

VIS (2021-22) - PL 64 - Q16 - 054

File No.	RKA/DNER...../MUMBAI
Date of Receiving	06/05/2021
File Receiver Name	Abhishek Shanbhag

**CASE COLLECTION FORM**

(Version 5.0)

Date of implementation: 9.02.2011 | Last Revision: 30.01.2020 | Latest Revision: 31.10.2020

Items	Assigned To	Assigned to Date	To be completed by date	Submitted On date	Grade	HOD Engg. Signature
File Received By	Abhishek Shanbhag	NA	NA			
Survey	Abhishek Shanbhag					
Preparation						

A - Very Good, B - Satisfactory, C - Average, D - Poor, E - Extremely Poor


File Returned to HOD Engg. unprepared due to reason	<input type="checkbox"/> Survey not done properly, <input type="checkbox"/> Survey Form not properly filled, <input type="checkbox"/> Market survey for rates is not properly done, <input type="checkbox"/> Identification is not clearly done, <input type="checkbox"/> Measurement is not properly done, <input type="checkbox"/> Photographs not clearly taken, <input type="checkbox"/> Selfie/ Owner or owner representative photo not taken, <input type="checkbox"/> Owner/ owner representative signature not taken, <input type="checkbox"/> Google Map not taken, <input type="checkbox"/> Survey summary sheet not filled
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In case File is returned by the preparer - HOD Engg. comment & Signature	<input type="checkbox"/> Minor defects in the survey hence approved for preparation with warning to Surveyor. Report preparer to collect the missing information on his own. <input type="checkbox"/> Major defects in the survey. Survey has to be done again.
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**GENERAL DETAILS**

1.	Proposal/ Work Order or Ref. No.	VIS (2021-22) - PL 64 - Q16 - 054			
2.	Type of Service	<input checked="" type="checkbox"/> Valuation Report, <input type="checkbox"/> Construction cost estimate, <input type="checkbox"/> Cost vetting certificate <input type="checkbox"/> Other CE Certificates, <input type="checkbox"/> TEV Report, <input type="checkbox"/> LIE			
3.	Type of customer	<input type="checkbox"/> Bank, <input type="checkbox"/> PSU, <input type="checkbox"/> NBFC, <input type="checkbox"/> Corporate <input type="checkbox"/> Company, <input checked="" type="checkbox"/> Private client, <input type="checkbox"/> Direct client through Bank			
4.	Bank/ FI/ Organization Name & Address	Union Bank of India, Hanuman Road, Vile Parle, Mumbai			
5.	Case Allotment Officer/ Fees paying party Details	Name	Contact Number	Email Id	
		-	-	-	
6.	Case Type	<input checked="" type="checkbox"/> Case for Fresh Account		<input type="checkbox"/> Case for exiting account/ customer	
7.	Fees Details	Amount of Fees	Advance Amount if any	Fees will be paid by	
		30,500 + GST	7,200	<input type="checkbox"/> Bank	<input checked="" type="checkbox"/> Customer
8.	Billing Details	Billed To Party Name			GSTIN

### CASE DETAILS

1.	Type of Property	Land & Building		
2.	Purpose of Valuation/ Assignment	<input type="checkbox"/> Value assessment of the asset for creating new collateral mortgage <input checked="" type="checkbox"/> Periodic Re-Valuation for Bank, <input type="checkbox"/> Distress sale for NPA A/c., <input type="checkbox"/> For DRT Recovery purpose, <input type="checkbox"/> Capital Gains Wealth Tax purpose <input type="checkbox"/> Partition purpose, <input type="checkbox"/> General Value Assessment <input type="checkbox"/> Any other:		
3.	Owner/ Applicant Details	Name	Contact Number	Email Id
		Mr. Rajendra V. Shah	9323073030	ho.srvsuraj@yahoo.com
4.	Account Name	SRV Poly tex Pvt Ltd.		
5.	Property Address	Survey No 118/1/2 Hissa-2, Village Dadra, UT - Dadra Nagar Haveli		
6.	Who will coordinate on site for the site survey	Name	Contact Number	
		01/07/2021	9375838388	
7.	Preferred time of survey	Date	Mr. A.D. Anil Kumar	Time 10:30 am
8.	Documents Received (Any one ownership document and approved site plan/ map is must)	1. Ownership Documents: <input type="checkbox"/> Sale Deed, <input type="checkbox"/> Power of Attorney, <input type="checkbox"/> Registered Will, <input type="checkbox"/> Relinquishment Deed, <input type="checkbox"/> Transfer Deed, <input type="checkbox"/> Conveyance Deed, <input type="checkbox"/> Allotment Letter, <input type="checkbox"/> Possession Letter 2. Map: <input type="checkbox"/> Cizra Map, <input type="checkbox"/> Approved Map, <input type="checkbox"/> Site Plan 3. Utility Bills: <input checked="" type="checkbox"/> Electricity Bill & payment receipt, <input type="checkbox"/> Water Bill & payment receipt, <input type="checkbox"/> House Tax demand & payment receipt 4. Any Other document: <input type="checkbox"/> CLU, <input checked="" type="checkbox"/> TIR Report, <input checked="" type="checkbox"/> Agreement to Sale, <input type="checkbox"/> Old Valuation Report 5. No documents provided: <input type="checkbox"/>		
9.	Documents received from	Customer (Mr. Dharmendra - 9022325759)		
10.	Special Instructions if any:	-		
11.	I agree to pay the amount mentioned above for the preparation of Valuation Report. I agree that I'll not put pressure on Valuer firm to distort any facts and would not try to influence any member or official of the firm in the ill spirit or vested interest and to benefit any individual or organization by any means illegitimately.			
	Customer Signature: 			



