

ASSOCIATION OF CERTIFIED VALUATORS ANALYSTS RVO

GRIEVANCE REDRESSAL POLICY

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ASSOCIATION OF CERTIFIED VALUATORS ANALYSTS RVO

GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

1.1 The Companies (Registered Valuers and Valuation) Rules, 2017, Annexure-III, Part-II require,

1.1.1 That every Registered Valuers Organisation to constitute a Grievance Redressal Committee under the Chairmanship of an Independent Director of the organisation.

1.1.2 That the Registered Valuers Organisation shall have a Grievance Redressal Policy providing the procedure for receiving, processing, redressing, and disclosing grievances against the Organisation or any member of the Organisation by

- (a) any member of the Organisation;
- (b) any person who has engaged the services of the concerned members of the Organisation; or
- (c) any other person of class of persons as may be provided by the Governing Board.

1.1.3 That the Grievance Redressal Committee, after examining the grievance, may –

- (a) dismiss the grievance if it is devoid of merit; or
- (b) initiate a mediation between parties for redressal of grievance.

1.1.4 That the Grievance Redressal Committee shall refer the matter to the Disciplinary Committee, wherever the grievance warrants disciplinary action.

1.1.5 That the Grievance Redressal Policy shall provide for –

- (a) the format and manner for filing grievances;
- (b) maximum time and format for acknowledging receipt of a grievance;
- (c) maximum time for the disposal of the grievance by way of dismissal, reference to the Disciplinary Committee or the initiation of mediation;
- (d) details of the mediation mechanism;
- (e) provision of a report of the grievance and mediation proceedings to the parties to the grievance upon dismissal or resolution of the grievance;
- (f) action to be taken in case of malicious or false complaints;
- (g) maintenance of a register of grievances made and resolutions arrived at; and
- (h) periodic review of the Grievance Redressal Mechanism.

1.2 In compliance of the aforesaid provisions, the Governing Board of the Association of Certified Valuers and Analysts RVO, under due intimation and/or approval of the Insolvency and Bankruptcy Board of India, has

- 1.2.1 constituted a Grievance Redressal Committee headed by an Independent Director and shall ensure that such Committee is always in place; and
 - 1.2.2 adopted this Grievance Redressal Policy.
- 1.3. The provisions of the Grievance Redressal Policy shall apply to the Primary Members and shall apply to all those individuals, Entity who are Registered Valuers and hold a valid certificate of Registration from the IBBI, irrespective of the fact whether they have undertaken any assignments or not and includes an individual/entity who was a member of ACVA RVO as on the date of the alleged misconduct.

2. OBJECTIVES

- 2.1 In line with the provisions contained in the Companies (Registered Valuers and Valuation) Rules, 2017, the core objective of this policy is to provide proper procedure, manner & formats for receiving, processing, redressing, and disclosing grievances against the ACVA RVO or against any member of the ACVA RVO by any member of the ACVA RVO; or by any person who has engaged the services of the concerned members of the ACVA RVO; or by any other person of class of persons as may be provided by the Governing Board of ACVA RVO.
- 2.2 In line with above, the broader objectives of Grievance Redressal Policy are:
 - 2.2.1 To develop an institutional framework to promptly address and resolve any complainant's grievances fairly and equitably;
 - 2.2.2 To address all types of grievances, be it against the registered valuer members or against the ACVA RVO, expeditiously and in a well defined & unbiased manner;
 - 2.2.3 To provide enhanced level of satisfaction to all stakeholders through professionally managed redressal mechanism;
 - 2.2.4 To provide easily accessible, professionally managed and speedy resolution platform to address the grievances of all stakeholders; and
 - 2.2.5 To ensure that overall objectives of a well structured, transparent and regulated framework of the profession of 'Valuation' as envisaged in the Companies Act, 2013 (18 of 2013) read with the Companies (Registered Valuers and Valuation) Rules, 2017 are achieved.
- 2.3 Accordingly, the Governing Board of the Association of Certified Valuers and Analysts RVO has approved a Grievance Redressal Policy (Policy) providing the procedure for receiving, processing, redressing and disclosing grievances against the ACVA RVO or against any registered valuer member of the ACVA RVO.

