

**2020**

**NANDADEEP  
VALUERS  
FOUNDATION**

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



**GRIEVANCES REDRESSAL**

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**Policy  
Manual  
Grievances  
Redressal**
**Sub: - Contents.**
**Doc.Ref: - PM-GR-01**
**Issue Date: - 25/5/2019**
**Rev.Status: - 00**
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Sr.No.	Description.	Doc.Ref.	Rev.Status.
01	Contents	PM-GR-01	00
02	Distribution list	PM-GR-02	00
03	Grievances Redressal Policy	PM-GR-03	00



**Policy  
Manual  
Grievances  
Redressal****Sub: - Distribution List.****Doc.Ref: - PM-GR-02****Issue Date: - 25/5/2019****Rev.Status: - 00****Page No.: - 2/5**

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.

<b>Policy Manual Grievances Redressal</b>	<b>Sub: -Grievances Redressal Policy</b>	<b>Doc.Ref: - PM-GR-03</b>
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### Grievances Redressal Policy

1. Complaint / grievance can be received by any member of the organization, any person who has engaged the services of concerned member of the organization, or any other person or class of person as may be provided by the governing board.
2. Complaint / grievance may be received either in soft copy form or hard copy form, as the case may be.
3. When a complaint / grievance is received, it is first studied by the administrator. The grievance shall be received along with the necessary complaint fee as per rules. Administrator shall acknowledge the complaint / grievance by issuing a receipt within three working days.
4. Administrator shall make entry of the grievance in a register.
5. Administrator shall forward the grievance to the grievance committee.
6. Grievance committee shall analyze the complaint / grievance.
7. Grievance committee shall intimate within 7 working days to said accuser (organization / valuer) in writing / electronic format about the complaint / grievance and demand a written explanation of the same.
8. The time period to receive the written explanation from the accuser (organization / valuer) is 15 days.
9. Once the written explanation is received by the grievance committee, it is analyzed.
10. Copy of the explanation shall be given to the complainant.
11. If complainant is satisfied, he may withdraw the complaint /grievance.
12. If complainant is not satisfied, he shall file counter affidavit to the grievance committee within 7 working days.
13. Committee shall analyze all the documents, replies etc.

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14. Grievance committee may call both the parties to be present in person or their authorized representative before the committee and conduct a hearing.
15. Accuser (organization/ valuer) shall submit appropriate documented evidences in his defense to the complaint / grievance.
16. If the explanation is found satisfactory by the committee, the decision of dismissal of grievances is conveyed to the complainant and the accused (organization / valuer).
17. If grievance committee finds valid reason for complaint / grievance, it shall forward the same to the disciplinary committee for further processing.
18. In either case, grievance committee shall study and analyze the nature of complaint / grievance, against the concern rule / act / policy, and refer the same to the disciplinary committee for further action.
19. The maximum time frame for all above process, i.e. acknowledgement of complaint / grievance to closure of complaint / grievance shall not be more than 60 working days.
20. If three consecutive complaint / grievance from same complainant are rejected by the committee, then the said complainant shall be charged 10 times the complaint fee per forthcoming each complaint / grievance.
21. If forthcoming complaint / grievance is found to be genuine, then 9 times the complaint fee shall be returned to the complainant for same.
22. The outcome of the complaint / grievance is conveyed to the administrator to enter into the grievances register.
23. Grievance committee shall review the effectiveness, performance of the grievance redressal process. The frequency shall be at least twice a year.
24. The agenda for this review shall include, but not limited to : -
  - a) Number of complaints / grievances received as against number of projects completed.

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- b) Analysis based on statistics like genuine, false, professional services, code of conduct, provisions of acts, rules, regulations, bye laws, members, and organization.
- c) Outcome of review shall be given to training and governing bodies.

#### **Rights and obligations of the parties**

1. To engage an advocate / authorized person / expert in field of grievance as the case may be.
  2. Right to audience.
  3. Right to get the order.
  4. To come before the committee with genuine case and documents to comply with procedure and rules layed down thereunder.
  5. To comply the directions given by committee.
  6. To act as per the prescribed time frame in the rules.
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