PROCEDURES FOR ORGANIC CERTIFICATION

Biocert International Pvt Ltd certification steps are the overall process by which Biocert International Pvt Ltd ensures client's conformance with all its stated policies, procedures and applicable standards.

Requesting for organic certification application packet

A person, group, or entity, seeking certification of its operation will be supplied with the applicable published tariff and application packet. An initial application packet(Required or not details) which minimum contain the applied standards, certification procedure, inspection and certification contract, application and organic management system forms ,tariff structure is supplied to any operator upon receipt of an enquiry is supplied to any operator upon receipt of an enquiry within 10 working days through mail, phone, fax, or other way of communication.

Applying for certification

To apply for certification, an applicant must submit dully filled an application and organic management system plan of applied certification category.

Application form shall contain information about general operator information, such as name, address, and physical location. sufficient information about the production system, including area, facilities, and subcontracted production, to enable appropriate assignment of the inspector and proper preparation by the inspector. the scope of the desired certification, including the product(s) and the standards against which the product is to be certified.

The operator responsible for notify any change in the description or of the measures contracted production or Processing.

The client is responsible for maintaining documents as per application packet, which will be used throughout the certification steps described in this section. The Application, Organic Management System plan per each type of category of certification must be completed along with dully signed Inspection & Certification contract.

Biocert International will accept all applications that fall within the scope of its certification program to the extent of its administrative capacity to do so without regard to size or membership in any association or group, race, colour, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status.

Initial review of the organic management system plan (omsp)

After receiving application records, reviewer reviews the details. The exact time of review will vary depending on the completeness of the application, responsiveness of the operator to requests for more information, as well as the availability of the reviewer but it can review in 15 working days if the details are sufficient for review. Unsigned or incomplete applications may be returned to the operator, and an applicable postage and handling fee may be required for application resubmission. Reviewer/Evaluator responsible to send details of review and Inspection certification contract to operator.

Inspection planning

An on-site inspection shall be conducted for each operation requesting certification and include the unit, facility and site that produces or handles organic products included in an operation for which certification is requested. An on-site inspection shall be conducted annually. Inspections for each certified operation that produces or handles organic products are required for the purpose of determining whether to approve the request for certification or whether the certification of the operation should continue. Biocert International shall conduct additional random on-site inspections (either announced or unannounced) based on the risk of first time operators for certification and currently certified operations to determine compliance with applicable standards, and if necessary to verify the requirement. All on-site inspections must be conducted when an authorized representative of the operation who is knowledgeable about the operation is present and at a time when the land and/or facilities demonstrate the operation's compliance with or capability to comply with the relevant standards. This requirement does not apply to unannounced on-site inspections.

Assignment and scheduling of inspector(s)

Once the application review is complete, Biocert International Pvt Ltd will assign an Inspector, based on the following criteria or combination thereof for the specific type of operation to be evaluated:

a)Specification of appropriate education, training and experience/competence (i.e. training policy),

b) Previous experience in the location where an inspection takes place;

c) Knowledge of the language,

d) The local organic context, and

e) No prior affiliation or business relationship with operator or certified operation being evaluated within an amount time as established by Biocert International Pvt Ltd.

The inspector may not have a conflict of interest; an operation shall usually not be inspected by the same inspector for more than four times consecutively including high-risk operators that are inspected more than once a year. Quality manager/certifier shall send audit plan to the operator with details of assigned inspector (Except unannounced inspection) and operator is contacted to arrange the logistics of the on-site inspection. Operators shall have neither the right to choose nor to recommend inspectors. Operators shall in any case have the right to raise objections based on conflict of interest or other reasons.

Quality Manager shall rule whether the reasons are accepted and is responsible to document the same.

Once such request received from operator, Quality Manager should discuss this situation with Managing Director and concerned assigned inspector to take their view. If Assigned inspector found guilty in this situation then, quality manager take appropriate action against assigned inspector, such as removed from inspection of those particular project/warning/ suspension from work. Quality Manager should allot new inspector for inspection of same project, who doesn't have any conflict of interest situation with same operator.