**FILE RECEIVER CASE COLLECTION PROCESS COMPLIANCE CHECKLIST**  
(To be filled by Surveyor)

S.NO.	COMPLIANCE CHECKLIST	STATUS	APPROVER SIGNATURE/ REMARKS IN CASE OF ANY (X)
1.	Is Case collection Form properly filled by Receiver?	<input checked="" type="checkbox"/>	
2.	Is purpose of the assignment understood clearly by the receiver?	<input checked="" type="checkbox"/>	
3.	Has receiver checked if this is a new case or existing case of the Bank?	<input checked="" type="checkbox"/>	
4.	Has receiver fixed the fees with the manager/ client and sent quotation properly or have taken approval of the work over email?	<input checked="" type="checkbox"/>	
5.	Has receiver taken proper Work Order/ Email/ CESA form formality?	<input checked="" type="checkbox"/>	
6.	In case of private case or for fresh case 50% advance is received?	<input checked="" type="checkbox"/>	
7.	Is document checklist email sent to the customer?	<input checked="" type="checkbox"/>	
8.	Has the received documents is having documents provided by stamp?	<input type="checkbox"/>	

**IMPORTANT INSTRUCTIONS TO SURVEYOR**

1.	Please fill the above compliance checklist before moving for the survey.
2.	Please do not do the survey if you do not have proper documents.
3.	For Vacant Plot/ Land – Cizra Map/ Master/ Zonal/ Site Plan is must to identify the Plot. For Agriculture or converted land from agriculture – Mutation documents, CLU is must.
4.	Firstly please first study the documents of the property which needs to get surveyed.
5.	Mark the Owner/ Area/ Boundaries mentioned in the ownership documents with bold florescent marker pen before moving for the survey. During site survey if any difference is found in the above fields from the ownership documents then please contact the owner immediately to know the reason for the difference.
6.	Confirm ongoing property rates in the subject location through public domain, property sites and contact dealers to show you the available properties in that area during your survey.
7.	Identify the Property clearly by matching the boundaries and area mentioned in the property papers.
8.	Do sample physical or google measurements of the property.
9.	<b>PHOTOGRAPH INSTRUCTIONS:</b> a. Take owner/ representative photograph along with the property. b. Take your selfie along with the property and the owner/ representative. c. Take full scale photo of the property with gate. d. Take photo of the property along with abutting road, towards left, right and center. e. Take multiple photos of inside-out of the property. f. Take nearby photographs of the Property. g. Take a short video to cover property and neighborhood.
10.	Take Google Map location.
11.	Check main road name & width and approach road width and distance of property from main road.
12.	Check Jurisdiction Municipal Limits & Ward Name.
13.	Fill each column of survey form diligently in detail and tick the appropriate option clearly.
14.	Check any defects or negativity in the property and comment in detail on survey form.
15.	Do extensive market rate enquiries and confirm for any recent past transactions.
16.	In case customer appears to be providing misleading information to you or trying to influence you by money or cash then immediately report to the Management & Bank.

# SURVEY GRADING MATRIX

GRADE	PARAMETERS/ CRITERIA
A	<p>In case all the points below are done properly, timely with full care and diligence:</p> <ol style="list-style-type: none"> <li>1. Survey started with proper work order and knowing the source of payment.</li> <li>2. Survey done with proper documents.</li> <li>3. Done complete homework and studied the documents properly with highlighting the main points before moving for the survey.</li> <li>4. Chosen correct survey form as per the property type.</li> <li>5. All fields of Survey form are properly filled.</li> <li>6. All site special observations and negative and positive factors are clearly mentioned.</li> <li>7. Self &amp; client signatures taken on survey form.</li> <li>8. Property rates information properly taken, mentioned and verified.</li> <li>9. Site rough sketch plan made.</li> <li>10. Proper photographs taken.</li> <li>11. Selfie with property taken.</li> <li>12. Selfie and owner photograph with property taken.</li> </ol>
B	In case of 3 minor mistakes in any of the above points except Point 1, 2, 3, 4, 6, 8, 10, 11, 12 but all the points are covered.
C	In case of more than 3 minor mistakes and any 1 major mistake in any of the above points and if any points are completely missing except Point 1, 2, 3, 4, 6, 8, 10, 11, 12.
D	In case of 1 major mistake or missing of any 1 point out of 1, 2, 3, 4, 6, 8, 10, 11, 12.
E	In case of more than 1 major mistakes or missing of more than 1 point out of 1, 2, 3, 4, 6, 8, 10, 11, 12.

## Note (Survey Grading Matrix):

1. For special assignments like LIE, Stock Valuation, etc. where till date survey format is not specified or released, in such cases point wise site observation report has to be submitted by the Surveyor duly signing it properly. Without signed Site Observation report, Point 4 will be considered as not done and will fall under Category E.
2. Similar Grading Matrix is issued for Case Collection & Report Preparation as well.

## Note (Overall Grading Matrix):

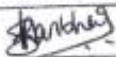
1. In case client reports any careless mistake in the report for which revision has to be done in the report then in that case Grading Matrix may be revised and Grade E will be awarded.



# SURVEY PROCESS COMPLIANCE CHECKLIST

(To be submitted by Surveyor with each Survey)

S.NO.	COMPLIANCE CHECKLIST POINTS	STATUS
1.	Did you take proper property documents to carry out the survey?	<input checked="" type="checkbox"/>
2.	Have you properly studied & highlighted Owner/ Area/ Boundaries in the property documents with bold florescent before moving for the survey?	<input checked="" type="checkbox"/>
3.	Did you check prominent landmark nearby the subject property and mentioned in the survey form?	<input checked="" type="checkbox"/>
4.	Did you identified the Property clearly by matching the boundaries and area mentioned in the property papers?	<input checked="" type="checkbox"/>
5.	Did you check if property is merged with any other property or it is an independent property?	<input checked="" type="checkbox"/>
6.	Did you do sample physical or google measurements of the property in case of property more than 2500 sq.mtr?	<input checked="" type="checkbox"/>
7.	Did you check for any building violations in the property?	<input checked="" type="checkbox"/>
8.	Did you check municipal limits/ jurisdiction/ ward?	<input checked="" type="checkbox"/>
9.	Did you take Google Map location and shared it to Maps whatsapp group?	<input checked="" type="checkbox"/>
10.	Did you check Main road name & width and its distance from the subject property?	<input checked="" type="checkbox"/>
11.	Did you check approach Lane width on which property is located?	<input checked="" type="checkbox"/>
12.	Have you taken property full scale photograph with gate?	<input checked="" type="checkbox"/>
13.	Have you taken owner/ representative photograph with the property?	<input checked="" type="checkbox"/>
14.	Have you taken your selfie with the property along with owner/ representative?	<input checked="" type="checkbox"/>
15.	Have you taken photograph of the property along with abutting road and towards left and right of the property?	<input checked="" type="checkbox"/>
16.	Have you taken multiple photographs of the property from inside-out?	<input checked="" type="checkbox"/>
17.	Did you check nearby development and whereabouts and commented on survey form?	<input checked="" type="checkbox"/>
18.	Did you check any defects or negativity in the property in terms of location, legality, disputes, marketability, salability, etc. and commented on survey form in detail?	<input checked="" type="checkbox"/>
19.	Have you filled all the columns of survey form including survey summary sheet properly?	<input checked="" type="checkbox"/>
20.	Did you draw site key plan (location map)?	<input type="checkbox"/>
21.	Did you draw rough site sketch plan?	<input type="checkbox"/>
22.	Have you taken self-attested documents from owner/ representative and stamped "documents provided by stamp"?	<input type="checkbox"/>
23.	Did you check any defects or negativity in the property in terms of location, legality, disputes, marketability, salability, etc. and commented on survey form in detail?	<input checked="" type="checkbox"/>
24.	Have you confirmed any recent past transactions during market enquiries and enquired property rates locally very rigorously?	<input checked="" type="checkbox"/>
25.	Did you take signatures of the owner/ representative on undertaking and survey summary sheet?	<input checked="" type="checkbox"/>
26.	Did you signed the undertaking?	<input checked="" type="checkbox"/>