3. DEFINITIONS

3.1 In this Policy, unless the context otherwise requires -

- (a) "**Act**" means the Companies Act, 2013 (18 of 2013);
- (b) "**Annexure**" means an annexure to this policy;
- (c) "**Asset Class**" means distinct group of assets that have been classified as class of assets by the Insolvency and Bankruptcy Board of India and requires separate set of valuers for valuation under the Companies (Registered Valuers and Valuation) Rules, 2017;

Provided that the Insolvency and Bankruptcy Board of India has so far made only three asset classes viz. Land & Building; Plant & Machinery; and Securities or Financial Assets.

- (d) "**Authority**" means the Insolvency and Bankruptcy Board of India [IBBI] who has been specified by the Central Government under section 458 of the Companies Act, 2013 (18 of 2013) to perform the functions under the Companies (Registered Valuers and Valuation) Rules, 2017;
- (e) "**Bye-Laws**" means the Bye-Laws of the Association of Certified Valuers and Analysts RVOs amended from time to time;
- (f) "**Certificate of Practice**" means the certificate of practice granted to a registered valuer member who has completed the requisite training of the Association of Certified Valuers and Analysts RVO in respect of valuation of an asset class or classes;
- (g) "**Company**" means a company registered under the Companies Act, 2013 (18 of 2013) or under the Companies Act, 1956 (1 of 1956);
- (h) "**Disciplinary Committee**" means the committee constituted by the Governing Board of Association of Certified Valuers and Analysts RVO in accordance with Article 50 (i) of its Articles of Association, Bye-law 8(1)(d) of its Bye-Laws, and applicable provisions of the Companies (Registered Valuers and Valuation) Rules, 2017;
- (i) "**Disciplinary Proceeding**" means the proceedings initiated by the Disciplinary Committee of ACVA RVO against Valuer Member(s).
- (j) "**Entity**" means Company, Partnership Firm and Limited Liability Partnership.
- (k) "**Governing Board**" means the Board of Directors of the Association of Certified Valuers and Analysts RVO constituted under the applicable provisions of the Companies Act, 2013 (18 of 2013);
- (l) "**Grievance/Complaint**" means any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service and the complainant asks for remedial action.

The terms "Grievance" and "Complaint" may be used interchangeably unless the context requires that a specific meaning be ascribed thereto;

- (m) "**Grievance Redressal Committee (GRC)**" means the committee constituted by the Governing Board of Association of Certified Valuers and Analysts RVO in accordance with Article 50 (i) of its Articles of Association, Bye-law 8(1)(c) of its Bye-Laws, and applicable provisions of the Companies (Registered Valuers and Valuation) Rules, 2017;
- (n) "**Grievance Redressal Officer (GRO)**" means a nodal officer appointed by the ACVA RVO for handling grievances/complaints and to perform the functions of Grievance Redressal Officer;
- (o) "**ACVA RVO**" means the Association of Certified Valuers and Analysts RVO duly incorporated as section 8 company under the Companies Act, 2013 having CIN: U74999GJ2018NPL102308, with its registered office situated at CA-1205, K P Epitome, Core A, B/S DAV International School, Opp. Makarba Railway Crossing, Nr. Makarba Tank, Makarba, Jivraj Park, Ahmadabad City-380051 and recognized as Registered Valuers Organization by the Insolvency and Bankruptcy Board of India under Rule 13 of the Companies (Registered Valuers and Valuation) Rules, 2017;
- (p) "**IBBI**" means Insolvency and Bankruptcy Board of India established under Section 188 of the Insolvency and Bankruptcy Code, 2016 and, also been specified by the Central Government under section 458 of the Companies Act, 2013 (18 of 2013) to perform the functions under the Companies (Registered Valuers and Valuation) Rules, 2017;
- (q) "**Limited Liability Partnership**" means partnership formed and registered under Limited Liability Partnership Act, 2008 and Companies Act, 2013.
- (r) "**Mediation**" means procedure in which the parties discuss their disputes with the assistance of a trained and impartial mediator Officer who assists them in reaching a settlement.
- (s) "**Mediator**" means an officer appointed, designated, or authorized by the ACVA RVO or by GRC who shall try and resolve the grievances/complaints, referred to him by the GRC, through mediation;
- (t) "**Partnership entity/Firm**" means a partnership firm registered under the Indian Partnership Act, 1932 (9 of 1932) or a limited liability partnership registered under the Limited Liability Partnership Act, 2008 (6 of 2009);
- (u) "**Policy**" means the Grievance Redressal Policy of ACVA RVO;
- (v) "**Registered Valuer**" means a person who has been granted certificate of registration by the authority under Rule 6 of the Companies (Registered Valuers and Valuation) Rules, 2017 and has been granted certificate of practice by the Association of Certified Valuers and Analysts RVO in respect of valuation of an asset class or classes and the term "valuer" shall be construed accordingly;