Operators may refuse the selection of an inspector based on a valid argument demonstrating that the inspector would not be able to conduct an objective inspection of the operation in question. The applicant may submit their objections, in writing with valid reason, to the Quality Manager. Quality Manager shall document the grounds on which an applicant might refuse the choice of inspector and shall inform the operator of these grounds, prior to, or along with, the name of the inspector being provided to the operator.

Before performing an actual on-site inspection, Biocert International Pvt Ltd provides inspectors with the Biocert International Pvt Ltd Inspectors Manual and guidance necessary for the inspector to complete a successful inspection, including at minimum:

1. The implementation in the field of any checklists, guidance documents, or options for the interpretation of standards,

2. Requirements for opening meetings, closing meetings, communications of results of surveillance audits, and any

3. Requirements for report writing Biocert International Pvt Ltd also provides inspector (as appropriate) the following documents for review:

The Organic Management Plan;

Previous Year's inspection report, Certification decision if applicable;

Any Minor Non-compliances and corresponding corrective actions from the previous year.

Inspectors inspection instructions and ethics stated under Inspection Manual;

Prescribed materials applicable to the operator's operation;

Additional specific instructions and requirements as directed by Biocert International Pvt Ltd;

Relevant Certification Standards and Checklist, Inspection report.

ON-SITE INSPECTION

The inspector will inspect each production unit, facility, and site that produces or handles organic products and that is included in the request for certification. The Inspector will also review documents, record- keeping systems, interview personnel, and perform sampling (if necessary) as warranted. Operators must allow the inspector to have complete access to the production and handling operation, including non-certified production and handling areas, structures and offices.

The inspector should conduct an opening meeting to discuss the inspection plan. This meeting defines the role of the inspector, communicates the confidentiality of all information, and outlines the planned inspection activities. This is the inspector's opportunity to set expectations and answer the applicant's questions.

During the inspection, the inspector will verify the following information:

1) The operations' compliance or capability to comply with the applied standards, or other additional standards as applicable; Copy of current version of standard must be present with operator

2) The information provided in the application, including that the organic management plan accurately reflects the practices used or to be used by the operator for certification or by the certified operation;

3)Prohibited substances have not been and are not being utilized in an operation requested for certification. Inspector can collect samples of product from all production stages based on the risk assessment.

4) An audit trail is developed and maintained sufficiently to ensure all organic

Production can be traced back through the system and contamination risk is managed accordingly. Records audited include, but are not limited to ingredient/seed source records, production, monitoring, storage, transport and sales records.

The inspector will review each production unit, facility, and site where the operation produces or handles organic products. The inspection includes, but is not limited to: Verification of the OMSP that the operator maintains onsite to ensure that the operator has an updated OMSP, is implementing the OMSP, and that the OMSP complies with the standards;

Risk Assessment of the operations

For Producers: evaluation of soil and nutrient management, adjoining land use, buffer zones, land use history, production capacity of the land, seeds and planting stock used, crop rotation practices, pest control practices, harvest, labeling, and shipping;