For File No.	VIS (2021-22)-PL64-Q16-054
Surveyor Name	Abhishek Shanbhag
Signature	
Date	01/07/21

# GENERAL SURVEY FORM (FOR PROPERTIES OTHER THAN FLATS)

(Version 5.0)

Date of implementation: 9.02.2011 | Last Revision: 04.01.2018 | Latest Revision: 31.10.2020

VIS (2021-22) - PL 64-Q16-054

File No. RKA/DNCR/...../MUM1

Date: 01/07/21

Time: 10:30 am

## GENERAL DETAILS

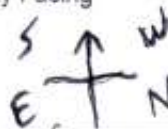
1.	Name of the Surveyor	Abhishek Shanbhag					
2.	Property shown by	<input type="checkbox"/> Owner, <input checked="" type="checkbox"/> Representative, <input type="checkbox"/> No one was available, <input type="checkbox"/> Property is locked, survey could not be done from inside <table border="1" style="width: 100%;"> <tr> <th style="width: 50%;">Name</th> <th style="width: 50%;">Contact No.</th> </tr> <tr> <td>Mr. K. O. Anil Kumar</td> <td>9375838388</td> </tr> </table>		Name	Contact No.	Mr. K. O. Anil Kumar	9375838388
Name	Contact No.						
Mr. K. O. Anil Kumar	9375838388						
3.	Survey Type	<input checked="" type="checkbox"/> Full survey (inside-out with measurements & photographs) <input type="checkbox"/> Half Survey (Measurements from outside & photographs) <input type="checkbox"/> Only photographs taken (No measurements)					
4.	Reason for Half survey or only photographs taken NA	<input type="checkbox"/> Property was locked, <input type="checkbox"/> Possessee didn't allow to inspect the property, <input type="checkbox"/> NPA property so couldn't be surveyed completely —					
5.	How Property is Identified	<input type="checkbox"/> From schedule of the properties mentioned in the deed, <input type="checkbox"/> From name plate displayed on the property, <input checked="" type="checkbox"/> Identified by the owner/owner representative, <input checked="" type="checkbox"/> Enquired from nearby people, <input type="checkbox"/> Identification of the property could not be done, <input type="checkbox"/> Survey was not done					
6.	Type of Property	<input type="checkbox"/> Flat in Multistoried Apartment, <input type="checkbox"/> Residential House, <input type="checkbox"/> Low Rise Apartment, <input type="checkbox"/> Residential Builder Floor, <input type="checkbox"/> Commercial Land & Building, <input type="checkbox"/> Commercial Office, <input type="checkbox"/> Commercial Shop, <input type="checkbox"/> Commercial Floor, <input type="checkbox"/> Shopping Mall, <input type="checkbox"/> Hotel, <input checked="" type="checkbox"/> Industrial, <input type="checkbox"/> Institutional, <input type="checkbox"/> School Building, <input type="checkbox"/> Vacant Residential Plot, <input type="checkbox"/> Vacant Industrial Plot, <input type="checkbox"/> Agricultural Land					
7.	Property Measurement	<input checked="" type="checkbox"/> Self-measured, <input checked="" type="checkbox"/> Sample measurement only, <input type="checkbox"/> No measurement					
8.	Reason for no measurement NA	<input type="checkbox"/> It's a flat in multi storey building so measurement not required <input type="checkbox"/> Property was locked, <input type="checkbox"/> Owner/ possessee didn't allow it, <input type="checkbox"/> NPA property so didn't enter the property, <input type="checkbox"/> Very Large Property, practically not possible to measure the entire area <input type="checkbox"/> Any other Reason: —					
9.	Purpose of Valuation	<input type="checkbox"/> Value assessment of the asset for creating new collateral mortgage <input checked="" type="checkbox"/> Periodic Re-Valuation for Bank, <input type="checkbox"/> Distress sale for NPA A/c., <input type="checkbox"/> For DRT Recovery purpose, <input type="checkbox"/> Capital Gains Wealth Tax purpose <input type="checkbox"/> Partition purpose, <input type="checkbox"/> General Value Assessment					
10.	Type of Loan	<input type="checkbox"/> Housing Loan, <input type="checkbox"/> Housing Take Over Loan, <input type="checkbox"/> Home Improvement Loan, <input type="checkbox"/> Loan against Property, <input type="checkbox"/> Construction Loan, <input type="checkbox"/> Educational Loan, <input type="checkbox"/> Car Loan, <input type="checkbox"/> Project Loan, <input type="checkbox"/> Term Loan, <input type="checkbox"/> CC Limit enhancement, <input type="checkbox"/> Cash Credit Limit, <input checked="" type="checkbox"/> Industrial Loan, <input type="checkbox"/> NA					
11.	Loan Amount	—					



