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CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	DIRECTION AND TRENDS OF INDIA'S PINEAPPLE EXPORTS: A STUDY IN THE FREE TRADE REGIME <i>JOMY M THOMAS & DR. MARY JOSEPH</i>	1
2.	A STUDY ON HOUSEHOLDS' CONSUMPTION PATTERN OF AAVIN MILK IN ERODE DISTRICT <i>SARAVANAN. R., YOGANANDAN. G., RUBY. N & KARTHI.C</i>	6
3.	A JOURNEY FROM FERA TO FEMA & ITS IMPACT ON FOREX <i>DHEERAJ GANDHI & DR. I.C.KASHYAP</i>	10
4.	EMERGENCE OF MORAL PRINCIPLES AND ETHICS IN MANAGEMENT EDUCATION <i>U. PADMAVATHI</i>	15
5.	EMPOWERMENT OF WOMEN THROUGH MICROFINANCE: A STUDY IN CHITTOOR DISTRICT <i>K. RAMANAMMA & P. MOHAN REDDY</i>	18
6.	THE IMPACT OF MACROECONOMIC VARIABLES ON STOCK MARKET INDEX: AN EMPIRICAL STUDY <i>PRADEEP K & DR. Y. NAGARAJU</i>	22
7.	IMPACT OF COALMINE INDUSTRIAL EFFLUENTS ON PRODUCTIVITY OF PULSE CROP <i>DR. S. RADHA KRISHNA</i>	29
8.	IMPACT OF MERGER ON THE PROFITABILITY PERFORMANCE OF REGIONAL RURAL BANKS (RRBs) IN BIHAR STATE OF INDIA: AN EMPIRICAL STUDY <i>DR. MANAS CHAKRABARTI</i>	32
9.	PERFORMANCE OF MGNREGA IN MANIPUR: A CROSS DISTRICT ANALYSIS <i>JIIYAU RAHMAN & ZEB SHEEREEN</i>	37
10.	A STUDY ON PROSPECTS AND FINANCE PROBLEMS OF FOOD BASED SMALL SCALE INDUSTRIES WITH SPECIAL REFERENCE TO MADURAI <i>DR. S.FATIMA ROSALINE MARY & D.ANUSANKARI</i>	42
11.	PROGRESS AND PERFORMANCE OF PRIMARY AGRICULTURE CO-OPERATIVE SOCIETIES IN INDIA <i>PARDEEP KUMAR CHAUHAN</i>	48
12.	SUSTAINABLE GROWTH: UTILIZATION OF NATURAL RESOURCES <i>V. VANEENDRA SASTRY</i>	51
13.	HEALTH INFRASTRUCTURE IN HARYANA: AN ANALYSIS <i>ISHU GARG</i>	54
14.	CHALLENGES AND OPPORTUNITIES FOR RURAL WOMEN ENTREPRENEURS <i>JAINENDRA KUMAR VERMA</i>	58
15.	A STUDY ON PERFORMANCE OF STATE CONSUMER DISPUTES REDRESSAL COMMISSIONS IN INDIA <i>GURLEEN KAUR</i>	60
16.	STUDY OF SENSITIVITY TOWARDS IMPORTANCE OF GEOGRAPHICAL INDICATION REGISTRY IN UTTARAKHAND <i>DEEPAK JOSHI</i>	63
17.	MARKET MIX STRATEGIES FOR DESTINATION AS A RURAL TOURISM PRODUCT <i>AJAZ AHMAD DAR, HAMID ABDULLAH & PRIYA SINGH</i>	70
18.	SPECIES-WISE MAJOR MARINE FISH PRODUCTION: TRENDS AND GROWTH PERFORMANCE IN SINDH <i>DR. MOHAMMAD PERVEZ WASIM</i>	74
19.	GOVERNMENT EXPENDITURE AND ECONOMIC GROWTH IN ASEAN-5: LONG-RUN TENDENCIES AND SHORT-TERM ADJUSTMENT <i>EHSAN RAJABI & JUNAINA MUHAMMAD</i>	85
20.	AN ASSESSMENT OF COMPETITIVE STRATEGIES ADOPTED BY COMMERCIAL COLLEGES IN NAIROBI, KENYA IN IMPROVING THEIR ENROLMENT CAPACITY <i>ALICE WAIRIMU KANDE</i>	90
21.	ORGANIZATIONAL ANALYSIS OF PANCHAYATI RAJ INSTITUTIONS IN INDIA <i>PARDEP KUMAR CHAUHAN</i>	95
22.	RELATIONSHIP BETWEEN EXCHANGE RATE AND TRADE BALANCE OF SOUTH ASIA: THE J-CURVE PATTERN <i>ADNAN ALI SHAHZAD</i>	99
23.	VOLATILITY IN GOLD PRICE IN INDIA: AN UPDATE <i>MADHUSMITA BHUYAN</i>	106
24.	A STUDY ON PERFORMANCE OF CONSUMER DISPUTES REDRESSAL AGENCIES IN STATE OF KARNATAKA <i>GURLEEN KAUR</i>	111
25.	THE LONG RUN RELATIONSHIP BETWEEN STOCK MARKET RETURNS AND INVESTMENT GROWTH IN NIGERIA: (1960 - 2010) <i>DR. FREDRICK ONYEBUCHI ASOGWA</i>	113
26.	THE EFFECT OF PENSION FUNDS ON THE GROWTH OF NIGERIAN ECONOMY <i>SAMUEL, KEHINDE OLUWATOYIN & OKE, MARGARET ADEBIMPE</i>	117
27.	AGRICULTURE AND WOMEN ENTREPRENEURSHIP IN INDIA <i>HRIDESHWER GUPTA</i>	123
28.	WOMEN ENTREPRENEURSHIP: AN EMERGING WORKFORCE IN 21 st CENTURY <i>JAINENDRA KUMAR VERMA</i>	126
29.	AN EMPIRICAL STUDY ON THE DYNAMICS OF COMMODITY DERIVATIVE MARKET'S IMPACT ON INDIAN INVESTMENT <i>PRASAD R.A</i>	128
30.	AGRICULTURAL GROWTH AND FOOD SECURITY: PROBLEMS AND CHALLENGES <i>KUMARI MARY MATHE</i>	131
	REQUEST FOR FEEDBACK	138

