

M-11022/67/2026-OMB/CRCS
Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India

9th Floor, Tower-E, World Trade Centre,
Nauroji Nagar, Delhi-110029
09th October, 2026

Hearing in the matter of Smt. Neelu Arora, Shri Parveen Kumar Dhawan, Smt. Veena Dhawan, Shri Kuldeep Singh, Shri Punit, Shri Harjinder Pal Singh, Smt. Seema, Smt. Pushpa Ravindra Jadhav and Smt. Ashu Sanjay Gupta Vs. Vighnharta Multi State Cooperative Credit Society Ltd., Navi Mumbai, Maharashtra

Smt. Neelu Arora, Shri Parveen Kumar Dhawan, Smt. Veena Dhawan, Shri Kuldeep Singh, Shri Punit, Shri Harjinder Pal Singh, Smt. Seema, Smt. Pushpa Ravindra Jadhav and Smt. Ashu Sanjay Gupta

Complainants

Vighnharta Multi State Cooperative Credit Society Ltd.,
Navi Mumbai, Maharashtra

Respondent

ORDER

1.

- (a) Smt. Neelu Arora has stated in her complaint, received on 16th June, 2026 that she has invested Rs.18.00 lakh in fixed deposit and Rs.1.50 lakh in recurring deposit with the society in the name of her daughter, Ms. Mehak Arora. The society failed to pay as assured, hence she surrendered the original FDRs and requested the society, vide her application dated 27th March, 2026, for premature closure & refund of her deposit including the recurring deposit. The society informed her on 01st April, 2026 of having credited the amount to the saving account of Ms. Mehak Arora maintained by the society, which, according to the complainant, the society promised to refund within seven working days. She vide another application dated 22nd April, 2026, again requested the society to refund her deposit. The society did not accede to her request and no money was transferred to the complainant.
- (b) Shri Parveen Kumar Dhawan has stated in his complaint, received on 22nd June, 2026 that he has invested Rs.11.00 lakh in fixed deposit with the society. The society failed to pay the returns as assured. Hence, he requested the society, vide application dated 12th May, 2026 to close his deposit prematurely and refund the money. The society did not accede to his request. He has stated that the society generates internal transaction logs, while actually withholding physical payments. No money was released to him. Apprehending an organized deposit fraud, he has requested this Authority to help in getting his money back.



- (c) Smt. Veena Dhawan has stated in her complaint, received on 22nd June, 2026 that she has invested Rs.21.00 lakh in fixed deposit with the society. The society failed to pay the returns as assured. She, therefore requested the society vide application dated 12th May, 2026 to close her deposit prematurely and refund the money. The society did not refund her deposit. She has sought assistance from this Authority in recovering the same.
- (d) Shri Kuldeep Singh has stated in his complaint received on 10th August, 2026 that he has invested Rs.8.00 lakh in fixed deposit with the society in November, 2024 for a period of three years. Since the society did not pay interest as assured, he, vide application dated 05th July, 2026, requested the society to refund his dues, including the interest accrued on his deposit. The society did not refund his money.
- (e) Shri Punit has stated in his complaint, received on 04th August, 2026 that he has invested Rs.2.00 lakh in fixed deposit with the society in February, 2025 for a period of one year. The society did not accede to his request for refund of his deposit.
- (f) Shri Harjinder Pal Singh has stated in his complaint, received on 25th August, 2026 that he has been maintaining a saving account with the society, having balance of Rs.24.00 lakh approx. The society did not credit the assured amount in his bank account, hence, he, vide application dated 01st July, 2026, requested the society for payment of his deposit. No response was received from the society.
- (g) Smt. Seema has stated in her complaint, received on 20th August, 2026 that she has been maintaining a saving account with the society, having balance of Rs.0.45 lakh approx. She, vide application dated 10th July, 2026 requested the society to transfer outstanding balance to her bank account. The society did not accede to her request.
- (h) Smt. Pushpa Ravindra Jadhav has stated in her complaint, received on 22nd August, 2026 that she has been maintaining a saving account with the society, having a balance of Rs.3.21 lakh. She requested the society to transfer an amount of Rs.3.10 lakh out of total balance, to her bank account. The society did not refund her deposit.
- (i) Smt. Ashu Sanjay Gupta has stated in her complaint, received on 19th July, 2026 that she has invested Rs.3.00 lakh in fixed deposit with the society in March, 2025 for a period of one year. After maturity, she surrendered the original FDRs and requested the society, vide application dated 18th May, 2026, to refund her deposit besides meeting other commitments made by the society. The society did not accede to her request.
2. Notices/reminders dated 11th August, 2026 and 17th September, 2026 were issued by the office of the Cooperative Ombudsman to the respondent society through Speed Post/email seeking its response to the complaints.



