

File No.: R-11017/30 (IX)/2024-OMB/CRCS

Office of Cooperative Ombudsman  
Ministry of Cooperation  
Government of India

\*\*\*\*

9th Floor, Tower-E, World Trade Centre,  
Nauroji Nagar, Delhi-110029  
Dated: 22<sup>nd</sup> January 2025

Hearing in the matter of Shri Puran Singh Vs The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., Ghaziabad before the Cooperative Ombudsman

Shri Puran Singh

Complainant

The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd.

Respondent

**ORDER**

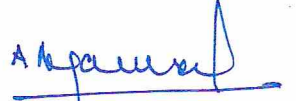
1. Shri Puran Singh in his complaint dated 14<sup>th</sup> October 2024 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. has stated that he had opened a 36 months' tenure Recurring Deposit of Rs.2200/- per month on 31<sup>st</sup> August 2021 with the Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. at their Chhiddarwala, Rishikesh Collection branch vide Policy No. 08L47AAB5EA.
2. Shri Puran Singh upon maturity of RD, vide email dated 11<sup>th</sup> September 2024 requested the Society to refund his deposit. The Society neither acceded to his request nor did it reply to his letter.
3. A notice was issued on 06<sup>th</sup> November 2024 by the Office of Cooperative Ombudsman to The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. seeking their response to the complaint on or before 20<sup>th</sup> November 2024. A reminder was issued to the Society on 20<sup>th</sup> December 2024 for making their submission latest by 30<sup>th</sup> December 2024.
4. No reply was received from the Society.
5. On perusal of the facts and available record, following aspects emerge: -
  - a) Shri Puran Singh - Complainant- had opened a 36 months' tenure RD of Rs.2200/- per month on 31<sup>st</sup> August 2021 with Chhiddarwala, Rishikesh Collection branch of the Loni Urban Multi State Credit & Thrift Cooperative Society Ltd.

-1-



*A. K. Singh*

- b) Upon maturity of his RD on 31<sup>st</sup> August 2024, Shri Puran Singh requested the Society vide email dated 11<sup>th</sup> September 2024 to refund the maturity proceeds of his RD.
- c) The Society neither refunded the money to the complainant nor did it respond to his request.
- d) Shri Puran Singh made a complaint dated 14<sup>th</sup> October 2024 before the Cooperative Ombudsman against the Loni Urban Multi State Credit & Thrift Cooperative Society Ltd.
- e) Two notices dated 06<sup>th</sup> November 2024 and 20<sup>th</sup> December 2024 were issued to the Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. seeking their response to the complaint. No reply was received from the Society.
- f) It is evident that the Society has nothing to say in the matter.
6. Examination of available documents/record, reveal that the Respondent Society- The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., has not refunded the amount of deposit on maturity as claimed by Shri Puran Singh-complainant.
7. After due consideration of the documents submitted, representation made and the relevant provisions of law, the matter is hereby disposed off with the following directions:-
- (i) The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., Ghaziabad is hereby directed to pay the Recurring Deposit maturity amount due to Shri Puran Singh against his Policy 08L47AAB5EA along with up-to-date interest thereon within 15 days from the date of issue of this Order.
- (ii) Compliance report to be submitted by the Society to this office immediately thereafter.

  
(Alok Agarwal)

Cooperative Ombudsman

To:-

1. Shri Puran Singh, R/o Street No.4, Rawat Niwas, Bees Bigha, Bapugram, Rishikesh, Post Office – Virbhadrha, Distt. Dehradun (Uttarakhand)-249 202
2. The Chairman, The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., 164, Vijay Vihar Nagar Palika Paarishad Loni, Distt. Ghaziabad (U.P.) – 201 102