### OWNERSHIP DETAILS

1.	Legal Owner Name/s	Mr. Rajendra V. Shah
2.	Property Purchaser Name	Mr. Rajendra V. Shah
3.	Property Address under Valuation	Survey No. <del>571</del> 718/1/2, Hissa-1, Village Dadra, UT- Dadra Nagar Haveli
4.	Present Residence Address of the Owner/ Purchaser	601, Anisha, Subhash Road, Vile Parle (E), Mumbai - 400057
5.	Property constitution	<input checked="" type="checkbox"/> Free Hold, <input type="checkbox"/> Lease Hold

### LOCATION DETAILS

1.	Adjoining Properties (Match it with papers with the help of compass or Sun direction and also confirm it with nearby people)	East	<del>West</del> North	<del>North</del> West	South		
		Industrial Estate Road	Reliance (closed from 13-14 yrs)	Drainage water (Nala)	Petrola Co.		
2.	Property Facing 	<input checked="" type="checkbox"/> East Facing, <input type="checkbox"/> North Facing, <input type="checkbox"/> West Facing, <input type="checkbox"/> South Facing, <input checked="" type="checkbox"/> North-East Facing, <input type="checkbox"/> South-West Facing, <input type="checkbox"/> South-East Facing, <input type="checkbox"/> North-West Facing west - Gujarat Border					
3.	Landmark (Entrance)	Nr. Dadra checkpoint					
4.	Ward Name/ No.	-					
5.	Zone Name	-					
6.	Main Road Name & Width	Name	Width	Distance from property			
		Vapi-Silvasa Rd		500 mtr			
7.	Approach Road Name & Width	Industrial Estate Road					
8.	Location consideration of the Society	<input type="checkbox"/> Within Main city, <input type="checkbox"/> Within Good Urban developed Area, <input checked="" type="checkbox"/> Within developing area, <input type="checkbox"/> Highly posh locality, <input type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Ordinary, <input type="checkbox"/> In interiors, <input type="checkbox"/> Remote area, <input type="checkbox"/> Backward, <input type="checkbox"/> Average, <input type="checkbox"/> Poor					
9.	Special Location consideration of the property	<input type="checkbox"/> Park Facing, <input type="checkbox"/> Pool Facing, <input checked="" type="checkbox"/> Road Facing, <input type="checkbox"/> Entrance North-East Facing, <input type="checkbox"/> Sunlight facing					
10.	Characteristics of the locality	<input type="checkbox"/> Urban developed, <input type="checkbox"/> Urban developing, <input checked="" type="checkbox"/> Semi Urban, <input type="checkbox"/> Rural, <input type="checkbox"/> Backward, <input type="checkbox"/> Industrial, <input type="checkbox"/> Institutional					
11.	Category of Society/ locality	<input type="checkbox"/> High End, <input checked="" type="checkbox"/> Normal, <input type="checkbox"/> Affordable Group Housing, <input type="checkbox"/> EWS, <input type="checkbox"/> HIG, <input type="checkbox"/> MIG, <input type="checkbox"/> LIG					
12.	Utilities/ Facilities in the locality	<input checked="" type="checkbox"/> Lifts, <input type="checkbox"/> Garden, <input type="checkbox"/> Landscaping, <input type="checkbox"/> Swimming Pool, <input type="checkbox"/> Gym, <input type="checkbox"/> Club House, <input type="checkbox"/> Walk Trails, <input type="checkbox"/> Kids play zone, <input checked="" type="checkbox"/> 100% Power Backup					
13.	Proximity to civic amenities	School	Hospital	Market	Metro	Railway Station	Airport
		1 Km	3 Km	1 Km	-	8 Km	130 Km
14.	Any new development in surrounding area	Industrial Area					

15.	Jurisdiction limits	<input type="checkbox"/> Nagar Nigam, <input type="checkbox"/> Nagar Panchayat, <input checked="" type="checkbox"/> Gram Panchayat, <input type="checkbox"/> Nagar Palika Parishad, <input type="checkbox"/> Area not within any municipal limits
16.	Jurisdiction Development Authority Name	<input type="checkbox"/> DDA, <input type="checkbox"/> GDA, <input type="checkbox"/> NOIDA, <input type="checkbox"/> GNIDA, <input type="checkbox"/> YEIDA, <input type="checkbox"/> HUDA, <input type="checkbox"/> KMDA, <input type="checkbox"/> MDDA, <input checked="" type="checkbox"/> Any other Development Authority: <u>Dadra Nagar Haveli</u> <input type="checkbox"/> Area not within any development authority limits
17.	Municipal Corporation Name	<input type="checkbox"/> NDMC, <input type="checkbox"/> SDMC, <input type="checkbox"/> EDMC, <input type="checkbox"/> Ghaziabad Municipal Corporation, <input type="checkbox"/> Gurgaon Municipal Corporation, <input type="checkbox"/> Faridabad Municipal Corporation, <input type="checkbox"/> Kolkata Municipal Corporation, <input type="checkbox"/> Dehradun Municipal Corporation, <input type="checkbox"/> Area not within any municipal limits, <input checked="" type="checkbox"/> Any other Municipal Corporation/ Municipality: <u>Dadra Nagar Haveli</u>

