

File No.: R-11017/30 (1-10)2025-OMB/CRCS
Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India

9th Floor, Tower-E, World Trade Centre,
Nauroji Nagar, Delhi-110029
Dated: 27th February 2025

Hearing in the matter of Shri Kripal Singh, Smt. Usha Rawat, Shri Vani Bhushan, Smt. Jyoti Rawat, Smt. Ruchi Rawat, Smt. Jasmaati Rawat, Smt. Kaushalaya Devi, Shri Deepak Rawat & Others Vs. The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. Ghaziabad before the Cooperative Ombudsman

Shri Kripal Singh, Smt. Usha Rawat, Shri Vani Bhushan, Smt. Jyoti Rawat, Smt. Ruchi Rawat, Smt. Jasmaati Rawat, Smt. Kaushalaya Devi, Shri Deepak Rawat & Others
(Hereinafter referred to as Complainants)

Complainants

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

Respondent

ORDER

1. Shri Kripal Singh in his complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., Ghaziabad has stated that he had invested an amount of Rs.50000/- in Fixed Deposit and had also opened a 36 months' tenure Recurring Deposit of Rs.3200/- per month with the Society on 31st May 2022 & 13th July 2022 respectively at their Chhiderwala collection branch vide certificate no. 05LB952C4E8 & policy no. 07LEE67B859. He requested the Society vide his emails dated 07th & 13th December 2024 respectively to close his FD and RD prematurely and refund his deposit.
2. Smt. Usha Rawat in her complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Credit Society Ltd. has stated that she had invested an amount of Rs.25000/- in Fixed Deposit on 31st October 2020 at their Chhiderwala collection branch vide certificate no. 10LDA53F3F2. She vide her email dated 05th December 2024 requested the Society to close her FD prematurely and refund her deposit.

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3. Smt. Usha Rawat in her another complaint dated 21st January 2025 against The Loni Urban Multi State Credit & Thrift Society Ltd. has stated that she had opened a 36 months' tenure Recurring Deposit of Rs.2400/- per month with the Society on 27th July 2022 at their Chhiderwala collection branch vide policy no.07L63224ADE. She vide her email dated 13th December 2024 requested the latter to refund her deposit by premature closure of her RD.
4. Shri Vani Bhushan in his complaint dated 15th January 2025 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.3000/- per month with the Society on 18th October 2021 at their Chhiderwala collection branch vide policy no. 10L94E995F8. He requested the Society vide his email dated 14th December 2024 to close his RD and refund the maturity proceeds of his RD to him.
5. Smt. Jyoti Rawat in her complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. has stated that she had opened a 36 months' tenure Recurring Deposit of Rs.3500/- per month on 29th September 2022 at their Chhiderwala collection branch vide policy no.09LCE9F72AB. She requested the Society vide her email dated 06th December 2024 to close her RD prematurely and refund her deposit.
6. Smt. Ruchi Rawat in her complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. has stated that she had invested an amount of Rs.50000/- in Fixed Deposit with the Society on 30th December 2021 at their Chhiderwala collection branch vide certificate no.12LF47EA4DB. She requested the Society vide her email dated 07th December 2024 to close her FD prematurely and refund her deposit.
7. Smt. Jasmaati Rawat in her complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. has stated that she had invested an amount of Rs.50000/- in Fixed Deposit with the Society on 31st January 2024 at their Chhiderwala collection branch vide certificate no.01LBAEBBCA3. She requested the Society vide her email dated 05th December 2024 to close her FD prematurely and refund her deposit.
8. Smt. Kaushalaya Devi in her complaint dated 17th January 2025 against The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. has stated that she had invested an amount of Rs.50000/- in Fixed Deposit with the Society



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on 31st May 2022 at their Chhiderwala collection branch vide certificate no. 05L98012719. She requested the Society vide her email dated 07th December 2024 to close her FD prematurely and refund her deposit.

