

File No.: R-11017/42 (III)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: 16th July 2025

Hearing in the matter of Smt. Ali C Kakkanattu, Shri Danny Vincent Joseph, Shri Vijayan K, Smt. Meera Radhakrishnan, Shri P.B. Selvarajan, Shri Chirayil Cherian Antony, Smt. Aiswarya Antony, Smt. Anne Mary Antony, Smt. Pushpa, Shri Guruvayoorappan J, Shri Johnny CC, Shri Sebastian Tony, Col. Sivakumaran Mannil (Retd.) and others Vs. Southern Green Farming and Marketing Multi State Cooperative Society Ltd., Kozhikode, Kerala before the Cooperative Ombudsman

Smt. Ali C Kakkanattu, Shri Danny Vincent Joseph,
Shri Vijayan K, Smt. Meera Radhakrishnan, Shri P.B.
Selvarajan, Shri Chirayil Cherian Antony, Smt.
Aiswarya Antony, Smt. Anne Mary Antony, Smt.
Pushpa, Shri Guruvayoorappan J, Shri Johnny CC
Shri Sebastian Tony Col. Sivakumaran Mannil (Retd.)
and others
(Hereinafter referred to as complainants)

Complainants

Southern Green Farming and Marketing Multi State
Cooperative Society Ltd., Kozhikode, Kerala

Respondent

ORDER


1. Gist of the complaints filed before the Cooperative Ombudsman by the above mentioned complainants is as follows:
 - a) Smt. Ali C Kakkanattu, in her complaint dated 21st March 2025 has stated that she has invested an amount of Rs.9.00 Lakh with the Southern Green Farming and Marketing Multi State Cooperative Society Ltd. in fixed deposits vide Deposit No. 11623, 15838, 5850 and 15774. One of her fixed deposit matured on 28th November 2024, but the society didn't pay maturity proceeds thereof. She via mails and latest letter dated 14th February 2025 requested the society to close all her deposits and refund her money.

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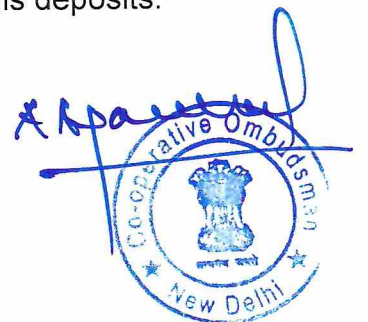


- b) Shri Danny Vincent Joseph, in his complaint dated NIL has stated that he has invested an amount of Rs.4.00 Lakh with the respondent society in fixed deposits vide Deposit No. 12074, 12482, 12605 and 13072. He via email dated 13th January 2025 and letters 15th January 2025 and 27th February 2025 requested the society for refund of his deposits.
- c) Shri Vijayan K, in his complaint dated NIL has stated that he has invested Rs.50,000 in fixed deposit with the respondent society vide Deposit No. 12312. Upon maturity, he via email dated 12th February 2025 requested the society to refund his deposit.
- d) Smt. Meera Radhakrishnan in her complaint dated NIL has stated that she has invested an amount of Rs.11.00 Lakh in fixed deposits with the society vide Deposit No. 15400 dated 31st July 2024 and 16886 dated 05th December 2024. The Society didn't pay her monthly interest from January 2025, she vide letters/emails, latest dated 26th March 2025 requested them to either pay her pending interest immediately or alternatively close her fixed deposits prematurely and refund her money.
- e) Shri P.B. Selvarajan in his complaint dated NIL has stated that he has invested an amount of Rs.45.00 Lakh in fixed deposits with the respondent society vide Deposits No.1696, 1697, 1698 & 1699 dated 07th January 2022 and Deposits No. 100792 & 16069 dated 12th September 2024. He vide letters dated 11th March 2025 requested them to close his FDRs prematurely and refund his deposit.
- f) Shri Chirayil Cherian Antony in his complaint, dated NIL has stated that he has invested Rs.17.00 Lakh in fixed deposits with the respondent society vide Deposit No.12712 dated 02nd February 2024 and Deposit No.15814 dated 31st August 2024 respectively. His deposit of Rs.11.00 Lakh matured on 02nd February 2025. He vide his representations, latest vide letter dated 10th April 2025 requested the society to refund his deposit.
- g) Smt. Aiswarya Antony in her complaint dated NIL has stated that she has invested an amount of Rs.22.00 Lakh in fixed deposits with the respondent society vide Deposit No.14106 dated 02nd May 2024, Deposit No.14113 dated 03rd May 2024 and Deposit No.14133 dated 04th May 2024. She vide her representations, latest vide letter dated 10th April 2025 requested the society to prematurely close her deposit and refund her money.

