

**GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS**

**RAJYA SABHA
UNSTARRED QUESTION No. 203
TO BE ANSWERED ON 02.12.2025**

PENDENCY OF CONSUMER GRIEVANCES IN KARNATAKA

203. SHRI G.C. CHANDRASHEKHAR:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the number of pending consumer grievances in Karnataka (State and district consumer fora) as of 30 June 2025, and average disposal time;
- (b) the number of ration-card households in Karnataka availing the Public Distribution System (PDS) and percentage of beneficiaries in drought-affected districts in 2024-25; and
- (c) what measures the Ministry is taking to strengthen the e-governance of consumer grievance redressal and PDS transparency in Karnataka's flood and drought-vulnerable taluks?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a): Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc., the Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, videoconferencing for hearing, deemed admissibility of complaints, if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and National level commonly known as "Consumer Commissions" for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

Further, as per Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months, if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission. As on 30th June, 2025, 2,60,388 consumer cases were filed, out of which 2,51,904 consumer cases were disposed of in the State and District Consumer Disputes Redressal Commissions in Karnataka.

(b) : A statement showing district-wise number of Ration Cards & Beneficiaries in State of Karnataka for the FY 2024-25 is at **Annexure**.

(c) : As part of the technology driven Targeted Public Distribution System (TPDS) reforms, with the aim to enhance transparency and efficiency in the TPDS, ration cards/beneficiaries database have been completely digitized (100%) in all States/UTs. The transparency portal and online grievance redressal facility/ Tollfree number is available in all States/UTs (including Karnataka). Further, for better tracking of foodgrains distribution, all Fair Price Shops (FPSs) in the State of Karnataka have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/Aadhaar authentication of beneficiaries. Also, the Mera Ration App has been launched by the Department of Food and Public Distribution (DFPD), which enhances transparency and accessibility in Public Distribution System. It allows beneficiaries to log in using the Aadhaar number of the Head of the Family and view ration entitlements centrally. Further, Anna Sahayata has been launched as grievance redressal platform under DFPD, enabling users to report issues easily. It offers a WhatsApp Chatbot (9868200445) and an IVRS facility (14457) for those without smartphones. Anna Sahayata supports 12 languages, including Hindi, English, Bengali, Telugu, Marathi, Tamil, Gujarati, Kannada, Malayalam, Punjabi, Odia, and Assamese.

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 203 TO BE ANSWERED ON 02.12.2025 REGARDING PENDENCY OF CONSUMER GRIEVANCES IN KARNATAKA.

S. No.	District name	Total Ration Cards	Total Beneficiaries
1	BAGALKOTE	373,941	1,403,592
2	BALLARI	465,211	1,777,745
3	BANGALORE EAST	78,927	284,479
4	BANGALORE NORTH	107,358	404,832
5	BANGALORE SOUTH	111,565	407,661
6	BANGALORE WEST	176,117	626,453
7	BELAGAVI	1,023,557	3,579,350
8	BENGALURU RURAL	218,556	774,195
9	BENGALURU URBAN	462,939	1,599,769
10	BIDAR	298,680	1,148,102
11	CHAMARAJANAGARA	259,503	816,857
12	CHIKKABALLAPURA	230,445	826,257
13	CHIKKAMAGALURU	238,290	797,469
14	CHITRADURGA	316,334	1,167,482
15	DAKSHINA KANNADA	253,326	1,071,167
16	DAVANGERE	318,069	1,173,962
17	DHARWAD	346,755	1,258,251
18	GADAG	227,221	786,938
19	HASSAN	415,019	1,408,918
20	HAVERI	360,890	1,332,087
21	KALABURAGI	449,980	1,705,122
22	KODAGU	90,844	292,306
23	KOLAR	284,135	1,061,266
24	KOPPAL	266,099	1,037,667
25	MANDYA	444,553	1,493,718
26	MYSURU	653,252	2,152,190
27	RAICHUR	394,652	1,449,577
28	RAMANAGARA	194,583	690,113
29	SHIVAMOGGA	331,746	1,197,796
30	TUMAKURU	520,985	1,875,493
31	UDUPI	175,280	759,222
32	UTTARA KANNADA	280,834	1,035,697
33	VIJAYANAGAR	67,485	281,972
34	VIJAYAPURA	440,976	1,625,303
35	YADGIR	217,858	890,009
Total		11,095,965	40,193,017