

M-11022/40/2026-OMB/CRCS
Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India

9th Floor, Tower-E, World Trade Centre,
Nauroji Nagar, Delhi-110029
21st August, 2026

Hearing in the matter of Smt. Vedula Jaya Laxmi Vs. The Citizen Cooperative Society Ltd., Hyderabad, Telangana before the Cooperative Ombudsman

Smt. Vedula Jaya Laxmi

Appellant

The Citizen Cooperative Society Ltd., Hyderabad,
Telangana

Respondent

ORDER

1. Smt. Vedula Jaya Laxmi has stated in her appeal, received on 17th May, 2026 that she had sought from the Citizen Cooperative Society Ltd. information regarding saving, recurring, fixed deposit and locker accounts of her father late Shri Pratapa Atchanna Sasthry since opening of these accounts. Along with her appeal, Smt. Vedula Jaya Laxmi has attached copy of her passport in support of her being daughter of the deceased.
2. The society, vide reply to the applicant dated 10th February, 2026, conveyed its inability to provide the information on the grounds that:
 - a) As per provisions of the MSCS Act, information pertaining to a member can be shared to him only.
 - b) The appellant is a third party and information cannot be shared with her.
 - c) The society is registered under the provisions of the MSCS Act and cooperative societies are not covered under RTI Act.
 - d) The applicant has not indicated whether she was a nominee or successor for the accounts referred in her application.
3. Office of the Cooperative Ombudsman issued notice dated 27th May, 2026 to the society seeking its response to the appeal.
4. The respondent society in its reply dated 30th May, 2026 justified its stand as mentioned in communication to the appellant for denying the information. The society further stated that under section 108 (3) of the MSCS Act, the society would furnish the information asked for by the member, "which the multi state cooperative society may be reasonably expected to give".



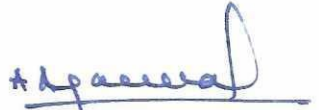
5. On perusal of the facts and available record, following aspects emerge:

- a) The society has taken a stand that information pertaining to a member can be shared to him only. The member in this case is dead and information here is being sought by his daughter – the appellant.
- b) The society has dismissed the daughter as a third party stating that information cannot be shared with her.
- c) The society is governed by section 106 (1) of the MSCS Act, which states that every multi state cooperative society shall provide the information relating to the affairs and management of the society to the members of the society and such information shall be confined to the information falling under disclosure norms specified by the society in its bye laws.
- d) The appellant has sought details of savings, recurring, fixed deposits and locker accounts of her late father since opening of the same.
- e) The transactions undertaken by her late father in various accounts, since their opening, were his prerogative and there is no case for sharing the same. However, she is certainly entitled to know the balance available in various accounts held by her father at the time of his death.

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

- i. The Citizen Cooperative Society Ltd., Hyderabad is hereby directed to furnish the balance available in various accounts held by her father at the time of his death to the appellant within 30 days from the date of issue of this Order.
- ii. Compliance report to be submitted to this office.




(Alok Agarwal)
Cooperative Ombudsman

Appellant:

Smt. Vedula Jaya Laxmi, W/o Shri Vedula Seeta Ramachandra Murty,
7-54/11/B, Bala Saraswathi Nagar, Malkajgiri, Medchal, Malkajgiri District, Hyderabad,
Telangana- 500 047

Respondent:

Chairman,
The Citizen Cooperative Society Ltd., 7-133/1/, Huda Colony, Saroornagar, Hyderabad,
Telangana - 500035

Copy to:

IT Cell with a request to upload on CRCS website