

File No.: R-11017/30 (I)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: 04th June 2025

Hearing in the matter of Smt. Shobha Misrilal Sancheti and Shri Misrilal M. Sancheti Vs Senapati Bapat Multi State Cooperative Credit Society Ltd., Ahilyanagar before the Cooperative Ombudsman

Smt. Shobha Misrilal Sancheti and Shri Misrilal M. Sancheti Complainants

Senapati Bapat Multi State Cooperative Credit Society Ltd., Ahilya Nagar, Maharashtra Respondent

ORDER

1. Smt. Shobha Misrilal Sancheti and Shri Misrilal M. Sancheti in their complaint dated 01st January 2025 against Senapati Bapat Multi State Cooperative Credit Society Ltd., Ahilya Nagar have stated that they had invested Rs.4.40 Lakh in two fixed deposits of Rs.2.00 Lakh and Rs.2.40 Lakh in their joint names vide Receipts No.51107 dated 06th August 2022 and 51160 dated 17th September 2022 respectively.. Besides the FDRs, they were also having an outstanding credit balance of Rs.257442.00 in their Savings Account No.014400100000233 with the Society.
2. Upon maturity of FDRs in August & September 2024, they vide their representation dated 03rd November 2024 requested the Society to refund their deposits. The Society neither refunded their deposits nor did it give any reply to them.
3. Two notices were issued by the office of the Cooperative Ombudsman to the Society on 06th January 2025 and 11th March seeking their response to the complaint latest by 24th March 2025.
4. No response was received from the respondent Society to any of the notices issued by this office.

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[Signature]



5. The complainants via mail dated 29th May 2025 have confirmed that in spite of vigorous follow up, the Society has neither refunded their overdue deposits nor has communicated anything in this matter.
6. On perusal of the facts and available record, following aspects emerge: -
 - a) Upon maturity of their two fixed deposits of aggregate amount of Rs.4.40 Lakh, complainants requested the respondent society to refund their fixed deposit as well as balance of Rs.2.57 Lakh in their savings account with the society. The Society neither refunded the money to the complainants nor did it give any reply.
 - b) Office of the Cooperative Ombudsman issued two notices to the society for responding to the complaint filed before the Hon'ble Cooperative Ombudsman. No reply was received from the Society.
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) Senapati Bapat Multi State Cooperative Credit Society Ltd., Ahilya Nagar is hereby directed to pay the amount of deposits due & claimed by the complainants against their respective fixed deposit and saving account 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.



A. Agarwal

(Alok Agarwal)
Cooperative Ombudsman

To:

1. Smt. Shobha Misrilal Sancheti and Shri Misrilal M. Sancheti, 273/3, Sudarshan Apartment, Shridhar Nagar, Link Road, Chinchwad, Pune (Maharashtra)- 411 033
2. The Chairman, Senapati Bapat Multi State Cooperative Credit Society Ltd. At & Post :Parner, Taluka: Parner, Distt: Ahilya Nagar (Previously Ahmed Nagar), Maharashtra-414 302