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A STUDY ON PERFORMANCE OF CONSUMER DISPUTES REDRESSAL AGENCIES IN STATE OF KARNATAKA

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ABSTRACT

This paper attempts to study working and performance of Karnataka State Consumer Disputes Redressal Commission and 30 District Consumer Disputes Redressal Forums working in Karnataka. Although disposal percentage of cases is satisfactory in both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of Karnataka but, if we talk about disposal of cases with in stipulated time then performance of both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of state is poor, which is a area of concern and necessary steps like creation of additional benches and filling vacant post of presidents and members must be done at the earliest to ensure quick justice to consumers.

KEYWORDS

Consumer protection, Karnataka, CDRA.

INTRODUCTION

Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 1986 was one of the landmark Law which facilitated setting up Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers and accordingly Karnataka Government has established Karnataka State Consumer Disputes Redressal Commission in state capital Bangaluru and District Consumer Disputes Redressal Forums in different districts of Karnataka to ensure speedy justice to consumers who are cheated by malpractices of marketers.

TYPE OF RESEARCH

The present study is descriptive cum exploratory in nature.

OBJECTIVES OF STUDY

It attempts to elaborate the state of affair of the cases filed/disposed of at the Karnataka State Consumer Disputes Redressal Commission and 30 District Consumer Disputes Redressal Forums working in state. The study points out various problems being faced by these Consumer Disputes Redressal Agencies and suggests their possible solutions.