9. Shri Deepak Rawat in his complaint dated 17th January 2025 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.2100/- per month with the Society on 24th March 2022 at their Chhiderwala collection branch vide policy no. 03LE97B72E8. He requested the Society vide his email dated 14th December 2024 to close his RD prematurely and refund his deposit.
10. The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. neither acceded to the requests of the complainants nor did it give any reply to them.
11. Upon receipt of complaints, notices were issued on 24th January 2025 by the office of the Cooperative Ombudsman in respect of complaints made by Smt. Usha Rawat, Shri Vani Bhushan, Shri Kripal Singh and Smt. Jyoti Rawat to The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. seeking their response to the complaints. Notices were also issued by this office in respect of cases of remaining 6 complainants, viz. Shri Kripal Singh, Smt. Usha Rawat, Smt. Ruchi Rawat, Smt. Jasmaati Rawat, Smt. Kaushalaya Devi and Shri Deepak Rawat on 27th January 2025 to the society seeking their response.
12. All the notices, sent to the Society by post for their response, returned undelivered with remarks 'Left' on some of the envelopes.
13. On perusal of the facts and available record, following aspects emerge: -
 - a) Complainants had invested their funds in Fixed & Recurring Deposits with The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd, Ghaziabad at their Chhiderwala collection branch as per details mentioned in foregoing paragraphs of this order.
 - b) Complainants, except Shri Vani Bhushan, requested the Society to refund their deposits by premature closure of their respective FDRs and Recurring Deposits. Recurring Deposit of Shri Vani Bhushan matured in



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October 2024 and he requested the Society for refund of maturity proceeds of the same.

- c) The Society neither refunded the money to the complainants nor did it respond to their requests.
- d) Complainants filed their complaints before the Cooperative Ombudsman against The Loni Urban Multi State Credit & Thrift Cooperative Credit Society Ltd.
- e) Notices dated 24th & 27th January 2025 were issued by the office of Cooperative Ombudsman to The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd. seeking their response to the complaints.
- f) All the notices, sent by post, returned undelivered with remarks on some of the envelopes 'Left', indicating that the management of the Society has left unannounced and are absconding.
- g) There is an unending flow of complaints, as the Society is not refunding the deposits of the members.

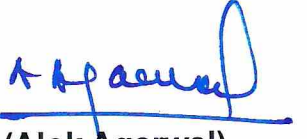
14. After due consideration of the documents submitted, representation made and the relevant provisions of law, the matter is hereby disposed off with following directions:

- (i) Though it is evident that the promoters/management of The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., Ghaziabad are absconding, they are hereby directed, in their own interest, to pay the amount of deposits due & claimed by the complainants against their respective deposits along with up-to-date interest thereon within 15 days from the date of issue of this Order.
- (ii) The Society is further directed that in respect of all other complaints received/being received in this office as also claims being filed with the Society, to pay the members their claims along with up-to-date interest thereon within 15 days from the date of complaints/claims received by them.



- (iii) Compliance reports to be submitted by the Society to this office.




(Alok Agarwal)
Cooperative Ombudsman

To:

1. Shri Kripal Singh, Gali no..4, Rawat Niwas, Bees Bigha Bapugram, Rishikesh, P.O. Virbhadra, Dehradun (Uttarakhand) – 249 202
2. Smt. Usha Rawat, Gali no..4, Rawat Niwas, Bees Bigha Bapugram, Rishikesh, P.O. Virbhadra, Dehradun (Uttarakhand) – 249 202
3. Shri Vani Bhushan, Kathurbara, Pauri Garhwal (Uttarakhand)- ---
4. Smt. Jyoti Rawat, Lane no.3, Govind Nagar, Sahastradhara Road, Dehradun (Uttarakhand)- 248 013
5. Smt. Ruchi Rawat, Gali no..4, Rawat Niwas, Bees Bigha Bapugram, Rishikesh, P.O. Virbhadra, Dehradun (Uttarakhand) – 249 202
6. Smt. Jasmaati Rawat, Village 180/1 Pitamberpur, Badowala Arcadia Grant, P.O. Badowala, Distt. Dehradun (Uttarakhand) – 248 007
7. Smt. Kaushalaya Devi, Gali no..4, Rawat Niwas, Bees Bigha Bapugram, Rishikesh, P.O. Virbhadra, Dehradun (Uttarakhand) – 249 202
8. Shri Deepak Rawat, 118/1, Gusain Chowk, Shyampur, Ambiwala, Dehradun (Uttarakhand) -248007
9. The Chairman, The Loni Urban Multi State Credit & Thrift Cooperative Society Ltd., 164, Vijay Vihar Nagar Palika Parishad Loni, Distt. Ghaziabad (U.P.) – 201 102

CC to:

The Central Registrar of Cooperative Societies, Tower 'E', 09th Floor, World Trade Centre, Nauroji Nagar, Delhi-110 029