

**GOVERNMENT OF INDIA
MINISTRY OF COOPERATION**

**LOK SABHA
UNSTARRED QUESTION NO 531
TO BE ANSWERED ON 03rd FEBRUARY, 2026**

COOPERATIVE OMBUDSMAN

531. Dr Sambit Patra

Will the Minister of COOPERATION (सहकारिता मंत्री) be pleased to state

- (a) the details of the benefits that will be derived by cooperative societies and cooperative members from the appointment of a Cooperative Ombudsman;
- (b) the efforts being made to make cooperative members aware of the Cooperative Ombudsman system;
- (c) the modes and rules that have been prescribed for filing complaints before the Cooperative Ombudsman;
- (d) whether an online portal will also be created to enable cooperative members to file complaints before the Cooperative Ombudsman; and
- (e) if so, the details thereof?

ANSWER

**THE MINISTER OF COOPERATION
सहकारिता मंत्री (SHRI AMIT SHAH)**

(a) to (c): Following the amendment to the Multi State Cooperative Societies Act, 2002, the Cooperative Ombudsman has been appointed by the Ministry of Cooperation vide Gazette notification dated 05.03.2024. The Cooperative Ombudsman enquires into the complaints by members of the Multi State Cooperative Societies regarding their deposits, equitable benefits of Society's functioning or any other issue affecting the individual rights. Cooperative Ombudsman is also the Appellate Authority for any appeal filed by any member against the Order passed by the Cooperative Information Officer. Multi State Cooperative Society Rules, 2002, provide a simple standardized procedure for filing of complaint/appeal. This being a new initiative, the members are continuously advised and guided regarding the procedure for filing of complaints.

(d) & (e): Yes Sir, development of an online portal for the Cooperative Ombudsman has been initiated for transparent, efficient and technology driven management of complaints and appeals.