- (w) **"Registered Valuers Organisation (RVO)"** means a legal entity recognized as registered valuers organization by the Insolvency and Bankruptcy Board of India under Rule 13 of the Companies (Registered Valuers and Valuation) Rules, 2017;
- (x) **"Rules"** means the Companies (Registered Valuers and Valuation) Rules, 2017 as amended from time to time;
- (y) **"Policy"** means the Grievance Redressal Policy of ACVA RVO unless specifically defined;
- (z) **"Primary Member"** " means a person who meets the required qualification and experience as per Rule 4 of the Companies (Registered Valuers and Valuation) Rules, 2017 and is desirous of acquiring required education, training and knowledge of valuation profession for the purpose of becoming a registered valuer in respect of valuation of an asset class or classes;
- (aa) **"Valuer Member"** means a person who possess the required qualification and experience as per Rule 4 of the Companies (Registered Valuers and Valuation) Rules, 2017 and has completed the mandatory educational course as a Primary member of the Association of Certified Valuators and Analysts RVO in respect of valuation of an asset class or classes;
- (bb) **"Valuation Standards"** means the standards of valuation as notified or modified by the Central Government under Rule 18 of the Companies (Registered Valuers and Valuation) Rules, 2017;

Provided that until the valuation standards are notified or modified by the Central Government, the valuation standards would mean the standards of valuation adopted by the Association of Certified Valuators and Analysts RVO;

- 3.2 Unless the context otherwise requires, words and expressions used but not defined in this policy shall have the meanings respectively assigned to them in the Companies Act, 2013 (18 of 2013) and Rules made thereunder.

4. FUNCTIONS OF THE GRIEVANCE REDRESSAL COMMITTEE

- 4.1 The Grievance Redressal Committee as constituted by the Governing Board of Association of Certified Valuators and Analysts RVO in accordance with Article 50 (i) of its Articles of Association, Bye-law 8(1)(c) of its Bye-Laws, and applicable provisions of the Companies (Registered Valuers and Valuation) Rules, 2017 shall perform the following functions:
 - 4.1.1 To prescribe manner, format, frequency, and timeline of receipt & redressal of the grievances/complaints received by the ACVA RVO;
 - 4.1.2 To cause initiation of mediation proceedings, wherever felt necessary, for amicable resolution of the grievances/complaints; (to refer the complaint before Mediator for mediation proceedings, whenever felt necessary, for amicable resolution of grievance/complaint)

- 4.1.3 To take appropriate decisions on all the grievances/complaints referred to it by the Grievance Redressal Officer or by the -Mediator;
- 4.1.4 To monitor the redressal of all grievances/complaints received by the ACVA RVO;
- 4.1.5 To ensure maintenance of necessary records of all the grievances/ complaints received and processed by ACVA RVO in hard as well as electronic form.;
- 4.1.6 To take such reasonable steps as it deem necessary to curb the initiation of false and malicious complaints and impose cost upon the complainant, if necessary.
- 4.1.7 To ensure submission of report(s) to the authority in the manner specified by the authority;
- 4.1.8 To review the Grievance Redressal Policy at laid down intervals; and
- 4.1.9 Any other matters that may be specified by the Governing Board.

