PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 05.11.2026

Complainant	:	Shri Rajinder Kumar Bhasin
Respondent	:	Registrar Cooperative Societies Office of the Registrar Cooperative Societies
Grievance No.	:	PGC/2026//A-II/RCS/401

1. Brief Facts of the Complaint

Shri Rajinder Kumar Bhasin has filed a grievance in the Commission against the Registrar, Cooperative Societies, Govt. of NCT of Delhi for not complying the Hon'ble Court Award dated 24.1.2025 under Section 71 of the DCS Act, 2003 to pay minimum rate of Rs. 4,00,000/- principal FD amount per month without break until the entire amount is fully repaid from the month following the issue of this Award. Despite multiple requests to the Recovery Branch Officer, no action has been taken on his complaints. The complainant has prayed that the balance amount of Rs. 48,31,116/- including compound interest plus penal interest rate thereon due to non-compliance of Hon'ble Court award dated 24.1.2025 with interest may be got released to him.

2. Proceedings in the Public Grievances Commission

The PGC has convened seventh hearing in the matter on 05.11.2026 wherein the following were present :-

Complainant	:	Present
Respondent	:	Absent

None present from the O/o Registrar, Cooperative Societies and the same has led to the wastage of precious time of the Commission and harassment to the complainant. This has been viewed adversely by the Commission and displeasure of the Commission is conveyed to the Registrar, Cooperative

Societies. In case of same response on the next date of hearing the matter will be brought to the notice of the Worthy Chief Secretary, Delhi.

3 **Relevant facts that emerged during the hearing**

An Inspection Report from Sh. Joseph Baxla, Deputy Registrar, Co-operative Societies dated 05.10.2026 is received stating that :

"INSPECTION REPORT UNDER SECTION 61 OF THE DELHI CO-OPERATIVE SOCIETIES ACT, 2003

In the matter of:
Sh. Rajinder Kumar Bhasin
R/o E-60, Ground Floor, Front Side Moti Nagar,
New Delhi-110015

Vs

Ministry of Labour & Employment & Attached &
Subordinate Offices Co-operative Thrift & Credit Society Ltd.
Sharam Shakti Bhawan, Rafi Marg, New Delhi.
(Attached with Ministry of Labour & Employment, Government of India)

The undersigned was appointed as Inspection Officer under Section 61 of the Delhi Co-operative Societies Act, 2003 vide Order No. F.No.47/AR/BKG/RCS/2026/4169 dated 17.04.2026, issued by the Deputy Registrar (T&C), Office of the Registrar Co-operative Societies, GNCT of Delhi.

The said order was issued in the background of the proceedings relating to non-payment of matured FDR amount to Shri Rajinder Kumar Bhasin by the Society and the subsequent proceedings before the competent authorities.

The appointment order records that the dispute had been adjudicated by the Ld. Arbitrator vide Award dated 24.01.2025, directing the Society to repay the amount at a minimum rate of ₹4,00,000/- per month. The Society preferred Appeal No. 29/2025/DCT before the Delhi Co-operative Tribunal, which was dismissed vide order dated 20.01.2026, with costs and directions concerning repayment. The Tribunal also observed that the Society was not competent to run its affairs and directed examination of the matter by the Registrar, Cooperative Societies for necessary enquiry and appropriate action.

The appointment order further records that a Contempt Petition (Civil) under Section 12 of the Contempt of Courts Act, 1971 had also been filed before the Hon'ble High Court in respect of non-compliance of the aforesaid order.

The inspection was entrusted to the undersigned for examining the affairs of the Society in the context of the above matter and for submitting an Inspection Report.

The Society was accordingly required to

- make available its office and authorized office bearers/representatives, records,
- produce its books of accounts and statutory
- produce records relating to deposits/FORs
- produce records concerning the liability towards Shri Rajinder Kumar Bhasin,
- furnish details regarding compliance with the Award dated 24.01.2025 and the order dated 20.01.2026, and
- extend full cooperation in the inspection proceedings.

The appointment order specifically directed the Society to furnish all relevant documents and extend full cooperation to the Inspection Officer.

On receipt of the appointment order, the undersigned initiated action for obtaining the relevant records from the concerned Branch of the Office of the Registrar Cooperative Societies

Attempts were also made to contact the society at the registered address of the Society available on departmental records, i.e.

Ministry of Labour & Employment & Attached & Subordinate Offices
Co-operative Thrift & Credit Society Ltd.,
Shram Shakti Bhawan, Rafi Marg.
New Delhi-110001.

Notices were issued to the Society at the aforesaid address requiring its President/Secretary or authorized representative to appear before the Inspection Officer and produce the relevant records.