PHYSICAL DETAILS				
1.	Land Area	As per Title deed	As per Map	As per site survey
	Total Amalgamated land area →	11,900 sq.mtr	NA	Land area - 7900m <sup>2</sup> + 4000m <sup>2</sup>
2.	Any conversion to the land use	Non-Agricultural land (CTIR) from Agricultural land (Agreement)		
3.	Land Type	<input checked="" type="checkbox"/> Solid, <input checked="" type="checkbox"/> Rocky, <input type="checkbox"/> Marsh Land, <input type="checkbox"/> Reclaimed Land, <input type="checkbox"/> Water logged, <input type="checkbox"/> Land locked		
4.	Shape of the Land	<input type="checkbox"/> Square, <input type="checkbox"/> Rectangular, <input type="checkbox"/> Trapezium, <input type="checkbox"/> Triangular, <input type="checkbox"/> Trapezoid, <input checked="" type="checkbox"/> Irregular, <input type="checkbox"/> NA		
5.	Level of Land	<input checked="" type="checkbox"/> On road level, <input type="checkbox"/> Below road level, <input type="checkbox"/> Above road level, <input type="checkbox"/> NA		
6.	Frontage to depth ratio	<input checked="" type="checkbox"/> Normal frontage, <input type="checkbox"/> Less frontage, <input type="checkbox"/> Large frontage, <input type="checkbox"/> NA		
7.	Are Boundaries matched	<input type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> No relevant papers available to match the boundaries, <input type="checkbox"/> Boundaries not mentioned in available documents		
8.	Is Independent access available to the property	<input checked="" type="checkbox"/> Clear independent access is available, <input type="checkbox"/> Access available in sharing of other adjoining property, <input type="checkbox"/> No clear access is available, <input type="checkbox"/> Access is closed due to dispute		
9.	Is property clearly demarcated with permanent boundaries?	<input checked="" type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> Only with Temporary boundaries		
10.	Is the property merged or colluded with any other property	Survey No. 118/1/2, Hissa No-1, Village Dadra, UT-Dadra Nagar Haveli		
11.	Property possessed by at the time of survey	<input checked="" type="checkbox"/> Owner, <input type="checkbox"/> Vacant, <input type="checkbox"/> Lessee, <input type="checkbox"/> Under Construction, <input type="checkbox"/> Couldn't be Surveyed, <input type="checkbox"/> Property was locked, <input type="checkbox"/> Bank sealed, <input type="checkbox"/> Court sealed		
12.	Current activity carried out in the property	<input type="checkbox"/> Residential purpose, <input type="checkbox"/> Commercial purpose, <input type="checkbox"/> Godown, <input type="checkbox"/> Office, <input checked="" type="checkbox"/> Industrial, <input type="checkbox"/> Vacant, <input type="checkbox"/> Locked, <input type="checkbox"/> Any other use:		

BUILDING/ CONSTRUCTION/ UTILITY DETAILS	
1.	Construction Status
	<input checked="" type="checkbox"/> Built-up property in use, <input type="checkbox"/> Under construction, <input type="checkbox"/> No construction



GF - Ground Floor, FF - First Floor

2.	Covered Built-up Area  (Tick one on the basis of which valuation is to be calculated)	<input type="checkbox"/> Covered Area, <input checked="" type="checkbox"/> Floor Area, <input type="checkbox"/> Super Area, <input type="checkbox"/> Carpet Area		
		As per Title deed	As per Map	As per site survey
		GF - 1311.84 m <sup>2</sup> FF - 1160.69 m <sup>2</sup>	-	Sample measurement
3.	Total Number of Floors in the Building	G+1 (Industrial type)		
4.	Floor on which property is situated	-		
5.	Type of Unit/ Number of Rooms/ Cabins/ Cubicles	-		
6.	Building Type	<input checked="" type="checkbox"/> RCC Framed Structure, <input checked="" type="checkbox"/> Load bearing Pillar Beam column, <input type="checkbox"/> Ordinary brick wall structure, <input type="checkbox"/> Iron trusses & Pillars, <input type="checkbox"/> Scrap abandoned structure		
7.	Roof	a. Make: <input type="checkbox"/> RBC, <input checked="" type="checkbox"/> RCC, <input type="checkbox"/> GI Shed, <input type="checkbox"/> Tin Shed, <input type="checkbox"/> Stone Patla		
		b. Height: 9.67 ft		
		c. Finish: <input checked="" type="checkbox"/> Simple plaster, <input type="checkbox"/> POP Punning, <input type="checkbox"/> POP False Ceiling, <input type="checkbox"/> Coved roof, <input type="checkbox"/> No plaster		
8.	Flooring	<input type="checkbox"/> Vitrified tiles, <input type="checkbox"/> Ceramic Tiles, <input checked="" type="checkbox"/> Simple marble, <input type="checkbox"/> Marble chips, <input type="checkbox"/> Mosaic, <input type="checkbox"/> Granite, <input type="checkbox"/> Italian Marble, <input type="checkbox"/> Kota stone, <input type="checkbox"/> Wooden, <input type="checkbox"/> PCC, <input type="checkbox"/> Imported Marble, <input type="checkbox"/> Pavers, <input type="checkbox"/> Chequered Tiles, <input type="checkbox"/> Brick Tiles, <input type="checkbox"/> No Flooring, <input type="checkbox"/> Under construction, <input type="checkbox"/> Any other type:		
9.	Appearance/ Condition of the Building	Internal - <input type="checkbox"/> Excellent, <input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Ordinary, <input type="checkbox"/> Average, <input type="checkbox"/> Poor <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey		
		External - <input type="checkbox"/> Excellent, <input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Ordinary, <input type="checkbox"/> Average, <input type="checkbox"/> Poor <input type="checkbox"/> Under construction		
10.	Maintenance of the Building	<input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Average, <input type="checkbox"/> Poor, <input type="checkbox"/> Under construction		
11.	Interior decoration	<input type="checkbox"/> Excellent, <input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Simple, <input type="checkbox"/> Ordinary, <input type="checkbox"/> Average, <input type="checkbox"/> Below average, <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey		
12.	Interior Finishing	<input checked="" type="checkbox"/> Simple plastered walls, <input type="checkbox"/> Brick walls without plaster, <input type="checkbox"/> Designer textured walls, <input checked="" type="checkbox"/> POP punning, <input checked="" type="checkbox"/> Coved roof, <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey <span style="margin-left: 20px;">↑ Only office</span>		
13.	Exterior Finishing	<input checked="" type="checkbox"/> Simple plastered walls, <input type="checkbox"/> Brick walls without plaster, <input type="checkbox"/> Architecturally designed or elevated, <input type="checkbox"/> Brick tile Cladding, <input type="checkbox"/> Structural glazing, <input type="checkbox"/> Aluminum composite panel cladding, <input type="checkbox"/> Glass façade, <input type="checkbox"/> Domb, <input type="checkbox"/> Porch, <input type="checkbox"/> Under construction		
14.	Kitchen	<input checked="" type="checkbox"/> Simple with no cupboard, <input type="checkbox"/> Ordinary with cupboard, <input type="checkbox"/> Normal Modular with chimney, <input type="checkbox"/> High end Modular with chimney, <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey		
15.	Class of Electrical fittings Internal - office External - plant	<input checked="" type="checkbox"/> External, <input checked="" type="checkbox"/> Internal		
		<input checked="" type="checkbox"/> Ordinary fixtures & fittings, <input type="checkbox"/> Fancy lights, <input type="checkbox"/> Chandeliers, <input type="checkbox"/> Concealed lightning, <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey		
16.	Class of Sanitary/ Plumbing & water supply fittings	<input type="checkbox"/> External, <input checked="" type="checkbox"/> Internal		
		<input type="checkbox"/> Excellent, <input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Simple, <input type="checkbox"/> Average, <input type="checkbox"/> Below average, <input type="checkbox"/> Under construction, <input type="checkbox"/> No Survey		
17.	Water arrangements	<input type="checkbox"/> Jet pump, <input checked="" type="checkbox"/> Submersible, <input type="checkbox"/> Jal board supply		
18.	Fixed Wooden Work	<input type="checkbox"/> Excellent, <input type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Simple, <input type="checkbox"/> Ordinary, <input type="checkbox"/> Average, <input type="checkbox"/> Below Average, <input checked="" type="checkbox"/> No wooden work, <input type="checkbox"/> No survey		
19.	Age of Building/ Recent Improvements done	23-24 yrs (1997)      No recent improvements		
20.	Maintenance of the Building	<input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Average, <input type="checkbox"/> Poor		