For Processor/handlers: evaluation of product composition, receiving, processing, pest control, storage, labelling and shipping, as well as practices to prevent commingling and contact with prohibited substances;
Verification of the operation's production or handling capacity;
Evaluation of the recordkeeping system and verification of activities through appropriate records;
Reconciliation of the volume of organic products produced or received with the amount of organic products shipped, handled and/or sold, also known as trace-back audits or in out balances; and
Sampling of organic agricultural products for residue testing, if applicable as per the sampling and testing procedure. The inspector will provide a receipt for any samples taken.
The requirements other than the composition of the product that will be checked during inspection and evaluated for making the certification decision is communicated to the operator for certification of processing and trade
At the end of the inspection, the inspector conducts an exit interview with an authorized representative of the operation. During the exit interview, the inspector communicates any potential non-compliance observed, and requests any additional information that may be missing from the OMSP. If significant information is missing, the inspector should note this in the inspection report and discuss this as a concern during the exit interview.
Inspectors often discover new information or documentation during onsite inspections. The inspector may accept additional OMSP updates during the inspection, up until the start of the exit interview, and should provide any new information received onsite to the certifier. If the inspector and the operator update the OMSP during the inspection, then the inspector should provide a copy of the update to both the operator and the certifier. Once the inspector finishes the inspection report, he or she sends the report to the certifier for review. The certifier will evaluate the inspector's findings when making a final certification decision.
Non Compliances:-Major, Minor or Opportunity for Improvement.
Notice of Noncompliance
If Inspector believes that an operator or client is not able to comply or has not complied with the requirements of the relevant standards, Inspector will provide a written Notification of Noncompliance. The operator or client must respond with satisfactory evidence of compliance within the timeline specified by Inspector. The Notification of Noncompliance shall provide:
a) A description of each noncompliance,
b) The facts upon which the notification of noncompliance is based, and
c) The date by which the operator or client must rebut or correct each noncompliance, and submit supporting documentation of each such correction when correction is possible.
Major Noncompliance's:
The Inspector shall classify any unfavourable finding as a major noncompliance when following situations observed:
a.) The unfavourable finding is based upon facts or observations which indicate a total breakdown of the applicant's systematic plan for complying with the standard;
b.) The unfavourable finding is based upon facts or observations which indicate there is a total lack of a systematic plan for complying with the standard;
c.) The unfavourable finding is based upon facts or observations which indicate that a product which is not compliant with the standard has been shipped or it is probable that a product which is not compliant with the standard may be shipped;
d.) The unfavourable finding is based upon facts or observations which indicate that it is probable that the system will fail to provide the particular type of integrity that the standard was created to ensure; or,
e.) The unfavourable finding, when evaluated in light of the operation's previous
noncompliance's,(including a failure to correct previous minor noncompliance's or their recurrence), the context of other unfavourable findings for other criteria in the instant review, or in the context of having multiple facts or observations supporting the unfavourable finding, indicates a weakness in, a failure of, or a lack of a systematic plan for complying with the standard;
Deadline for major non-compliance should be given by inspector in between 30 days from date of exit meeting of Inspection.
Minor Non Compliances:
The Inspector shall classify any unfavourable findings as a minor non-compliance when the following situations observed:
a) The unfavourable finding is based upon facts or observation indicate that the factor observation is an isolated event which in the context of the applicant's systematic plan constitutes a non-systemic breakdown that did not and is not likely to result in the shipment of a product which not compliant with the standard,
b.) The unfavourable finding is based upon facts or observations indicate that the fact or observation is an isolated event which in the context of the applicant's systematic plan
Constitutes a non-systemic breakdown that did not and is not likely to result in the system failing to provide the particular type of integrity that the standard was created to ensure
C.)The unfavourable finding is based upon facts or observations which indicate that the nonconformity is based on a deficiency in recordkeeping, documentation, or procedure which does not threaten the particular type of integrity that the standard was created to ensure.
