

### **Establishment of Co-operative Ombudsman by the Central Government**

The creation of the institution of Co-operative Ombudsman is under the Multi State Co-Op. Societies Act, 2002 and rules thereunder. The Co-operative Ombudsman shall enquire into the complaints made by any member of Bank regarding their deposits, equitable benefits of the society, functioning or any other issue affecting the individual rights of the concerned member. The aggrieved members can make their complaints in prescribed Form VI as provided in the MSCS Rules, 2002.

Further, Co-op. Ombudsman will also be the Appellate Authority against any order passed by the Co-operative Information Officer of the Bank in the prescribed Form VII as provided in the MSCS Rules, 2002.