RESULTS AND DISCUSSION

The following table will provide the details of cases filed/disposed of in the Karnataka State Consumer Disputes Redressal Commission as well as the District Consumer Disputes Redressal Forums of Karnataka:

TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN KARNATAKA STATE CONSUMER DISPUTES REDRESSAL COMMISSION AND DISTRICT CONSUMER DISPUTES REDRESSAL FORUMS OF KARNATAKA (As on 31.12.2012)

Agency	No. of cases filed since inception	No. of cases disposed of since inception				Total disposal as on (3+4+5)	Disposal Percentage	Total No. of pending cases (Col. 2-6)
		Within 90 days	%	90 - 150 days	More than 150 days			
State C	4386	1292	29.46	213	2464	3969	90.49	417
Commission A	39981	10125	25.32	3889	21486	35500	88.79	4481
District Forums	154882	42899	27.70	31872	75367	150138	96.94	4744

Source: Unpublished records of Karnataka State Consumer Disputes Redressal Commission (2013)

1. Analysis of Table 1.1 shows that 4386 original jurisdiction cases were filed since inception till 31.12.12 in Karnataka State Consumer Disputes Redressal Commission out of which 3969 cases (90.49%) were disposed of till 31.12.12. Statistics shows that only 1292 cases (29.46%) of 4386 cases filed were disposed off with in stipulated time as mentioned in Consumer Protection Act, 1986 as amended up to date.
2. Analysis of Table 1.1 shows that 39981 appeal cases were filed since inception till 31.12.12 in Karnataka State Consumer Disputes Redressal Commission out of which 35500 cases (88.79%) were disposed of till 31.12.12. Statistics shows that only 10125 cases (25.46%) of 39981 cases filed were disposed off with in stipulated time as mentioned in Consumer Protection Act, 1986 as amended up to date.
3. Analysis of Table 1.1 shows that 54882 cases were filed since inception till 31.12.12 in District Consumer Disputes Redressal Forums of Karnataka out of which 150138 cases (96.94%) were disposed of till 31.12.12. Statistics shows that only 42899 cases (27.70%) of 154882 cases filed were disposed off with in stipulated time as mentioned in Consumer Protection Act, 1986 as amended up to date.
4. Although disposal percentage is satisfactory in both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of Karnataka but, if we talk about disposal of cases with in stipulated time then performance of both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of Karnataka is poor which is a area of concern and necessary steps like creation of additional benches and filling vacant post of presidents and members must be done at the earliest to ensure quick justice to consumers.
5. The proposal regarding establishment of three District Forums at newly created three Districts u/s. 9(a) of Consumer Protection Act, 1986 is pending before the Government of Karnataka. Karnataka Government must give nod to this proposal to ensure speedy justice to consumers.
6. Two post of members are vacant in Karnataka Consumer Disputes Redressal Commission. Karnataka Government must immediately fill these posts to ensure speedy justice to consumers.
7. Twenty-Seven post of member are vacant in Bellary, Kodagu, Udupi, Bangalore Urban II Addl., Bangalore Urban, Mandya, Bangalore Rural and I Addl., Haveri, Dharwad, Raichur, Tumkur, Bangalore III Addl., Mysore, Bangalore IV Addl., Bidar, Chickmagalur, Gulbarga, Kolar and Uttara Kannada District Consumer Disputes Redressal Forums of Karnataka and Seven post of President are vacant in Kolar, Bidar, Hassan, Kodagu & Bangalore Rural and Urban I Addl., Chickmagalur and Bangalore Urban II Addl. District Consumer Disputes Redressal Forums of Karnataka. Karnataka Government must immediately fill these posts to ensure speedy justice to consumers.

CONCLUSION

This paper attempts to study working and performance of Karnataka State Consumer Disputes Redressal Commission and 30 District Consumer Disputes Redressal Forums working in Karnataka. Although disposal percentage is satisfactory in both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of Karnataka but, if we talk about disposal of cases with in stipulated time then performance of both Karnataka State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums of Karnataka is poor which is a area of concern and necessary steps like creation of additional benches and filling vacant post of presidents and members must be done at the earliest to ensure quick justice to consumers

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