Deadline for minor non-compliance should be given by inspector in between 30 to 60 days from date of exit meeting of Inspection.
Opportunity for Improvement in Future: The unfavourable finding is based upon observation which indicates that the nonconformity is based on a deficiency in practices which does not threaten the organic integrity standard, but helpful in quality improvement.
Opportunity for Improvement in Future non-compliance inspector should be verify during future renewal inspection.
Exit Interview
The inspector will conduct an exit interview with an authorized agent of the operation in order to confirm the accuracy and completeness of the inspection observations and the information gathered during the inspection. At this time the inspector will notify the operator or certified operation of any additional information needed or of anything that appears to be out of compliance with relevant standards. The inspector will provide the operator with a receipt for any samples taken during the inspection. Any additional information or items that appear out of compliance will be presented in writing in the Exit Interview Form. The operator is expected to read all items described in the Exit Interview Form and sign this document as acknowledgement that such items have been explained to him. From the time of the exit interview, the inspector is allotted a maximum of 21 days to complete and submit the inspection report to Biocert International Pvt Ltd. In case of long audit schedule Inspector may send Inspection report and rest records through courier to Head Office.
Evaluation of inspection records (inspection report, inspection checklist, non conformity analysis report):
Within a reasonable time after receipt of the inspection report, other related records from Inspector and non-conformity closing evidences received from operator, the Evaluator/Certifier conduct the Final Compliance Review, which shall commence within 15 days of submission. Review must be carried by person other than the inspector. In case of Major NC, Evaluator shall inform quality manager. All the transaction certificate shall be blocked if there is any Major NC open.
Evaluation on noncompliance's, corrective actions taken by operator
Once the corrective actions are received from the operator, Evaluator/Certifier shall evaluate the corrective actions and shall proceed to make an evaluation decision based upon the Nonconformity Analysis and corrective actions submitted.
Sampling and testing :Along with this Biocert International shall responsible to be take and analyse every year Risk based samples of the total number of certified operators at all stages as per the accreditation standard requirement. Operators to be sampled are set based on a risk assessment of the products, complexity of the organic operation in case of suspicion of contamination of the organic produce and country.
Testing: Quality Manager shall ensure the identified laboratory shall have following pesticide residue testing services
Analysis of individual or groups of pesticides
Targeted pesticide testing
Multi- residue screening for over 150 compounds
For Targeted Pesticide Testing: Biocert International shall follow the Single Residue Testing methods for following substances Glyphosate, Dinocap, Chlormequat and Mepiquat.
Additional Requirement as per COR standards: The Evaluator shall inform the applicant that at any point within the certification cycle, preceding the Biocert International's decision, the applicant may request that the processing of its application be stopped. The applicant shall be informed that they are liable for the costs of services provided up to the time of withdrawal of its application. In such case, the Biocert International Pvt Ltd shall not issue a decision regarding the products that were subject of the certification request.
Verification of status of input compliance: Evaluator/Inspector shall determine input compliance with CAN/CGSB 32.311 or CAN/CGSB- 32.312 as applicable to the nature of the product and production system by contacting the supplier/formulator/manufacturer to obtain full disclosure of the ingredients in the input material and the processes used to produce the ingredients and the input material. Off farm input approval form shall be used to document the verification of status of input compliance. If the used input has already evaluated and certified as per input's compliance with CAN/CGSB 32.311 or CAN/CGSB-32.312, then Biocert International shall consult with another CFIA accredited CB and accept the use of this certified inputs Biocert International Pvt Ltd may consult with a third party organisation that is accredited under ISO 17065 to conduct input evaluation. In such case, Biocert International Pvt Ltd shall take responsibility for all input evaluation activities outsourced to a third party. Annually Biocert International confirm that input product formulations and processes have not changed. In some circumstances longer interval can be justified, must be at least once every 5 years. Quality Manager/certifier shall document this circumstances.Biocert International shall file a complaint