21.	Any defects in the building	<input type="checkbox"/> Maintenance issues, <input type="checkbox"/> Finishing issues, <input type="checkbox"/> Seepage issues, <input type="checkbox"/> Water supply issues, <input type="checkbox"/> Electricity issues, <input type="checkbox"/> Structural issues, <input type="checkbox"/> Visible cracks in the building <b>None</b>											
22.	Any violation done in the property	<input type="checkbox"/> Construction done without Map, <input type="checkbox"/> Construction not as per approved Map, <input type="checkbox"/> Extra covered without sanctioned Map, <input type="checkbox"/> Joined adjacent property, <input type="checkbox"/> Encroached adjacent area illegally <b>None</b>											
23.	Boundary Wall (Only for individual property)	<input checked="" type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> Common boundary wall of a complex <table border="1"> <thead> <tr> <th>Running Mtr.</th> <th>Height</th> <th>Width</th> <th>Finish</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>				Running Mtr.	Height	Width	Finish	-	-	-	-
Running Mtr.	Height	Width	Finish										
-	-	-	-										
24.	Lift/ elevators	<input type="checkbox"/> Passenger/ <input checked="" type="checkbox"/> Commercial <b>(Industrial)</b> Make: <b>Local</b> Capacity: <b>2 T</b>											
25.	Power backup	<input type="checkbox"/> Inverter, <input checked="" type="checkbox"/> DG Set Make: <b>Sudhir (Cummins)</b> Capacity: <b>100 KVA</b>											
26.	Garden/ Landscaping	<input type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> Beautiful, <input type="checkbox"/> Ordinary											
27.	Parking facilities	<input checked="" type="checkbox"/> Available within the property <input checked="" type="checkbox"/> On Ground, <input type="checkbox"/> In Basement, <input type="checkbox"/> On stilt <input type="checkbox"/> Not available within the property <input type="checkbox"/> On road, <input type="checkbox"/> Acute parking problem											
28.	Special Comments/ Observations, if any	<b>2 properties - 118/1 &amp; 118/2 are amalgamated. (Earlier 206/2)</b>											

#### MARKETABILITY/ SELABILITY/ UTILITY DETAILS

1.	Any issues in marketability of the property?	<input type="checkbox"/> Yes, <input checked="" type="checkbox"/> No Reason in case of No: <input checked="" type="checkbox"/> Location, <input checked="" type="checkbox"/> Surrounding, <input checked="" type="checkbox"/> Legal aspects, <input checked="" type="checkbox"/> Demand, <input type="checkbox"/> Shape, <input type="checkbox"/> Any Other:	
2.	How is Demand & Supply condition in the Market of such properties?	Demand <input type="checkbox"/> Very Good, <input checked="" type="checkbox"/> Good, <input type="checkbox"/> Average, <input type="checkbox"/> Low, <input type="checkbox"/> Poor Supply <input type="checkbox"/> Very Good, <input checked="" type="checkbox"/> Good, <input type="checkbox"/> Average, <input type="checkbox"/> Low, <input type="checkbox"/> Poor	
3.	Is property easily sellable & marketable?	<input checked="" type="checkbox"/> Yes, <input type="checkbox"/> No Comments: <b>If the party agrees upon their selling price.</b>	
4.	How is the current utility of the property?	<input type="checkbox"/> Excellent, <input checked="" type="checkbox"/> Very Good, <input type="checkbox"/> Good, <input type="checkbox"/> Average, <input type="checkbox"/> Low, <input type="checkbox"/> Poor	
5.	At what True rate Owner bought this Property?	Year of purchase	<b>1993-94</b>
		Purchase Price <b>(Charmendra Sir)</b>	
6.	Present expected Sale Value of the overall property?		



Sample measurements: (ft)

- Security Cabin -  $L \quad \times \quad B$   
 $11.29 \quad \times \quad 11.39$   
 • Office Building :-  
 → Main office -  $(24.21) \times 23.98$   
 → Stores -  $20.34 \times 12.62$   
 → Kitchen ~~confection~~ - ~~22.44~~  $24.64 \times 10.53$   
 → Canteen -  $11.93 \times 10.38$

\* According to Govt, NA (Non-Agricultural) land rate is Rs 2000 to Rs 4,000/- (per sq-mtr) in and around property area.

\* Broker

- 1) Navendra Trivedi - 9824101174  
 2) Viral Shah - 9824110877 - 10K min, 12K-15K max,  
~~3) Chetan Shah - 9824118357 (also broker)~~

\* In Dadra, CLU is only available for 55% out of 100% of land. i.e. <sup>for</sup> 100 acres land, only 55 acres can be used as CLU. (As per Govt). Any small land cannot be taken as CLU.

Naroli Area & Dadra area - prices same (land rates).