5. GRIEVANCE REDRESSAL OFFICER (GRO)

- 5.1 ACVA RVO shall designate/appoint an officer as the Grievance Redressal Officer (GRO) who will be the Nodal Officer for dealing with all grievances/ complaints addressed to or relating to the ACVA RVO. His role and functions will include:
- (a) Receiving and maintaining a record of all grievances/complaints;
 - (b) Allocating a Reference/Unique Grievance Number and issuing an acknowledgement;
 - (c) Preliminary scrutiny and request for details/additional details and/or evidence;
 - (d) Convening Grievance Redressal Committee (GRC) Meetings;
 - (e) Submission of recommendations for closure or further action to GRC through the CEO;
 - (f) Recording of minutes of the Grievance Redressal Committee Meetings and initiating action thereon;
 - (g) In case of Mediation Proceedings initiated by GRC, to follow-up for timely closure and submission of the report to GRC;
 - (h) Submit a periodic review report to the GRC, as per the frequency determined by the Committee, detailing the receipt and disposal of complaints;
 - (i) Maintain necessary records of all grievances/complaints received and disposed off along with the related documents, minutes, reports (if any), etc;
 - (j) Report to the Governing Board, at each of their meetings, the details of the grievances/complaints received and disposed off between two intervening Board meetings and submit an Annual review of the Grievance Redressal Mechanism; and

- (k) Any other function assigned by the Board/GRC/CEO relating to the Grievance Redressal.

6. FILING OF GRIEVANCE/COMPLAINT

- 6.1 Any grievance/complaint shall be communicated in writing, preferably on the prescribed format (Annexure I & II), alongwith hard/soft copies of supporting documents. The soft copies of supporting documents are required to be submitted in PDF format in a CD or DVD.
- 6.2 Any grievance/complaint not sent on the prescribed format (Annexure I & II) must include the following:
 - (a) Name, designation, postal address, and e-mail address of the complainant;
 - (b) Name and registration number of the registered valuer member or name of the RVO, as the case may be, against whom complaint is made;
 - (c) Relevant provisions of the Act, Rules, or Regulations which are stated to have been violated;
 - (d) Nature and details of the complaint; and
 - (e) List of documents, if any, that are attached to support the complaint.
- 6.3 All grievances/complaints must be addressed to the Grievance Redressal Officer of ACVA RVO and sent at the registered address viz. the registered address viz.

Grievance Redressal Officer,

Association of Certified Valuers and Analysts RVO,
CA-1205, K P Epitome, Core A, B/S DAV International School,
Opp. Makarba Railway Crossing, Nr. Makarba Tank, Makarba,
Jivraj Park, Ahmadabad City–380051
- 6.4 A grievance/complaint can also sent by email at the designated email address viz. grievance@acvaindia.org alongwith soft copies of supporting documents in PDF format. All grievances sent by email must be followed by sending hard copies as well.
- 6.5 The grievance/complaint and its enclosures should be filed in triplicate, duly signed by the Complainant and should be in English language. Any document/s in Hindi or in any Regional Language should be sent along with English translation thereof, duly verified as `true copy`.
- 6.6 Any complaint received against a registered valuer member, if filed by or on behalf of the Central Government or any State Government or any other department or entity of the Central or State Government or by any statutory authority, shall be accompanied by a document to be filed in original, by the person duly authorized in this regard, by the government or department or authority, as the case may be.

