

VALUVANADU CAPITAL LIMITED

AUCTION POLICY

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Policy Owner : **HOD, Operations**

Prepared by : **Auction Department**

Approved by : **MD & WTD**

AUCTION POLICY

I) INTRODUCTION

The Reserve Bank of India vide circular DNBS.CC. PD. No.266 / 03.10.01 / 2011-12 dated 26 March 2012 titled "Guidelines on Fair Practices Code for NBFCs" has advised NBFCs to put in place an Auction Policy duly approved by the Board of Directors. This Auction Policy will replace, in full, the existing auction policy and all instructions arising there from.

II) AUCTION PROCEDURES

A) Public Auction

The term "Auction" used in the policy shall mean realization of the security through Public Auction only.

B) Organisation Structure for Auction Proceedings

The Company shall have a dedicated Auction Department at the Head Office (Auction Dept) to initiate, supervise and monitor the auction procedure including adherence to the approved policy. The Department will function under the overall control of Whole time Director & Head-Operations.

C) Auction Process:

Auction process will be initiated in all accounts under the following conditions:

- I. Tenure of the loan is completed but not settled or renewed even after 60 days.
- II. All accounts in which 150 days completed after disbursement and there is 90 days interest pending.

An auction can be deferred at the request made by the customers on reasonable grounds, such proposals for deferment of auction submitted by BH/BM/AM/DM shall be recommended by Head (Operations) and approved by the Whole time Director/MD.

D) Selection and Approval of Auction Centres, Safe Custody, Security

Arrangements

Auction Centre shall be finalized in line with the regulatory norms/ directions and internal guidelines of the company which shall be in compliance with RBI/statutory norms.

Auction will be conducted at the District Headquarters corresponding to the branches located within that district. The auction notice shall clearly specify both the date and the venue of the auction.

Physical transfer of gold from various branches to the district auction centres/offices shall be carried out in line with the regulatory/internal norms/directions which shall be subject to modification from time to time.

E) Authorisation for Auction of Gold

Once the accounts have been identified and listed for auction by the Auction Department the proposal, in a structured format, shall be put up to the Whole time Director /MD for approval. The Auction Department shall ensure that the list is accurate, complete and in compliance with the approved Auction Policy.

F) Mode and Periodicity for Sending Notices, Intimation to the Borrower

Letter Type	Normal Gold
Intimation cum Auction Letter	A Pre Auction notice in the local language, in the approved format, shall be issued to all "Actionable" pledges, specifying the date and venue of the auction, at least 14 days prior to the proposed date of auction, in compliance with applicable RBI directions. Such notice shall be sent by Registered Post with Acknowledgement Due (RPAD) or through email or WhatsApp to the borrower's registered email ID and mobile number, calling upon the borrower to immediately clear the entire outstanding dues, failing which the pledged security shall be liable to be auctioned, without any further notice, for recovery of the dues.

	Proof of service shall be maintained by preserving acknowledgement cards of registered post and delivery logs/details of notices sent electronically. In cases where delivery logs or acknowledgement cards are not received, Auction shall be conducted after 30 days from the date of public notice issued in the local newspaper.
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- i. If the AD card is not received within a reasonable period, the Auction Dept. shall apply to the post office and obtain a certificate of delivery to the addressee from the post office. Alternatively, the auction notice may also be served on the borrower personally by an employee of the Company and signature of the borrower obtained in the duplicate copy of the notice.
- ii. Whole time Director / MD shall be empowered to approve modifications to the above guidelines for Auction from time to time on the recommendations of the Head-Operations keeping in view, inter alia, the regulatory directives, legal position and the Fair Practice Code adopted by the Company.

G)Public Notification/Advertisement

Public notification of auction/advertisement/display of information and other related procedures shall be in line with the applicable rules, regulations and RBI guidelines issued from time to time.

H)Convenient Auction Lots, Fixation of Reserve Price, Security.

Pledges taken up for Auction must be segregated into appropriate / convenient lots to facilitate disposal based on various parameters such as assessed purity, quantity of gold, expected participation of bidders, prevailing market prices etc.

The proposal with recommendations for fixation of the reserve / floor price for each auction shall be done by the Head of the Auction Dept taking into consideration the regulatory directions in place, recommended by the Head-Operations and approved by the Whole time Director /MD. In order that the auction attracts bidders and is successfully completed the reserve price may be fixed at about 5 % below the price of last 30 days average rate of Bombay Bullion Association.