DRAW SITE KEY PLAN & SKETCH PLAN



# PROPERTY MARKET COMPARABLE RATE INFORMATION DETAILS

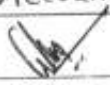
(Available for Sale or Transaction already happened in past)

S.No	Particulars	Subject Property	Comparable 1	Comparable 2	Comparable 3
1.	Name (source of information)	NA	Viral Shah	Narendra T	—
2.	Contact No.	NA	9824110877	9824101174	—
3.	Type of source of information (Seller/ Property dealer/ nearby people)	NA	Property/ Land dealer	Property dealer/ industrialist	—
4.	Rates/ Price informed (in Rs. with unit)	NA (per m <sup>2</sup> )	Min - 10K Max - 12 to 15K	12K - 14K	—
5.	Rates Type (Sale/ Buy)	NA	Buy	Buy	—
6.	Shape of the Property (Square, Rectangular, Irregular)		—	—	—
7.	Area/ Size of the Property		As per required	As per reqd	—
8.	Legal Status (clear, negative, weak)/ No. of owners		clear	clear	—
9.	Location/ surrounding/ neighborhood comparison with the subject property (Similar, Lower, Better, Highly Better than the subject Property)	Base Case	Same & nearby locality	Same & nearby locality	—
10.	Distance from the subject Property	0	100-200 mtrs.	200-300 mtrs	—
11.	Other factors (Corner, 2 side open, North-East facing, Park facing, Legal/ Financial encumbrance, etc.)		—	—	—
12.	Approach road width		—	—	—
13.	Level of Land (Below/ On/ Above road level)		Same road level	same road level	—
14.	Frontage to depth ratio (Normal, Less, Large)		Large	Large	—
15.	Present Use		—	—	—
16.	Any other details/ Discussion held	NA	—	—	—
17.	Present expected Sale Value of the overall property?	Minimum - 10K Max - 12K to 15K Market Rate			
		} ₹ 2000 - Govt rate			

## UNDERTAKING BY THE CUSTOMER

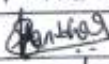
I confirm that I have made the inspection of the subject property to the surveyor of R.K Associates, which is correct property in question for which the documents have been provided/ submitted by me. I further confirm that I am aware of all the information related to the subject property and I have provided all its information to the surveyor true to the best of my knowledge. I understand that any false or manipulative information provided by me will be considered as cheating with the professional organization since it will lead to incorrect valuation report and I'd be solely responsible for this unlawful act and will bear the charges for the changes/modifications which have to undergo due to the false information. I also undertake that I have not given any cash or in kind to any member of R.K Associates to influence the Value of the Property or favor any individual or organization and the same is not accepted or asked by the member of R.K Associates. Any such act will lead to cancellation of the material prepared by R.K Associates with forfeiting of the fees and I'll be completely responsible for its repercussions and legal actions taken for it.

IMPORTANT: We have not authorized any of our person/ Surveyor to take Cash or kind from the customers in any situation. In case Surveyor or any member of R.K Associates asks for any money or kind from you then kindly please inform on number +91-9958632707, 0120-4110117. Our Valuation process is very stringent and have multiple check points to ensure correct & error free reports to keep the lending agency risk free. In case Surveyor claims that he would be able to arbitrary effect the Valuation figures unfairly or as per your requirement & need, then he is making a false claim to you and we request you to complaint such act immediately on the number provided above.

Name	Mr. K.D. Anil Kumar
Relationship with owner	Accountant
Signature	
Mobile No.	9375838388
Date	01/07/21

## UNDERTAKING BY THE SURVEYOR

I confirm that I have carried out the Survey of the property properly as per the fair professional best practices and Valuation & Survey policy guidelines issued by R.K Associates. I have not taken any cash or kind from the customer nor have I come into any kind of influence of the customer / bank for arbitrary providing the Property Valuation as per one's need. I further state that I have not given any assurances to the customer nor given any wrong or false information or statement. In case at any point of time it is found that I have done any kind of fraudulent activity in this case and misled the company then I understand its legal consequences and appropriate penal action which company can take against me. Also in regard to it any monetary or reputation loss will be recovered from me by the company.

For File No.	VIS(2021-22)-PL 64-816-054
Surveyor Name	Abhishek Shanbhag
Signature	
Date	01/07/21



## UNDERTAKING BY THE PREPARER

I confirm that this Valuation Report is prepared as per the fair professional best practices and Valuation & Survey Policy Guidelines issued by the organization. I also confirm that without any personal interest, partiality or prejudice, I have worked on this Valuation assignment. Rates adopted for the asset is based on various facts, information collected from the site came to my knowledge during the course of the assignment and I have taken all sincere efforts to review, cross check & confirm this data/ information from all different angles using my prudent approach without any biasedness or pressure. I have prepared the report based on true facts & information as per best of my knowledge & case facts. I understand that any false information provided by me will lead to the incorrect valuation report and I'd be solely responsible for it and will bear the losses which will be put on the Company in form of monetary or reputation loss by its client or statutory bodies.

I also undertake that I did not come into any influence by the customer, Bank representative (officer or agent), colleagues, coworkers or any other person to arbitrary change the Valuation figures or facts unethically or illegitimately which may put the public money at risk which is in the form of Bank deposits.

In case at any point of time in future, if I am found guilty of illegitimately distorting the facts in the Valuation or any other professional services which company offers in the market on being influenced by the customer or Bank representative (officer or agent) or for whatsoever reason then I'd solely responsible of any such act and I understand that the Company can take appropriate legal action against me which may include suspension from the current roles & responsibilities or termination from the employment with immediate effect.

I also undertake that I have not taken any cash, favor or in kind from the customer for favoring any individual or organization by unfair means.

I also undertake that I'll not prepare any report on incomplete Survey form which is not properly filled as per the Company guidelines and in case I am preparing it which is creating an incorrect report then I'd be responsible for its consequences.

For File No.	
Preparer Name	
Signature	
Date	

**SURVEY SUMMARY SHEET**  
(TO BE ENCLOSED WITH VALUATION REPORT)  
(Version 1.0) | Date of implementation: 10.04.2017

Every Valuation report at R.K Associates is prepared based on the thorough survey of the property carried out by our Engineering Surveyor. This Survey Summary Sheet is for the information of Banker/ concerned interested organization. Detailed Survey Form can also be made available to the interested organization in case it is required to cross check what information our surveyor has given in site inspection report based on which Valuation report is prepared.