7. GRIEVANCE/COMPLAINT RESOLUTION PROCEDURE

7.1 For processing and redressal of all grievances/complaints, following procedure shall be adopted:

7.1.1 On receipt of the grievance/complaint against the Valuer Member/ Registered Valuer Member, either through email or by post, a reference number/unique grievance number will be allocated by the GRO to each grievance/complaint received and an acknowledgement shall be sent, within 5 (five) working days, by email/post as per details provided by the complainant, and the acknowledgement shall contain:

- (a) Date of receipt of grievance/complaint;
- (b) Unique Grievance Number;
- (c) Expected time schedule for resolution of the grievance/ complaint; and
- (d) Name, designation and contact details of the Officer.

7.1.2 On receipt of the grievance/complaint for redressal, the application will be scrutinized for completeness by the GRO who may request for additional information or clarification(s) in this regard, to be furnished within 5(five) working days from the date of receipt of the request.

7.1.3 If the GRO is of the view that the complaint is frivolous and does not require any action, he shall submit it to the Grievance Redressal Committee alongwith his recommendations and impose cost upon the complainant, if necessary

7.1.4 If the complaint is not deemed to be frivolous, and the GRO is of the view that a case prima facie exists, he shall send a copy of the grievance/complaint alongwith supporting documents to the other party for reply, if any, to be submitted within 5 (five) working days from receipt of the grievance/complaint.

7.1.5 Upon receipt of replies from the complainant and other party or upon expiry of the time for reply, the GRO would examine the case and submit it to the GRC alongwith his recommendations for consideration and necessary action.

7.1.6 In case of any grievance/complaint against the ACVA RVO, the matter will be referred directly to the GRC by the GRO

7.1.7 The Committee shall take into account the written submission of the parties and if so desire, may direct the parties to appear before it to further submit their submissions. The Committee, after considering written pleadings, oral submissions, the observations of the GRO and the facts and circumstances of the case, may:

- (a) Dismiss the grievance if it is felt to be devoid of merit, or
- (b) Direct the parties to seek mediation as a means of redressal of the grievance, or
- (c) Refer the matter to the Disciplinary Committee, if deemed appropriate, for suitable action against the registered valuer member who is the subject of the complaint.

- 7.1.8 In case, GRC is of the view that there is a possibility of settlement of the issue amicably, in such cases, the Complaint/Grievance shall be refer for Mediation Proceedings.
- 7.1.9 In case Mediation Proceedings is initiated by the GRC, the GRC shall authorize an officer of ACVA RVO as the Mediation Officer, or any other Member appointed by the Governing Body of IBBI for the said grievance/ complaint.
- 7.1.10 Where the grievance/complaint has been forwarded for mediation, the `Mediator shall proceed to serve notice to both the parties for facilitation of amicable resolution of grievance through mediation between the parties. He shall facilitate the interaction between the parties and encourage communication between them so as to arrive at an amicable settlement. He may assists the parties in evaluating the dispute, finding out the possible outcome, and if the matter is taken to next level of escalation, then see how best the opportunity of mediation can be made use of by the parties. He shall try and resolve the matter as expeditiously as possible not later than 10 (ten) working days from the date of the receipt of grievance as forwarded by the GRC. However, if the grievance could not be resolved through mediation, he shall refer the case back to the GRC along with his observations/recommendations, who shall
- (a) dismiss the matter, if it is devoid of merits; or
 - (b) refer the matter to Disciplinary Committee for Disciplinary action after recording the reasons thereto.

7.2 The Committee shall take a decision as expeditiously as possible not later than 15 days from the receipt of reference from the GRO/Median Officer.

7.2.1 The interaction between the Parties and the observations/recommendations shall be strictly confidential. In case, the issue stands settle between the parties, the Mediator shall submits its report to the GRC, who will further put it before the members of Grievance Rederssal Committee and the status of the complaint, accordingly, shall stand closed.

7.2.2 Every grievance/complaint shall be addressed as early as possible and within a maximum period of 45 days from the receipt of the grievance/ complaint and can be further extended for a period of 15 days by the Grievance Redressal Committee.

