

## Annexure 'A'

### Complaint Redressal System for all wards in the district of District Deputy Registrar (III), Co-operative Societies , Mumbai

Sr. No.	Stages		
1	Stage 1	Proper registration of the complaint	Whenever a complaint is received, it will be entered in the Inward Registrar in physical format as well as in the format to be maintained in the computer.
2	stage 2	Urgent matters to be brought to the notice of the officer	The urgent and important matters shall be brought to the notice of the ward officer immediately. If not, inward clerk will place all the letters received by him before the ward officer next day.
3	Stage 3	Scrutiny and analysis of the complaint	The ward officer shall personally go through all the complaints and fill the entries in the Complaint Scrutiny Sheet in his own handwriting. The ward officer shall scrutinize the complaint and classify the complaints as per columns in the scrutiny sheet.
4	stage 4	If the complaint is illegible or vague, what is to be done-	If the complaint is illegible, the ward officer will write to the complainant to submit a legible letter or typewritten letter. If the complaint is vague, the ward officer shall write to the complaint to make a specific complaint or issue-based complaint. In short, the complaint matter should be clear.
5	stage 5	If the complaint is not in the jurisdiction of the MCS Act, 1960, what is to be done?	If the society concerned or the issue of the complaint is not related to the provisions of The Maharashtra Co-operative Societies Act, 1960 or any other Act related to the working of the office, the ward officer shall write to the complainant to approach the Competent Authority e.g. The Police, The Collector or The Civil Court or any other Competent Authority for the redressal of the complaint.
6	stage 6	If the complaint is regarding the subject which lies in the jurisdiction of Co-op. Court, what is to be done?	If the matter is related to a) dispute touching the Constitution of the Managing Committee b) election of Managing Committee, c) conduct of General Meeting, d) management/ business of the society, the ward officer shall inform the complainant to appeal the Co-operative Court for the redressal of the complaint.
7	stage 7	If the complaint is regarding the accounts , what is to be done? (VERIFICATION)	If the complaint is regarding the accounts, the ward officer shall verify the facts from the audit report of the Society as it lies in the jurisdiction of the auditor duly appointed by the society as per section 81 and Rule 69.
8	stage 8	If the complaint is regarding the violation of the provisions of the MCS Act, 1960, the Maharashtra Co-op, Societies Rule 1960 and registered byelaws of the society, what is to be done? (VERIFICATION)	For remaining types of complaints, the ward officer shall satisfy himself about the truthfulness of the complaint by calling for the necessary record before him by directing the society to do so under sec. 79(1) of The Maharashtra Co-operative Societies Act, 1960 or he shall conduct the inspection of society records under section 89(A) of The Maharashtra Co-operative Societies Act, 1960. If the society does not heed to the orders of the ward officer, he shall take action under section 79(2) and section 80 of The Maharashtra Co-operative Societies Act, 1960 and also under the Indian Penal Code. He shall verify the complaint and satisfy himself about the complaint's truthfulness.
9	stage 9	After verification, if it is found that the violations are minor and curable -	If in the above procedure, it is observed that the society has violated the provisions of Act, Rules and byelaws and the violations are minor & curable, the ward officer shall take action under sec. 79(2) of The Maharashtra Co-operative Societies Act, 1960. If the society does not pay heed to above orders, the ward officer shall implement the order under section 79(2) by following procedure under section 80 of The Maharashtra Co-operative Societies Act, 1960 and also under the provision of I.P.C.
10	stage 10	After verification, if it is found that the violations serious and non-curable-	If the irregularities are serious and non-curable, the ward officer shall take action as applicable under sec. 77A/ 78/ 83/ 88 or any other Sections of The Maharashtra Co-operative Societies Act, 1960.
11	stage 11	Maintenance of the record of the action taken in the matter including synopsis.	The ward officer shall maintain the record of the action taken in the matter of the complaint in a proper and prescribed manner. He shall also maintain the synopsis of the events and correspondences in the matter of the complaint.
12	stage 12	Reporting on the complaints received in the ward.	The ward officer shall submit reports to the in the higher authorities in the prescribed manner at prescribed intervals and also when called for. He shall keep the complaints register in the Hard and Soft copies UPDATED.