I) Auction and Notice Charges

Advertisement charges of Rs.350/- and notice charges of Rs.25/- per account shall be levied in connection with the auction process. Such charges shall be recovered from the surplus proceeds, if any, remaining after adjustment of the outstanding dues of the loan account.

The surplus amount, if any, shall first be appropriated towards any other outstanding dues or liabilities of the borrower with the Company, in accordance with the terms of the loan agreement and applicable RBI directions, before refunding the balance, if any, to the borrower.

In cases where no surplus amount is available after recovery of the outstanding dues, the advertisement and notice charges shall be waived and shall not be recovered from the borrower.

J) Due diligence on Participants, Earnest Money Deposit (EMD)

Proper and acceptable documents for identification of the participants in an auction should be obtained before permitting them into the auction hall. The usual documents taken for customer account KYC compliance is to be accepted.

A reasonable amount of EMD may be insisted upon, if necessary, from every participant on such a date as may be decided by the management from time to time.

K) Mode of Payment by Successful Bidders & Delivery of Gold to Successful Bidders

The mode (banking channels only) of receipt of bid amount shall be decided by the management from time to time taking into consideration the market conditions and AML risks involved.

A minimum percentage of the bid amount as decided by the management from time to time including the EMD lying with the Auctioneer shall be insisted upon from the successful bidders on the date of the auction itself. Successful bidders should be given a letter in a pre-approved format along with the terms and conditions. The balance shall be payable within 10 working days from the date of auction. If the full amount is not received within the stipulated time, the bid shall be treated as cancelled at the discretion of the Company.

Delivery of gold to successful bidders should be made only after confirmation of full receipt of payment or realization of cheque / draft along with taxes due. Proper acknowledgement by the bidder or his authorised representative for receipt of gold shall be obtained.

Loans to bidders against such auctioned gold shall not be permitted.

L) Auction under Exceptional Circumstances

1) Auction Due to Depletion in Security Value:

Auction department shall regularly monitor the realizable value of gold and in any instance where the realizable value of gold is less than the actual value, such accounts shall be taken up for auction even before the completion of the period mentioned in Clause C and in accordance with the directions laid down by the management from time to time.

Whole time Director/MD shall be empowered to approve modifications to the points mentioned in points C - Auction in normal course and point K 1- Auction due to depletion in value of security, from time to time on the recommendations of the Head-Operations keeping in view, interalia, the regulatory directives, legal position and the Fair Practice Code adopted by the Company. Such modifications shall be reported to the Board in the next meeting for information.

2) Auction of Gold Ornaments Identified as Spurious / Low Quality

- a) Accounts in which pledge of spurious / low quality gold ornaments have been detected subsequent to disbursement may be taken up for auction even before the period mentioned in Clause C. The said procedures shall also be followed for spurious/low quality accounts/pledges, identified at the auction centre or after completion of the tenure of the loan.
- b) Proper notice/intimation shall be served upon the borrower as mentioned in point K (3).
- c) Before serving the above notice the purity of the gold ornaments shall be re-verified internally through a competent officer / auditor. When the amount of initial estimated loss is Rs 1,00,000/-(Rupees one lakh Only) or above the services of an external expert appraiser shall be obtained before serving the above notice. Melt

test (assaying) of a small portion of the pledged gold may be resorted to for re-confirming the purity or in the "difficult- to- assess" cases.

- d) The Whole time Director shall be empowered to grant extended time for repayment to the borrower on a case to case basis on the recommendations of the Head of the Operations Dept, Head Office.
 - e) The reserve price for such spurious / low quality ornaments must be fixed keeping in view the reconfirmed assessed purity and the RBI directions issued from time to time. Expert internal / external opinion should be obtained to arrive at a realistic reserve price.
 - f) Auction of normal/spurious or low quality gold ornaments shall not be taken up when police or criminal case has been filed against the borrower or when there is any other legal impediment. Suitable internal guidelines regarding filing of police cases should be formulated and approved by the Whole time Director/MD on the recommendations of the Head-Operations.
- 3) Notice to borrowers identified in K (1) – Depletion in Security Value and K (2) – Spurious/Low Quality Gold.