7.2.3 In case the Grievance Redressal Committee, on investigation of the complaint, finds that a false complaint has been made or it has been made with a malicious intent, or on vexatious grounds, the Committee may refer the matter to the Disciplinary Committee which would further initiate inquiry against the false complainant.

Provided that a mere inability to provide adequate proof to substantiate the complaints shall not be construed as false and malicious complaint.

7.2.4 The GRO shall inform the parties about the status of the complaint, along with findings/speaking orders of the Grievance Redressal Committee, whenever the complaint is:

- (a) Dismissed, or

- (b) Forwarded for mediation, or
- (c) Forwarded to the Disciplinary Committee for appropriate action.

7.2.5 The complainant, if so desires, may appeal to the Disciplinary Committee against the finding of the GRC at the following address:

The Chairman,
Disciplinary Committee,
Association of Certified Valuators and Analysts RVO,
CA-1205, K P Epitome, Core A, B/S DAV International School,
Opp. Makarba Railway Crossing, Nr. Makarba Tank, Makarba,
Jivraj Park, Ahmadabad City–380051

7.2.6 If required, GRC Meetings may be conducted using a Webcast or other electronic means, as approved for Board Meetings. However, where personal appearances have been required from either of the Parties, the GRC Meetings will be held with the Members present in person.

7.2.7 All grievances/complaints, which are pending for resolution for more than 45 days or 60 days, as the case may be, from the date of sending acknowledgement, will be reviewed by the CEO and a reference made to the GRC for expediting action.

7.2.8 The CEO would monitor the resolution of grievances/complaints received by the ACVA RVO on the basis of a monthly report from the GRO. These will be consolidated and put up for review by the GRC at a frequency to be determined by the Committee.

7.2.9 Grievance/Complaint details will be kept confidential and shall be shared with other organizations/regulatory authorities only if in accordance with the relevant laws and the parties to the grievance/complaint will be kept apprised about the same. Sharing of information with an external agency/organization will be done only with a written consent of the parties where such input is felt to be necessary for resolving the grievance/complaint.

7.2.10 All grievances/complaints shall be monitored and marked as closed either after their resolution or otherwise, as per the procedure laid down above. A grievance/complaint shall be considered as disposed off and closed in any of the following instances, namely:

- (a) When the ACVA RVO has decided in favor of the complainant and initiated appropriate action;
- (b) Where the complainant has indicated in writing, its acceptance of the response of the ACVA RVO;
- (c) Where the complainant has withdrawn his complaint/grievance;

(d) Where the complainant has not responded within a maximum of 15(fifteen) days of the receipt of any written communication from the ACVA RVO seeking further details/clarifications; or

(e) Where GRC has decided in favour of closure with reason(s) therefore.

7.2.11 A reply shall be provided to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing. The reply shall contain:

(a) Date of receipt of the grievance/complaint

(b) Reference/Unique Grievance Number

(c) Brief Note giving details of the Resolution or Rejection

7.2.12 The GRO shall preserve records in physical and in digital form pertaining to all the grievances/complaints received, resolved and closed for a period of 5(five) years. Documents should be classified and stored for easy traceability for which a system to be developed by the GRC.

7.2.13 GRO shall, as far as possible, ensure adherence to the timelines laid down in this Policy or as approved by the GRC.

8. REPORTS TO THE AUTHORITY

8.1 The GRC shall submit a report to the authority in the manner specified by the authority with the grievances/complaints received, and redressed [resolved or rejected] during each reporting period.

9. OBLIGATIONS TO COMPLY WITH THE GRIEVANCE REDRESSAL POLICY

9.1 Every Registered Valuer Member registered with ACVA RVO is obliged to comply with the requirements of this Grievance Redressal Policy, failing which action against the Registered Valuer Member may be recommended by the GRC to the Disciplinary Committee of ACVA RVO.

9.2 The GRC shall review the grievances/ complaints received against the Registered Valuer Members with the objective of their judicious resolution.

