

GOVERNMENT OF INDIA  
MINISTRY OF COOPERATION

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 325**  
ANSWERED ON 06/12/2023

**Issues faced by Co-operative Societies**

325 # DR. SANTANU SEN:

Will the Minister of COOPERATION be pleased to state:

- (a) whether there is any Grievance Redressal Mechanism established by Government for addressing complaints on the issues faced by Co-operative societies or their members in the country;
- (b) if so, the details thereof;
- (c) if not, whether there is any intention or proposal to establish such a mechanism in future; and
- (d) if so, the details thereof

**ANSWER**

THE MINISTER OF COOPERATION  
(SHRI AMIT SHAH)

(a) to (d): In case of complaints received against any of the Multi-State Co-operative Societies (MSCS) for violation of the provisions of MSCS Act & Rules or non-repayment of deposits on maturity, action is taken by the Central Registrar of Cooperative Societies (CRCS) as per the provision of MSCS Act, 2002 and Rules made there under.

Further, MSCS Amendment Act, 2023 has made provision for establishment of Office of Ombudsman to address the grievances of members of MSCSs in a time bound manner.

The Cooperative Societies with members from one State only are registered under the provisions of concerned State Cooperative Societies Act and are regulated by the concerned State Registrar of the Cooperative Societies. Whenever complaints against societies registered under the respective State Cooperative Societies Act are received in the office of CRCS, the same are forwarded to the Registrar of Cooperative Societies of the State/ UT concerned for their redressal as per respective State Cooperative Societies Act.

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