	<p style="text-align: center;">NEPAL BUREAU OF STANDARDS AND METROLOGY</p> <p style="text-align: center;">NEPAL PRODUCT CERTIFICATION SCHEME</p>	<p style="text-align: center;">OPERATING PROCEDURE</p>
<p style="text-align: center;">NPCS-P7.13-02</p>	<p style="text-align: center;">ISSUE 01</p>	<p style="text-align: center;">15 SEPT 2014</p>

PROCEDURE FOR DEALING WITH COMPLAINTS

1. PURPOSE

This operating procedure is to ensure uniform norms for receiving and dealing with complaints relating to Product Certification Marks Scheme.

2. SCOPE

This procedure is applicable to complaints pertaining to NBSM and NBSM Product Certification Marks Scheme.

3. RESPONSIBILITIES

3.1. DIC - Responsible for registering the complaint against NBSM and NBSM certified products/misuse of NS Mark and complainant till the complaint is redressed and is responsible for processing the complaint.

3.2. DDG - Responsible for closing of the complaint and also for processing the complaint if conflict of interest exists. **DG** - Responsible for processing the complaint if conflict of interest exists with DDG.

4. PROCEDURE


4.1. ACTIONS ON RECEIPT OF COMPLAINTS

4.1.1. Every complaint against NBSM and NBSM certified products / misuse of NS Mark is formally acknowledged within seven days of receipt.

4.1.2. All complaints are recorded and assigned a number which is quoted in all future correspondence related to the complaint.

4.1.3. a register is maintained of all complaints to track of their progress towards redressal.

4.2. INVESTIGATION OF COMPLAINT

	<p style="text-align: center;">NEPAL BUREAU OF STANDARDS AND METROLOGY</p> <p style="text-align: center;">NEPAL PRODUCT CERTIFICATION SCHEME</p>	<p style="text-align: center;">OPERATING PROCEDURE</p>
<p style="text-align: center;">NPCS-P7.13-02</p>	<p style="text-align: center;">ISSUE 01</p>	<p style="text-align: center;">15 SEPT 2014</p>

4.2.1. Investigations at complainant is organized and completed within 30 days of receipt if sample testing is not involved.

4.2.2. First attempt is made to investigate at complainant end and then at the licensee end.

4.2.3. The report of investigations at the licensee's end is submitted in the prescribed proforma.


4.2.4. The investigation of complaint shall consists of the following actions:

- a) Establishment of genuineness of complaint by physical verification of the product under complaint and noting down the marking details on the product and/or its packing .
- b) Ascertaining details of the complained material such as, quantity under complaint and that held in stock, name of manufacturer, source of purchase, date of purchase installation, etc.
- c) Sample should be drawn from the stock under complaint. If stocks are inadequate, sample may be drawn from the same batch/control unit from the source from where the complained material was purchased. In case the complaint batch sample is not available at source of purchase and instead material pertaining to nearby lot/batch/control unit is available,
- d) Examination of records of the lot/batch/control unit of the complained material as maintained by the licensee and the over all assessment of its performance during the period of manufacture.

4.3. ACTIONS AFTER COMPLETION OF INVESTIGATION

4.3.1. After completion of all necessary investigations following actions should be taken:

- a. In case complaint is found to be not genuine, the complainant shall be informed accordingly and case put up for closure.

	<p style="text-align: center;">NEPAL BUREAU OF STANDARDS AND METROLOGY NEPAL PRODUCT CERTIFICATION SCHEME</p>	<p style="text-align: center;">OPERATING PROCEDURE</p>
<p style="text-align: center;">NPCS-P7.13-02</p>	<p style="text-align: center;">ISSUE 01</p>	<p style="text-align: center;">15 SEPT 2014</p>

- b. In case the complaint is established by way of independent test report of the complaint sample or even by testing/observation during visit to the complainant, steps are taken to advise the licensee to arrange redressal of the complainant by way of replacement/repairs depending upon the product under complaint. Depending upon the gravity of the findings in the investigation of a complaint, strict action, both punitive as well as corrective, should be taken against the licensee.
- c. Complainant is requested to give a satisfaction letter for the redressal arranged. if no response is received within two weeks, complaint shall be processed for closure.
- d. The proposal for closure of complaint is put up by DIC in the prescribed proforma to DDG for decision.
- e. While deciding upon closure of complaint, DDG shall ensure that the corrective actions taken by the licensees for avoiding recurrence of such failures.
- f. In case, the matter relating to the complaint has been referred to a Court of Law (i.e., has become sub-judice) or has been referred for arbitration, the complaint could be processed for closure.


4.4. ANONYMOUS/PSEUDONYMOUS COMPLAINTS

If an anonymous/pseudonymous complaints relating to NS Marked Products is received and discrete investigations carried out to verify the genuineness of the complaint and if necessary, actions shall be initiated in consultation with the DDG

4.5. Follow up action

Appropriate follow up actions are taken to prevent recurrence of such complaints. NBSM uses such investigation to develop remedial/corrective action, which should include measures for :

- i. minimizing the consequences of any non conformity
- ii. restoring conformity with certification requirements as quickly as practicable

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<p style="text-align: center;">NPCS-P7.13-02</p>	<p style="text-align: center;">ISSUE 01</p>	<p style="text-align: center;">15 SEPT 2014</p>

iii. preventing recurrence of the non conformity

iv. assessing the effectiveness of the remedial/corrective measures adopted.

Effectiveness of the action is verified in the functions affected by it.

4 REFERENCES

NPCS-P7.13-02-F01 Letter of acknowledgement

NPCS-P7.13-02-F02 Format for complaint register

NPCS-P7.13-02-F03 Format of report of investigation at complainant's end

NPCS-P7.13-02-F04 Format of report of investigation at licensee's end

NPCS-P7.13-02-F05 Format of closure of complaint on NS Marked products

NPCS-P7.13-02-F06 Format of letter informing the decision

NPCS-P7.13-02-F07 Format of letter informing of closure