The Society was specifically required to produce, inter alia, its books of accounts, FDR/deposit records, statutory records and records relating to the claim of Shri Rajinder Kumar Bhasin.

Despite issuance of notice neither President, Secretary, office-bearer or authorized representative of the Society appeared before the undersigned on the date fixed for inspection nor books of accounts, statutory registers, FDR/deposit records, bank statements or other documents were produced by the Society. Also, the Society also did not furnish any written explanation regarding its non-appearance or inability to produce the records.

Thus, the inspection could not be conducted through examination of the original records of the Society.

The most important factual circumstance emerging during the proceedings is that the Society could not be traced at its registered address. This fact is not merely based upon the failure of the Society to appear before the

Inspection Officer. The departmental status report placed before the Public Grievances Commission specifically records that summons were issued and served through the Bailiff, but the Society could not be traced at the registered address.

On the basis of the records made available and the proceedings undertaken, the following observations are made:

i. The Society is registered with the Department under the provisions of the Delhi Co-operative Societies Act, 2003 and Rules framed there under.

ii. There is an Award dated 24.01.2025 concerning the claim of Shri Rajinder Kumar Bhasin and repayment by the Society.

iii. The Society preferred an appeal against the Award, which was dismissed by the Delhi Co-operative Tribunal vide order dated 20.01.2026 in Appeal No. 29/2025/DCT.

iv. The matter subsequently came before the Public Grievances Commission, where the departmental status report recorded that the Society could not be traced at its registered address

v. Despite notices issued during the inspection proceedings neither the Society did not appear through any office-bearer or authorised representative nor the Society did not produce its books of accounts, statutory registers, FDR/deposit records, bank statements or other documents necessary for conducting a complete inspection and consequently, the financial position, assets, liabilities, deposits, FDRs, bank balances, books of accounts and present functioning of the Society could not be independently verified from the original records of the Society.

vi. The available material therefore indicates that the Society is not functioning/available at its registered address and could not be traced there during the proceedings.

However, It is important to place on record that the present report is based upon the records/material available with the Department and the proceedings undertaken pursuant to the order of inspection.

Since the Society was not available at its registered address, its office-bearers/authorized representatives did not appear and the original books and records were not produced, the undersigned was not in a position to undertake physical verification of the accounts, assets, liabilities, deposits, FDRs and other financial affairs of the Society.

Accordingly, no adverse financial finding is being recorded in respect of any particular account or transaction which could not be verified from the original records,

The inability to complete such verification is itself recorded as a significant finding of the inspection proceedings.

In view of the facts and circumstances discussed above, it is concluded that the Society was not found functioning at its registered address at Shram Shakti Bhawan, Rafi Marg. New Delhi-110001, and could not be traced at the said address. Despite notices issued in connection with the inspection under Section 61 of the Delhi Co-operative Societies Act, 2003, no office-bearer or authorized representative of the Society appeared before the Inspection Officer and no books of accounts, statutory records or other relevant documents were produced and consequently, the affairs and financial position of the Society could not be physically verified or examined from its original records. The inspection could therefore not be completed in the conventional manner for reasons attributable to the non-availability/non-traceability of the Society and non-production of records."

4. Recommendations of the PGC

4.1 Asstt. Registrar, Banking & T/C is advised to take note of para 2 and remain personally present in the Commission on the next date of hearing.

4.2 Sh. Joseph Baxla, Dy. Registrar/ Inspecting Officer is advised to take note of para 2 and remain personally present in the Commission on the next date of hearing.

4.3 Registrar, Cooperative Societies is advised to take note of para 2 above and ensure the presence of both the officers in the Commission on the next date of hearing.

5. Next Date of Hearing : **16**.12.2026 at 11.30 A.M.

12/11/2026.

(R.P. UPADHYAYA), IPS (RETD.)
MEMBER

F.No. PGC/2026/A-II/RCS/401/ 12743-746 Dated : 13/11/26

To :

1 The Registrar Cooperative Societies, Office of the Registrar Cooperative Societies, Sansad Marg, Old Court Building, Janpath, New Delhi-110001.

2 Sh. Joseph Baxla, Deputy Registrar/Inspecting Officer, Office of the Registrar Cooperative Societies, Govt. of NCT of Delhi, Old Court Building, Parliament Street, New Delhi110001.

3 Asstt. Registrar, Banking & T/C Branch, Office of the Registrar Cooperative Societies, Sansad Marg, Old Court Building, Janpath, New Delhi-110001

Copy for information to :

Shri Rajinder Kumar Bhasin, R/o E-60, Ground Floor, Moti Nagar, New Delhi-110015 (Mob.No. 9873229446)