<u>State Commission:</u> But all the activities of the State Commission are being done through Computers since 01.01.2003, not under the software of CONFONET Project.								
(iii)	Whether State Commission & District Forums have started feeding data in the CMS	Yes	--								
(iv)	Cause List is being uploaded on the website regularly	Yes	--								
(v)	Comments on the 'Computerization' of the State Commission and District Forums	The NIC, Delhi Unit, has to develop software under CONFONET Project on par with the software developed by the NIC, Karnataka State Unit and the same is using in the Karnataka State Consumer Disputes Redressal Commission since 01.01.2003 and District Consumer Disputes Redressal Forum, Bangalore Urban District from the year 2005.	--								
(vi)	Overall Grading of 'Computerization of your Consumer Fora' under 'CONFONET Project'. (Please put √ mark in box).	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Excellent</td> <td style="text-align: center;">Very Good</td> <td style="text-align: center;">Good</td> <td style="text-align: center;">Poor</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Excellent	Very Good	Good	Poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Excellent	Very Good	Good	Poor								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								

10. Name & Telephone / Fax No. / e-mail address of the person to be approached for any clarification / further information in this regard.

Sri. M. DEVARAJA BHAT

Registrar-cum-Administrative Officer,
Karnataka State Consumer Disputes Redressal Commission,
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Registrar-cum-Administrative Officer,
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DATE: 18.10.2011