

2020

**NANDADEEP
VALUERS
FOUNDATION**

RVO RECOGNIZED BY IBBI
CIN U91990MH2018NPL312685
IBBI/RVO/2020/012



MONITORING OF MEMBERS

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**Policy
Manual
Monitoring
of Members**
Sub: - Contents.
Doc.Ref: - PM-MM-01
Issue Date: - 25/5/2019
Rev.Status: - 00
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03	Process of Monitoring of Members	PM-MM-03	00



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Sr.No.	Copy belongs to
01	Director
02	Administrator
03	Chairman and member Advisory Committee.
04	Chairman and member Membership Committee.
05	Chairman and member Monitoring Committee.
06	Chairman and member Grievances Redressal Committee.
07	Chairman and member Disciplinary Committee.
08	Chairman and member Training Committee.
09	Members of NVF.
10	Authority
11	Stakeholder /Members,

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Monitoring of members (valuers)

1. Monitoring committee or their representative authorized by the committee shall monitor and evaluate the performance of members.
2. Monitoring / evaluation frequency shall be twice a year, or as applicable.
3. Monitoring criteria: -
 - a) Professional activities.
 - b) Conduct of members.
 - c) Skill / knowledge up gradation.
 - d) Adherence to provisions of acts, rules, regulations.
 - e) NVF bye laws, code of conduct and any other directions issued by governing board.
4. Member (valuer) shall submit necessary documents (as per attached list) to the committee.
5. Committee shall verify the documents, and if required, shall ask member to fulfill further supporting documentation as per the requirements.
6. Member shall fulfill the further documentation requirements within the time frame given by the committee in the format specified by the committee.
7. Documentation can be in a hard format or soft format, as specified by the committee.
8. Committee shall select random sample from the reports / documents submitted by the member.
9. Selected sample shall be critically analyzed / audited by the committee as per valuation standards.
10. Monitoring committee may ask for the feedback / perception from the direct customer regarding valuer's performance, code of conduct or any other matter.
11. If any discrepancies are found in the documentation, necessary explanation is sought from the member in the time frame specified by the committee.

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12. After the receipt of the necessary explanation / supporting documents etc. it is further analyzed / audited by the committee.
13. If found satisfactory, matter is closed. And the member is issued a certificate of compliance.
14. If not found satisfactory, the case is forwarded to the grievances redressal committee.
15. Records are identified by keeping them in relevant files.
16. Files are kept safe and at defined locations like cupboard etc. An identification list is made available outside for easy identification and retrieval.
17. Measures are taken to protect the records from water, termite etc.
18. Retention time for records is indicated on the concerned file or a separate document is prepared for the same.
19. After the retention time is over, if required, records are disposed off by shredding, burning etc.
20. Backup of the data in soft format is taken regularly from time to time and kept safely.

Monitoring privacy policy.

21. Documents / data received from the member shall be kept confidential for a minimum period of three years by NVF from date of receipt.
22. Except for the identity of the member or client, remaining data may be used for training, improvement, research or any other purposes. This discretion shall be determined by the training committee.
23. Hard copies of documents / data shall be kept under lock and key with committee.
24. Soft copies of documents / data shall be password protected.
25. All above is applicable except when disclosure of information is required by the authority or by the law.
26. Monitoring committee shall be non-discriminatory.

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List of Documents required for Audit.

27. List of documents to be submitted before Monitoring committee for Audit.

- a) Assignment Register and Records.
- b) Training / Skill upgradation program participation certificates.
- c) Copies of valuation Reports.
- d) Declaration
 - Code of conduct
 - Convicted for an offence
 - Criminal Proceedings Pending
 - Bankruptcy proceedings
- e) Income tax returns. (Annually)
- f) Solvency certificate. (Annually)
- g) Other document(s) as may be required by Committee.