9.3 Falsification, misreporting or non-reporting of information required under the Grievance Redressal Policy or sought separately by the Grievance Redressal Officer or by the Mediation Officer or by the GRC or any other competent authority may lead to initiation of Disciplinary Proceedings against the member.

9.4 If any registered valuer member conducts any misconduct of any nature whatsoever or files any false or frivolous complaints against the ACVA RVO and/or against other members of ACVA RVO, he shall be liable for appropriate action under the stated Disciplinary Policy of ACVA RVO.

10. REVIEW OF THE GRIEVANCE REDRESSAL POLICY

- 10.1 The Grievance Redressal Policy/Mechanism will be monitored and reviewed by the GRC at quarterly intervals and annually by the Governing Board of ACVA RVO.
- 10.2 The Grievance Redressal Policy may be amended from time to time by the Governing Board and will remain in force till further instructions of the Governing Board of ACVA RVO or by the IBBI.

Annexure - I
GRIEVANCE REDRESSAL FORMAT
(In case of Grievance against the Registered Valuer Member)

To,

The Grievance Redressal Officer,
Association of Certified Valuers and Analysts RVO,
CA-1205, K P Epitome, Core A, B/S DAV International School,
Opp. Makarba Railway Crossing, Nr. Makarba Tank, Makarba,
Jivraj Park, Ahmadabad City-380051

1.0 Details of the Complainant:

Name of the Complainant:
Registration Number (if any):
Postal Address:
Email Address:
Mobile/Phone Number:

2.0 Details of the Member against whom complaint lodged:

Name of Registered Valuer Member:
Registration Number:
Name of the Asset Class:
Postal Address:
Email Address:
Mobile/Phone Number:

3.0 Particulars of Complaint against Valuer Member:

Nature and Details of the Grievance/Complaint:
Date(s) of occurrence of grievance:
Relevant Sections of the Act/Rules which are violated:
Substantiating evidence/documents:
Nature of remedy sought:
Any other relevant information:

Verification

I, _____ the Complainant, do hereby declare that what is stated above is true to the best of my knowledge and belief.

Verify today the _____ day of _____, 20____ at _____

Date:

Name and Signatures of Complainant

Place:

NOTE:

- 1. Only a complaint against a Registered Valuer Member enrolled with ACVA RVO should be submitted.*
- 2. The Complaint and its enclosures should be filed in triplicate, duly signed by the Complainant and should be in English language. Any document/s in Hindi or in any Regional Language should be sent along with English translation thereof, duly verified as 'true copy'.*

Annexure - II
GRIEVANCE REDRESSAL FORMAT
(In case of Grievance against the ACVA RVO)

To,

The Grievance Redressal Officer,
Association of Certified Valuers and Analysts RVO,
CA-1205, K P Epitome, Core A, B/S DAV International School,
Opp. Makarba Railway Crossing, Nr. Makarba Tank, Makarba,
Jivraj Park, Ahmadabad City–380051

1.0 Details of the Complainant:

Name of the Complainant:
Registration Number (if any):
Postal Address:
Email Address:
Mobile/Phone Number:

2.0 Particulars of Complaint against the ACVA RVO:

Nature and Details of the Grievance/Complaint:
Date(s) of occurrence of grievance:
Relevant Sections of the Act/Rules which are violated:
Substantiating evidence/documents:
Nature of remedy sought:
Any other relevant information:

Verification

I, _____ the Complainant, do hereby declare that what is stated above is true to the best of my knowledge and belief.

Verify today the _____ day of _____, 20____ at _____

Date:

Name and Signatures of Complainant

Place:

NOTE:

- 1. Only a complaint against the ACVA RVO should be submitted.*
- 2. The Complaint and its enclosures should be filed in triplicate, duly signed by the Complainant and should be in English language. Any document/s in Hindi or in any Regional Language should be sent along with English translation thereof, duly verified as `true copy`.*