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1. Definitions:

a. Appeal: request by the provider of object of conformity assessment to the conformity assessment body for the reconsideration by that body of a decision it has made relating to that object.

2. Abbreviations:

QM: Quality Manager
 DG: Director General
 DDG: Deputy Director General
 DMSCD: Director Management System Certification Division
 MOI: Ministry of Industry
 MSCS: Management System Certification Services

3. Purpose: Purpose: To handle the appeal against decision of NBSM on Certification, Scope determination, Scope reduction, Recertification, Withdrawn, Suspension

4. Scope: All appeals against NBSM's decision on certification

5. Distribution List:


Secretary Ministry of Industry
 Director General
 Deputy Director General
 Director Management System Certification Division
 Quality Manager
 Brief Description of procedure is publicly available
 (website: www.nbsm.gov.np)
 The detail procedure is made available to all customers upon request.

6. Overall responsibility: Director General

7. Activities

SN	Activities	Responsibility	Associated Documents
Registration of Appeal			
1	The Client, to whom the certification decision is made, can lodge appeal against the decision on certification to the NBSM on a specified format within 15 days from the date of decision against which appeal is being made. Appeal can be lodged on line at NBSM web site	Appellant	Appeals record

Prepared by 	Reviewed by 	Approved by 
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2	All the appeal will be recorded. Unique identification of appeal shall be given and acknowledged the receipt of the appeal	DG	Appeals record
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Validation of appeal

1	Validation of the appeal shall be done by consulting with Director MSCD, Quality Manager and other staffs or certification committee members or any related expert. While carrying out validation necessary information shall be gathered. Validation of the appeal shall be carried out within one week.	DG	Appeal handling report
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2	If the appeal is valid, DG will forward the appeal to certification panel which has made the decision.	DG	
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First Review on Appeal

1	The certification panel will go through the appellants logic, evidences and justifications for the claim and review its decision based upon the objective evidences.	Certification Panel	
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2	While under investigation, the status of progress of appeal shall be communicate to the appellant if appellant asked for it.	Director MSCD	
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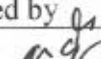

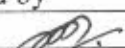
3	The decision will be communicated to appellant within one week. If the decision goes in favour of appellant, appeal will be closed.	Director MSCD	
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4	If decision is against the appellant, and if the appellant is not yet satisfied with the decision then appellant can bring second appeal to NBSM	Appellant	
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5	The appeal shall be forwarded to Appeal Panel	DG	
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Appeal Panel and final decision on appeal

1	Appeal Panel will be formed by Secretary Ministry of Industry. Secretary, Ministry of Industry will head the	Secretary MOI	Appeal handling report
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	panel. Director Management system Certification Division will take a role of secretary (without voting right) of the appeal panel The members shall be those who are not involved in making the decision against which appeal is brought.		
2	Thorough investigation of the activities related to the certification shall give decision on the submitted appeal. The decision shall be based upon objective evidence and if required re audit can be done even with different auditors as deemed necessary..	Secretary MOI	Appeal handling report
3	The decision of appeal will be communicated by NBSM to appellant within a week	Director MSCD	Appeal handling report
4	The decision shall be communicated to certification committee.	Director MSCD	Appeal handling report
Notes			
1	The decision of Appeal panel will be final		
2	All the appeals are subject of management review.	QM	Management Review Meeting Records
3	Investigation and decision on appeal shall not result in any discriminatory actions.	Director General	Impartiality assessment report
4	Non suspending effect of an appeal The introduction of an appeal has no suspending effect. In the case of a refusal to grant certification or to extend its scope, or in the case of a total or partial suspension or withdrawal, it is the responsibility of the organisation concerned not to take any steps that might contravene the decision made by the Panel and to comply with the measures associated with it.		

8. Reference:

1. Quality Manual

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2. General Agreements on Terms and Conditions of Certification
3. Procedure of Decision on Certification

9.Records

SN	Name of Record	Record Number	Custodian	contents	Retention time
1	Appeal handling report	MSCSR/App_Hand-01	Quality Manager	Appeal record Validation of appeal First review decision Appeal panel investigation and decision	10 years
2	Impartiality assessment report	MSCSR/Imp_Assess-02	QM	Any discrimination to the appellant because of appeal	10 years

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