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- h) Smt. Anne Mary Antony in her complaint dated NIL has stated that she has invested Rs.14.00 Lakh in fixed deposits with the respondent society vide Deposit No.13445 dated 21st March 2024, Deposit No.14638 dated 12th June 2024 and Deposit No.16508 dated 18th October 2024. She vide her representations, latest vide letter dated 10th April 2025 requested them to close her deposits prematurely and refund her money.
- i) Smt. Pushpa in her complaint dated NIL has stated that she has invested an amount of Rs.24.00 Lakh in fixed deposits with the respondent society vide Deposit No. 12693 dated 02nd February 2024 & Deposit No.14636 dated 12th June 2024 and also opened a 12 months' tenure recurring deposit of Rs.5,000 per month vide Deposit No. M-06602.dated 20th March 2024. The society didn't pay monthly interest on her deposit regularly, hence she vide her representations, latest vide letter dated 10th April 2025 requested them to close her deposits prematurely and refund her money.
- j) Shri Guruvayoorappan J. in his complaint has stated that he has invested Rs.10.00 Lakh in fixed deposit with the respondent society vide Deposit No.15627 dated 17th August 2024. He requested the society to close his deposit prematurely and refund his money.
- k) Shri Johnny CC, in his complaint dated NIL has stated that he has invested an amount of Rs.35.00 Lakh in fixed deposits with the respondent society vide Deposit No. 16634 dated 29th November 2023, Deposit No. 15370 dated 31st July 2024, Deposit No.15521 dated 09th August 2024 and Deposit No.16381 dated 05th October 2024 and has also opened a 60 months' tenure recurring deposit of Rs.12,000 per month vide Deposit No. M-06417 dated 22nd January 2024. The Society didn't pay monthly interest regularly, hence Shri Johnny CC vide his letters dated 10th March 2025 and 15th April 2025 requested them to close his deposits prematurely and refund his money.
- l) Shri Sebastian Tony in his complaint dated NIL has stated that he has invested Rs.1.30 Lakh in fixed deposits with the respondent society vide Deposit No. 12111 dated 28th December 2023 and Deposit No. 12054 dated 26th December 2023 and has also opened a 60 months' tenure recurring deposit of Rs.12000/- per month vide Deposit No. M-06250 dated 04th December 2023. He vide his letters dated 16th January 2025 and 10th April 2025 requested the society for closure and refund of his deposits.





