

File No.: R-11011/08/(1)/2025-OMB/CRCS
R-11011/08/(2)/2025-OMB/CRCS
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**Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India**

9th Floor, Tower-E, World Trade Centre,
Nauroji Nagar, Delhi-110029
Dated: 03rd April 2025

Hearing in the matter of Smt. Priyanka, Shri Deepak Thakur, Shri Joginder Singh, Smt. Mamta & others Vs. Wishvaas Credit Cooperative Society Ltd., Unit no 25, 3rd Floor Uptown Insignia, PR-7 Airport Road, Jirakpur, Distt. S.A.S. Nagar, Mohali, Punjab - 160055 before the Hon'ble Cooperative Ombudsman

Smt. Priyanka, Shri Deepak Thakur, Shri Joginder Singh, Smt. Mamta and others (Hereinafter referred to as Complainants)

Complainants

Wishvaas Credit Cooperative Society Ltd. SAS Nagar, Mohali, Punjab

Respondent

ORDER

1. Smt. Priyanka in her complaint dated NIL, received in this office on 07th February 2025, against Wishvaas Credit Cooperative Society Ltd., Mohali, Punjab has stated that she had opened a 12 months' tenure recurring deposit of Rs.1500/- per month with the Society on 30th November 2023 vide policy no.11W30BDE189. She requested the Society vide her email dated 07th December.2024 to refund the maturity proceeds of her deposit.
2. Shri Deepak Thakur in his 2 complaints dated NIL, received in this office on 07th February 2025, against Wishvaas Credit Cooperative Society Ltd., Mohali, Punjab has stated that he had opened a 12 months' tenure recurring deposit of Rs.3000/- per month on 02nd December 2023 vide policy

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no. 12W10CD863F and another 365 days recurring deposit of Rs.100 per day on 11th December 2023 vide policy no 12WBDF8C9F8 with the Society. He requested the Society vide his email dated 19th December 2024 to refund the maturity proceeds of his deposit.

3. Shri Joginder Singh in his complaint dated NIL, received in this office on 07th February 2025 against Wishvaas Credit Cooperative Society Ltd., Mohali, Punjab has stated that he had opened a 12 months' tenure recurring deposit of Rs.2000/- per month with the Society on 02nd December 2023 vide policy no.12W78F55296. He requested the Society vide email dated 19th December 2024 to refund the maturity amount of his deposit.
4. Smt. Mamta in her complaint dated NIL, received in this office on 07th February 2025 against Wishvaas Credit Cooperative Society Ltd., Mohali, Punjab has stated that she had opened a 12 months' tenure recurring deposit of Rs.10000/- per month with the Society on 29th November 2023 vide policy no.11WB8C97062. She requested the Society vide her email dated 07th December 2024 to refund the maturity amount of her deposit.
5. Wishvaas Credit Cooperative Society Ltd. neither acceded to the requests of the complainants nor did it give any reply to them.
6. Upon receipt of complaints, notice was issued by the office of the Cooperative Ombudsman on 13th February 2025 to the Society in respect of complaint filed by Smt Mamta and notices dated 18th February 2025 in respect of complaints made by Smt. Priyanka, Shri Deepak Thakur and Shri Joginder Singh, seeking their response to the complaints.
7. The notices in respect of complaints of Smt. Mamta and Shri Deepak Thakur were returned undelivered on 10th March 2025 with remarks on the envelopes 'No such person'. No response from the Society has been received against any of the notices issued by this office.
8. On perusal of the facts and available record, following aspects emerge: -
 - a) Complainants had invested their funds in recurring deposits with Wishvaas Credit Cooperative Society Ltd. as per details mentioned in foregoing paragraphs of this order.



- b) On maturity of their deposits, complainants requested the Society to refund the amount due to them.
 - c) The Society neither refunded the money to the complainants nor did it respond to their requests.
 - d) Complainants filed their complaints before the Hon'ble Cooperative Ombudsman against Wishvaas Credit Cooperative Society Ltd.
 - e) Notices dated 13th and 18th February 2025 were issued by the office of Cooperative Ombudsman to Wishvaas Credit Cooperative Society Ltd. seeking their response to the complaints.
 - f) Notices pertaining to complaints of Smt. Mamta and Shri Deepak Thakur sent by post were returned undelivered on 10th March 2025 with remarks 'No such person' on the envelopes.
 - g) There are a number of complaints against the Society regarding non refund of deposits of the members. No response has been received from the Society against any of the notices issued by this office.
 - h) It is evident that the Society has nothing to say in the matter.
9. . 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) Wishvaas Credit Cooperative Society Ltd. SAS Nagar, Mohali, Punjab is hereby directed ,in their own interest, to pay the amounts 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.



(Signature)

(Alok Agarwal)
Cooperative Ombudsman

To:

1. Smt. Priyanka W/o Sh. Manish kumar, Meghpur, PO Manakpur Distt. Rupnagar- 140125
2. Shri Deepak Thakur, Village Hambewal, PO Nangal Nikku, Nangal, Distt. Rupnagar -140125
3. Shri Joginder Singh, Village Hambewal, PO Nangal Nikku, Nangal Distt. Rupnagar -140125
4. Smt. Mamta W/o Sh. Rakesh Kaushal 203, Raj Nagar, Ward no 7, Nangal, Nagal Township Distt. Rupnagar -140124 Punjab
5. The Chairman, Wishvaas Credit Cooperative Society Ltd., Unit no 25, 3rd Floor, Uptown Insignia, PR-7 Airport Road, Jirakpur, Distt. S.A.S. Nagar, Mohali, Punjab- 160055