	OPERATING PROCEDURE	Doc no: NBSM/MSCS/OP/AppHan/03
Page 1 of 4	HANDLING OF APPEAL	Issue Date:2018/06/20

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To handle the appeal against decision of NBSM on Certification, Scope determination, Scope reduction, Recertification, Withdrawn, Suspension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

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.	Appellant	Appeals record
2	All the appeal will be recorded. Unique identification of appeal shall be	DG	Appeals record
Prepared by		Reviewed by	Approved by

	OPERATING PROCEDURE	Doc no: NBSM/MSCS/OP/AppHan/03
Page 2 of 4	HANDLING OF APPEAL	Issue Date:2018/06/20

	given and acknowledged the receipt of the appeal		
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
2	If the appeal is valid, DG will forward the appeal to an especial panel formed by DG and the members of the panel shall not be involved in any certification and evaluation activities. The panel has made the decision.	DG	
First Review on Appeal			
1	The especial panel will go through the appellant's logic, evidences and justifications for the claim and review its decision based upon the objective evidences.	Especial Panel	
2	While under investigation, the status of progress of appeal shall be communicate to the appellant if appellant asked for it.	Director MSCD	
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	
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	
5	The appeal shall be forwarded to Appeal Panel	DG	
Appeal Panel and final decision on appeal			
1	Appeal Panel will be formed by Secretary Ministry of Industry.	Secretary MOI	Appeal handling report

Prepared by	Reviewed by	Approved by

	OPERATING PROCEDURE	Doc no: NBSM/MSCS/OP/AppHan/03
Page 3 of 4	HANDLING OF APPEAL	Issue Date:2018/06/20

	Secretary, Ministry of Industry will head the 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


Reference:

1. Quality Manual
2. General Agreements on Terms and Conditions of Certification
3. Procedure of Certification

Records

SN	Name of Record	Record Number	Custodian	contents	Retention time
1	Appeal handling	R/App_Hand-01	Quality	Appeal record	10 years

Prepared by	Reviewed by	Approved by

	OPERATING PROCEDURE	Doc no: NBSM/MSCS/OP/AppHan/03
Page 4 of 4	HANDLING OF APPEAL	Issue Date:2018/06/20

	report		Manager	Validation of appeal First review decision Appeal panel investigation and decision	
2	Impartiality assessment report	R/Imp_Assess-01	QM	Any discrimination to the appellant because of appeal	10 years

Prepared by	Reviewed by	Approved by