Letter Type	Depletion in Security Value	Spurious/Low Quality: Identified at the branch or before completion of the tenure of the loan	Spurious/Low Quality: Identified at the auction centre
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Intimation Letter	A notice in local language should be sent to the borrower within 7 days of identification of loss in the account by registered AD calling upon the borrower to settle the loan within a maximum of 7 days from the date of receipt of such notice or replenish the security with additional gold.	A notice in local language should be sent to the borrower within 7 days of detection as spurious / low quality by registered AD calling upon the borrower to settle the loan within a maximum of 7 days from the date of such notice.	A notice in local language should be sent to the borrower within 7 days of detection as spurious / low quality by registered AD calling upon the borrower to settle the loan within a maximum of 7 days from the date of such notice failing which the auction will be conducted on the date already fixed. Reserve price will not be applicable in such cases.
Final Letter	In the case where the account remains unsettled after the issue of the above notice an auction notice furnishing the date and venue of auction shall be served and auction shall be conducted.	In the case where the account remains unsettled after the issue of the above notice an auction notice furnishing the date and venue of auction shall be served and auction shall be conducted. Reserve price will not be applicable in such cases.	

4) Re-auction of Gold Ornaments

If the gold ornaments find no bidders at the reserve price the course of action as under should be adopted:

- i) The Auctioneer shall submit in writing that no bid was made at the reserve price fixed due to the poor quality of gold or difficulty in assessing the correct purity. This shall be certified by the Company's official in charge of overseeing the Auction.
- ii) Such gold ornaments shall be taken up for melting, either in-house or through a reliable outside agency, in the same lots as taken up for auction. Auctioneer/ his representative shall remain present during the melting activity along with a competent Internal Auditor of the Company who will certify accordingly in a register to be maintained for the purpose.
- iii) The melted bars shall then be assayed for purity and put up for auction in such form with a fresh reserve price fixed.
- iv) Compliance with the above steps shall be periodically subject to internal audit at intervals not exceeding 1 calendar quarter.

M) Refund of Surplus, Recovery of Shortfall

Appropriate accounting entries should be put through in the customer loan accounts within 7 working days after the full receipt of auction proceeds.

Once the auction of the pledged gold is completed in line with the norms of the Policy, and after receiving the bid amount, the relevant lot is settled with the successful bidder. Thereafter, the surplus from the said auction, if any, is first adjusted to the said Customer's old loss and existing dues. The remaining surplus is to be refunded to the Customer in the following manner within 7 days.

- 1) If the Customer has already updated his/her bank details, the surplus to be refunded through NEFT.
- 2) If the said amount is not released through the NEFT/RTGS, Company shall issue account payee cheque favouring the concerned Customer.
- 3) If the Customer does not have updated a bank account, the matter to be intimated to operations head at HO and customer shall be informed to submit bank account details. In the event of a customer failing to furnish his bank account, the surplus amount shall be released to the customer through any appropriate method as directed by Whole time Director/MD.

- 4) If any surplus amount unpaid shall be kept in a separate bank account with the Company and shall be released to the customer as and when he approaches the Company with necessary documents.

However, a rightful lien on such surplus may be retained, subject to proper notice, in case the borrower has other unsettled liabilities to the Company. Legal action for recovery of shortfall in individual accounts may be considered where required and justified after a cost-benefit analysis is done and put up to the Head-Operations and Whole time Director for approval.

Customers whose pledges have been put to auction and where the company had suffered a loss the respective customer ids may be blocked based on the directions provided by the management from time to time.

N) Panel of Auctioneers, Commission Rates, Role & Responsibility

In line with the FPC guidelines, Public Auction of the pledged security shall be carried out only through Auctioneers empaneled by the Company and senior employees of the Company. A standard, legally vetted agreement should be entered into with all the empaneled Auctioneers.

For conducting auction the following staff/employees in various departments are categorized of a senior employee;

1. Divisional manager
2. Area manager
3. Department heads
4. All employees in the grade of Sr:Assistant and above in Risk Department, Auditing Department and in any other inspection wing of the company.

O) Bidding for Gold by Company / Related Entities, Maintaining Arm's Length Relationship

The Company or any of its related entities shall not participate in the Auctions. Further, there shall be an arm's length relationship in all transactions during the auction including with group companies and related entities.

P) Maintenance of registers / records

All registers and records mandatorily required under law and as per instructions issued by the Company shall be properly maintained and updated under the safe custody of Company Secretary and subject to periodical internal audit. Suitable instructions should be issued in this regard. Compliance shall be ensured by the Head of the Auction Dept.