1.	File No.	VIS (2021-22) - PL 64 - Q16 - D54						
2.	Name of the Surveyor	Abhishek Shanbhag						
3.	Borrower Name	Mr. Rajendra V. Shah						
4.	Name of the Owner	Mr. Rajendra V. Shah						
5.	Property Address which has to be valued	Survey No. 206/1, Hissa - 2, village Dadra, UT - Dadra & Nagar Haveli						
6.	Property shown & identified by at spot	<input type="checkbox"/> Owner, <input checked="" type="checkbox"/> Representative, <input type="checkbox"/> No one was available, <input type="checkbox"/> Property is locked, survey could not be done from inside <table border="1" style="width:100%"> <tr> <td>Name</td> <td>Contact No.</td> </tr> <tr> <td>Jigar. Patel</td> <td>8460439059</td> </tr> </table>			Name	Contact No.	Jigar. Patel	8460439059
Name	Contact No.							
Jigar. Patel	8460439059							
7.	How Property is Identified by the Surveyor	<input type="checkbox"/> From schedule of the properties mentioned in the deed, <input type="checkbox"/> From name plate displayed on the property, <input checked="" type="checkbox"/> Identified by the owner/ owner representative, <input type="checkbox"/> Enquired from nearby people, <input type="checkbox"/> Identification of the property could not be done, <input type="checkbox"/> Survey was not done						
8.	Are Boundaries matched	<input type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> No relevant papers available to match the boundaries, <input type="checkbox"/> Boundaries not mentioned in available documents						
9.	Survey Type	<input checked="" type="checkbox"/> Full survey (inside-out with measurements & photographs) <input type="checkbox"/> Half Survey (Measurements from outside & photographs) <input type="checkbox"/> Only photographs taken (No measurements)						
10.	Reason for Half survey or only photographs taken	<input type="checkbox"/> Property was locked, <input type="checkbox"/> Possessee didn't allow to inspect the property, <input type="checkbox"/> NPA property so couldn't be surveyed completely NA						
11.	Type of Property	<input type="checkbox"/> Flat in Multistored Apartment, <input type="checkbox"/> Residential House, <input type="checkbox"/> Low Rise Apartment, <input type="checkbox"/> Residential Builder Floor, <input type="checkbox"/> Commercial Land & Building, <input type="checkbox"/> Commercial Office, <input type="checkbox"/> Commercial Shop, <input type="checkbox"/> Commercial Floor, <input type="checkbox"/> Shopping Mall, <input type="checkbox"/> Hotel, <input checked="" type="checkbox"/> Industrial, <input type="checkbox"/> Institutional, <input type="checkbox"/> School Building, <input type="checkbox"/> Vacant Residential Plot, <input type="checkbox"/> Vacant Industrial Plot, <input type="checkbox"/> Agricultural Land						
12.	Property Measurement	<input checked="" type="checkbox"/> Self-measured, <input checked="" type="checkbox"/> Sample measurement, <input type="checkbox"/> No measurement						
13.	Reason for no measurement	<input type="checkbox"/> It's a flat in multi storey building so measurement not required <input type="checkbox"/> Property was locked, <input type="checkbox"/> Owner/ possessee didn't allow it, <input type="checkbox"/> NPA property so didn't enter the property, <input type="checkbox"/> Very Large Property, practically not possible to measure the area within limited time <input type="checkbox"/> Any other Reason: — NA						
14.	Land Area of the Property (m <sup>2</sup> ) 7,900 + 4000 →	As per Title deed	As per Map	As per site survey				
		11,900 sq. mtr	—	—				
15.	Covered Built-up Area	As per Title deed (m <sup>2</sup> )	As per Map	As per site survey				
		1311.84 + 1160.69	—	Sample				
16.	Property possessed by at the time of survey	<input checked="" type="checkbox"/> Owner, <input type="checkbox"/> Vacant, <input type="checkbox"/> Lessee, <input type="checkbox"/> Under Construction, <input type="checkbox"/> Couldn't be Surveyed, <input type="checkbox"/> Property was locked, <input type="checkbox"/> Bank sealed, <input type="checkbox"/> Court sealed						
17.	Any negative observation of the	—						



	property during survey	
18.	Is independent access available to the property	<input checked="" type="checkbox"/> Clear independent access is available, <input type="checkbox"/> Access available in sharing of other adjoining property, <input type="checkbox"/> No clear access is available, <input type="checkbox"/> Access is closed due to dispute
19.	Is property clearly demarcated with permanent boundaries?	<input checked="" type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> Only with Temporary boundaries
20.	Is the property merged or colluded with any other property	Yes.
21.	Local Information References on property rates	Please refer attached sheet named 'Property rate Information Details.'

#### Endorsement:

#### 1. Signature of the Person who was present from the owner side to identify the property:

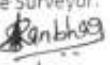
**Undertaking:** I have shown the correct property and provided the correct information about the property to the surveyor of R.K Associates to the best of my knowledge for which Valuation has to be prepared. In case I have shown wrong property or misled the valuer company in any way then I'll be solely responsible for this unlawful act.

- Name of the Person: Mr. K.D. Anil Kumar
- Relation: Accountant
- Signature: 
- Date: 01/07/21

In case not signed then mention the reason for it: ☐ No one was available, ☐ Property is locked, ☐ Owner/representative refused to sign it, ☐ Any other reason:

#### 2. Surveyor Signature who did site inspection:

**Undertaking:** I have inspected the property and cross verified the property details at site to the extent of a. Matching boundaries of the property, b. Sample measurement of its area, c. Physical condition, d. Property rates as per local information with what is mentioned in the property documents provided to me by the Bank/interested organization. I have not come under influence of anyone during site inspection and have only recorded the true and factual details in the survey form which I come across during the site survey. I understand that giving any manipulative information in the survey form will lead to incorrect Valuation report which is an unlawful act and I'll be solely responsible for doing it.

- Name of the Surveyor: Abhishek Shanbhag
- Signature: 
- Date: 01/07/21