- m) Col. Sivakumaran Mannil (Retd) in his complaint has stated that he and his wife Smt. AK Baby Sunitha have invested Rs.50.00 Lakh in fixed deposits in their joint names with the society vide Deposit No.13668, 13669 and 13670 all dated 02nd April 2024 and have opened a 36 months' tenure recurring deposit of Rs.52083/- per month vide Deposit No.M-06632 dated 02nd April 2024. As per complaint, his wife has also invested Rs.44.00 Lakh in fixed deposits and has opened two recurring deposit accounts. They requested the society to close their accounts prematurely and refund their money.
2. Some of the complainants have also enclosed minutes of the meeting held with the management of the society on 25th March 2025, wherein the Chairman of the society committed to making the payments in a time bound manner. However, the commitments were not fulfilled by the society.
3. Upon receipt of complaints, notices were issued by the office of the Cooperative Ombudsman on 23rd April 2025, 23rd May 2025 and 02nd June 2025 to the respondent society seeking their response to the complaints. Reminders were also issued on 26th May 2025 and 30th June 2025. No response has been received from the society. Some of the notices and reminders have been returned undelivered with remarks, 'door lock' and 'closed down, RTS,' on the envelopes. Mails sent to the society have also bounced back.
4. On perusal of facts, following aspects emerge:
- (a) The respondent society did not accede to the requests of the members for payment of interest and refund of their deposits.
- (b) Written commitment made by the management of the society regarding payment of all pending interest and maturity claims in a time bound manner was not fulfilled.
- (c) No response is forthcoming from the society to the notices issued by this office. Some of the notices were returned undelivered with remarks, 'door lock' and 'closed down, RTS'. Mails sent to the society also bounced back.
- (d) Complaints in multitudes from members of the society regarding non refund of their deposits are being received continuously. Management of the society has neither acceded to the requests of the members for refund of their deposits nor has it responded to the notices issued by this office. The society



cannot be reached and is incommunicado. It has ceased to function as per cooperative principles and therefore, all options available under MSCS Act, 2002 and Rules thereunder need to be exercised.

5. After due consideration of representations made, documents submitted, and the relevant provisions of law, the matter is hereby disposed off with the following directions:
- (i) Southern Green Farming and Marketing Multi State Cooperative Society Ltd., Kozhikode is hereby directed, in its 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 report to be submitted by the society to this office.


(Alok Agarwal)
Cooperative Ombudsman



To complainants:

1. Smt. Ali C Kakkanattu, NRA 46, Karotte Kachira, near Bhavans Vidya Mandir Eroor, Eroor West, Tripunithura, Kerala- 682 306
2. Shri Danny Vincent Joseph, TC4/762, D-11, Brahmins Colony, Kaudiar, Kowdiar, Thiruvananthapuram, Kerala – 695 003
3. Shri Vijayan K, Ashirvad, TC 13/2213 (1), Gowreeshapattom GRA-758, Poattom Palace P.O., Thiruvananthapuram, Kerala- 695 004
4. Smt. Meera Radhakrishnan, Chandrapillymadom, Sanskrit College Road, Tripunithura, Ernakulam, Kerala- 682 301.

5. Shri P.B. Sevarajan, Parekattu House, P.O. Vadakkummuri, Thrissur, Kerala-680570
6. Shri Chirayil Cherian Antony, 19/7, Kasthuribhai Street, Mangal Nagar, Choolaimedu, Chennai-600 094
7. Smt. Aiswarya Antony, 19/7, Kasthuribhai Street, Mangal Nagar, Choolaimedu, Chennai-600 094
8. Smt. Anne Mary Antony, 19/7, Kasthuribhai Street, Mangal Nagar, Choolaimedu, Chennai-600 094
9. Smt. Pushpa, 19/7, Kasthuribhai Street, Mangal Nagar, Choolaimedu, Chennai-600 094
10. Shri Guruvayoorappan J, Flat No. IA, Asset Darshan Building, Guruvayur (PO), Thrissur, Kerala-680 101
11. Shri Johnny CC, No.23/9, Gandhi Road, Gill Nagar, Choolaimedu, Chennai- 600 094
12. Shri Sebastian Tony, Peediakal (H), Athirampuzha (PO), Kottayam, Kerala-686 562
13. Col. Sivakumaran Mannil (Retd.), Site No.55, Nivedyam, 5th Cross, Rajashree Layout, Munnekolala, Marathahalli, Bengaluru- 560 037

To respondent:

Chairman, Southern Green Farming and Marketing Multi State Cooperative Society Ltd., 65/1508, First Floor, Thanveer Complex, near English Church West Nadakkav, Kozhikode, Kerala- 673 001

Copy to:

NIC with a request to upload on CRCS website.

