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2.8 Procedure for maintaining, suspending and revocation of certification

Purpose: To establish the procedure for maintaining, suspending and withdrawing of certification.

Scope and responsibility:

- a) This procedure applies to all the clients under certification.
- b) Sales team is responsible to inform the operators about the expiry of certificate.
- c) Certification manages or concerned certification team is responsible for review of the inspection report and its attachments.
- d) Certification committee is responsible for the decision on maintaining, extending, suspending and withdrawing of the scope of certification.

Procedure:

- i) VCERT has developed a procedure for granting, maintaining, extending, suspending and Revocation of certification.

ii) Maintaining the Certification:

- a) The existing operators are informed about the date of expiry of the certificate at least three months before the expiry of the certificate.
- b) In case of renewal of certification, the entire process of the certification is executed before granting the renewal of the certification viz. application, application review, service purchase order, contract, inspection and sampling, decision on certification and grant of certification.
- c) If the operator is not willing to continue the certification, after the expiry of the certificate the operator:
 - Cannot use the certification logo after the expiry of validity of the certificate.
 - Is not authorized to use either the certificate or the logo, the use of which has to be ceased hence forth and the operator alone would be responsible for the consequences, if any, on their continued use.
 - In case the use of the certification and logo is detected after expiry of the certificate, subsequently, VCERT has every right to initiates legal action against the operator.

iii) Suspending Certification:

- a) The certification of any client can be suspended if it is observed that:
 - The products marked with the Certification Mark under a license/certification do not comply with the relevant norms, relevant standard and procedures of VCERT; or
 - The registered client failed to provide reasonable facilities to VCERT enable them to discharge the duties imposed on them; or
 - The registered client has failed to comply with any of the terms and conditions of the certification.
 - Complaint received regarding the certified product and proved during VCERT investigation.
- b) Before suspending the certification of any of the project VCERT gives a fair chance to the operator by issuing a notice to the client prior to the suspension.
- c) The client has to reply to the notice before the date of suspension as disclosed in the notice letter with justifications. If satisfactory explanation and evidences are produced by the client VCERT can reconsider the decision on suspension of that particular client.

Prepared by: Quality Manager	Approved By: Director
Prepared on: 16/08/22 Rev. Date: --/--/--	Approved on: 18/08/22

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- d) If client failed to submit the explanation before the due date of the suspension ultimately the certification of that particular client gets suspended by addressing a written note to the client.
- e) The period of suspension may vary based on the reason of suspension.
- f) Where a certification has been suspended or cancelled, the registered client shall discontinue forthwith the use of the Certification Mark notwithstanding the pendency, of any appeal before the designated Accreditation Agency and if there be, with an applicant or client, any articles in stock which have been improperly marked, an applicant or client, as the case may be, shall take necessary steps to get the Certification Mark on such articles either removed, cancelled, defaced or erased.
- g) After suspension VCERT notifies the suspension of the project to accreditation body and advices the client not to refer the certification in any of the means.

iv) Revocation of Certification:

- a) This involves the termination of the certification for all products for the period of five years with effect from the revocation date notified.
- b) Revocation of certification leads to termination of the contract between VCERT India and the operator.
- c) The products can no longer be referred as organically certified followed by the revocation of certification.
- d) Certification department communicate such decisions along with the reasons, to the operator in writing.

v) Extension of certification

- a) The existing operators can extend the scope during the renewal or within the validity of the scope certificate. VCERT shall check whether the VCERT is accredited to extend the scope.
- b) For extending the scope, operator has to follow the same procedure that followed for previous certification.
- c) In case operator willing to extend the scope during the renewal of certification, the entire process of the certification will be executed before granting the extension of the scope. The application forms required for the new scope shall be sent with renewal application forms viz. application, application review, service purchase order, contract, inspection and sampling, etc.
- d) The inspection for extending the scope concurrently doing with renewal audit.
- e) In case the operator willing to add new scope in-between the validity of the already existing scope, VCERT shall send the application package and associated documents.
- f) Additional inspection shall be required to extend the scope.

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Prepared on: 16/08/22 Rev. Date: --/--/--	Approved on: 18/08/22