3. No response was received from the society. All the notices and reminders sent through speed post were returned undelivered with remarks 'left address'
4. The complainants and the respondent were summoned for a hearing through video conferencing on 01st October, 2026. All the complainants, except Shri Harjinder Pal Singh, attended the hearing. No one attended the hearing on behalf of the society.
5. In the VC, the complainants reiterated their stand largely in line with their complaints.
 - (a) Smt. Neelu Arora submitted that she has invested Rs.19.50 lakh in fixed and recurring deposits with the society in the name of her daughter, Ms. Mehak Arora. In response to her request for refund of her deposit, the society closed her fixed and recurring deposits and transferred the amount to her saving account with the society, but despite repeated requests the society has not refunded her deposit.
 - (b) Shri Praveen Kumar Dhawan and Smt. Veena Dhawan – both senior citizens in their seventies, submitted that exactly a day after issuance of notice by this office, the society began circulating an unverified 'Circular' dated 12th August, 2026 via WhatsApp promising to credit beneficiary accounts between 14th to 20th October, 2026. They pointed out that this is repetition of society's alleged fraudulent tactics in the past as the society had issued a similar circular dated 24th November, 2025, which has remained unfulfilled till date. They stated that they have invested their life savings of Rs.11.00 lakh and Rs.21.00 lakh respectively with the society, and are facing severe financial difficulties.

Shri Praveen Kumar Dhawan made a fervent appeal that in this twilight stage of life, their savings should be returned, so that they can meet their requirements.
 - (c) Smt. Seema, who has mentioned deposit of Rs.0.45 lakh in her complaint, contended that she had invested around Rs.5.00 lakh with the society and the amount mentioned in her complaint pertains to interest only. She requested for immediate release of her money.
 - (d) Smt. Pushpa Ravindra Jadhav contended that subsequent to issuance of notice dated 17th September, 2026 by this office, the society, vide communication dated 21st September, 2026, has assured to refund her deposit of Rs.3.21 lakh in three installments, but the society did not keep its word and even the first installment of Rs.1.00 lakh, promised to be paid on or before 30th September, 2026, has not been released.
 - (e) Shri Kuldeep Singh, Shri Punit and Smt. Ashu Sanjay Gupta also complained about non refund of their deposits by the society despite regular follow up and assurance by the society.
6. All the attending parties were directed to make their written submissions, if any,



latest by 06th October, 2026. Shri Kuldeep Singh, Shri Punit, Smt. Pushpa Jadhav and Smt. Seema in their written submissions reiterated their respective contentions made during the VC hearing.

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

- a) The complainants have invested in various schemes of the society. The society did not refund the money to the complainants either on maturity or as demanded by the complainants. The society misled the depositors by making false commitments, which it did not honour. While making internal transactions, no money was actually transferred to the complainants in their bank accounts outside the society.
- b) Office of the Cooperative Ombudsman issued notices/reminders dated 11th August, 2026 and 17th September, 2026 to the society, including on its email ID. The society, despite being functional, did not respond to any of the notices sent by this Authority. The society also did not respond to the notice for video conference scheduled on 01st October, 2026.
- c) The society has chosen to be incommunicado with this Authority, has been misleading the depositors and evidently has no actual intent to refund the deposit to the members.
- d) Complaints from members of the society regarding non refund of their deposits are being received. It seems that the society has ceased to function as per cooperative principles and therefore, all options available under the MSCS Act, 2002 and Rules framed thereunder need to be exercised for ensuring return of money to the depositors.

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

- i. Vighnharta Multi State Cooperative Credit Society Ltd., Navi Mumbai, Maharashtra is hereby directed to pay the amount due and claimed by the complainants with up-to-date interest thereon, within 30 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 30 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
New Delhi

Complainants:

1. Smt. Neelu Arora, Flat No. -42B, Block-A1A, Janakpuri, New Delhi – 110 058 (Email: aroraneelu4@gmail.com)
2. Shri Parveen Kumar Dhawan, Flat No. – 127, Block-B2A, Janakpuri, New Delhi – 110 058 (Email: prvn.dhawan@gmail.com)
3. Smt. Veena Dhawan, Flat No. – 127, Block-B2A, Janakpuri, New Delhi – 110 058 (Email: prvn.dhawan@gmail.com)
4. Shri Kuldeep Singh, Z Block, Plot No 7, Shyam Vihar, Najafgarh, Delhi- 110043 (via email: kuldeepzp@gmail.com)
5. Shri Punit S/o Shri Udaichand, S- 73, S- Block, New Roshan Pura Najafgarh, South West Delhi- 110043 (via email: punit8912@gmail.com)
6. Shri Harjinder Pal Singh, M-53, Gali No.5, New Mahavir Nagar, Tilak Nagar, Delhi- 110 018 (Email: hpssaggu@gmail.com)
7. Smt. Seema W/o Shri Sunil Kumar, WZ- 9A/2, New Mahavir Nagar, Tilak Nagar, Delhi- 110 018 (Email: sunilkumargold1915@gmail.com)
8. Smt. Pushpa Ravindra Jadhav, House no-022/008, Opp Shivshena Office Sghivshakti Nagar, VTC- Navi Mumbai, Post Sanpada, Dist- Thane- 900705 (Email: pushpajadhav05051982@gmail.com)
9. Smt. Ashu Sanjay Gupta, Flat No. F-4B, Building No. A1/2, Nirmal Nagari, Nagpur, Maharashtra 440 24 (via email: giftindia69@gmail.com)

Respondent:

Chairman, Vighnharta Multi State Cooperative Credit Society Ltd., 3055 -A, R Wing, 03rd Floor, Akshar Business Park, Plot No. 3, Sector -25, Turbhe Station, Vashi, Navi Mumbai- 400 703 (Email: admin@vighnhartamultistate.com)

Copy to:

NIC with a request to upload on CRCS website.