to the CVB or directly to the CFIA if the Biocert International has evidence that another CB has approved an ineligible input.
Issuance of decision for certification
After assessing whether the operation appears to comply with the organic regulations, the certification committee makes one of the following certification recommendations:
Biocert International Pvt Ltd takes full responsibility of its certification decision and shall retain authority for, its decision relating to certification. Biocert International Pvt Ltd shall not delegate authority for granting, maintaining, extending, suspending or withdrawing certification to an outside person or body.
Decision on certification is taken by Biocert International Pvt Ltd certification committee
The decision on certification will be taken by competent person who have a level of knowledge and experience sufficient to evaluate the information obtained from the evaluation process & who is different from the one who has done the inspection (evaluation). No outside person or body is delegated for granting, maintaining, extending, suspending or withdrawing certification and any certification related work.
The decision on certification will be taken by the certification committee and these are based on information gathered during the evaluation, Inspection report & non conformity closing document and on any other relevant information. All certification decisions including the scope shall be objective and transparent and shall be recorded by certifier. The certifier is responsible to take decision on granting, maintaining extending conversion period, reducing conversion period and withdrawing.
To guarantee independence and impartiality about proposal for certification in case of suspension, sanction, Biocert International Pvt Ltd Management Committee decided the creation of Certification Committee.
This Certification decision is valid until the results of the next annual evaluation are known and a new decision is made or unless the Biocert International Pvt Ltd is made aware of information to cause the Biocert International Pvt Ltd to act (e.g. suspension or withdrawal).
Any information on which a decision is based which comes from any source or some additional consideration other than the evaluation process should be made known to the applicant or Operator along with information on the evaluation process.
Certifier shall communicate certification decision and any conditions set during the issuance of certification decision to the operator.
Certifier ensure that major Non-compliances shall be notified too to the operator.
The applicant or Operator should be given the opportunity to comment on it. Records should provide objective evidence to support the evaluation and decision.
Certification shall not be granted until all criteria are met. Nonconformities, which raise any doubt as to the conformity of the product must be corrected and the correction verified by the certifier (by site visit or other appropriate forms of verification) before certification are granted. The nonconformities and their resolution should be documented by the Evaluator.
The Biocert International Pvt Ltd personnel involved in the certification process needs to sign an employment contract, confidentiality and Conflict of interest declaration. The certifier shall notify the client of a decision not to grant certification, when certification is denied, withdrawn or suspended; the reasons shall be clearly stated and shall identify the reasons for the decision. In case of any condition imposed at the time of granting certification status, by certifier/certification committee. And if this condition is not accepted to operator, then he can appeal for further process to the appeal committee within 21 days of certification decision issuance.
At any time of the certification decision process certifier can make request(s) for more information to determine compliance with relevant standards. Any requests for more information may prolong the estimated turnaround time. When a decision is reached, the appropriate decision letter(s), certificate(s), results of any tests for samples taken by the inspector Decision of Certification shall be taken within 7 days after NC closing and in case of No NC within 7 days after evaluation of Inspection report. The decision making authority is not delegated to outside person or body. Once the certification decision has been made by Certifier, Certifier should send covering note with certification decision details to the operator/licensee.
Granting of certification Biocert International Pvt Ltd certification process shall ensure that
Processing of any issue related to non-conformities with standards shall be done with highest priority.
The certification status of all operators and their production, and where relevant, the scope of existing certification, is indicated throughout the certification process
Processing of inspection reports and certification decisions shall be done in a timely manner;
Biocert International Pvt Ltd does not grant certification to any operator only on the payment of fees received, If the final reviewer evaluation report, and all procedures and activities of the operator's operation are in compliance with the requirements of the applicable Standards, and Biocert International Pvt Ltd determines that the organic management system plan and all procedures and activities of the applicant's operation are in compliance with the requirements and that the applicant is able to conduct operations in accordance with the plan, then certification will be granted by the certifier. . Certifier shall ensure that all certification decisions are based on competence in all areas for which certification is granted
Certificate : Organic certification shall be granted solely on the basis of a determination of an operation's conformity with specified published standards. These standards shall cover all production systems or product categories certified
When certification is granted, Biocert International Pvt Ltd will issue a certificate to the organic operation with 1 year of validity. Validity of scope certificate considered according to certification category. For Production scope category, date of application shall be considered as start date of certification and For Process Trade & rest categories start date of application is from date of noncompliance closing. If NC not found, then it shall be from evaluation of Inspection report. For renewal date of validity start from previous expiry of certificate in case of no non-conformity found and in case of non-conformity validity should start from NC closing.
These formal certification documents consent identification of the following information as per Accredited Body regulations:
The name and address (Location)of the Operator whose products are the subject of certification;
The name and address of the certification body;
The date certification is granted ;
The scope of the certification granted, including, as appropriate;
The products certified, which may be identified by type or range of products,
The product standards to which each product or product type is certified,
The applicable certification system,
The term or expiry date of certification, if certification expires after an established period;
Any other information required by the certification scheme.
The formal certification documentation shall include the signature or other defined authorization of the person(s) of the Biocert International Pvt Ltd assigned such responsibility.
Formal certification documentation shall only be issued after, or concurrent with, the following:
a) The decision to grant or extend the scope of certification has been made;
b) Certification requirements have been fulfilled;
c) The certification agreement has been completed/signed.
Maintaining certification (continuation of certification)
In order for a client to maintain certification with Biocert International Pvt Ltd, the certificate holder must:
a) Maintain compliance to the relevant Standards
b) Successfully complete an annual on-site surveillance inspection
c) Annually pay the certification fees, and
d) Submit the following information, as applicable, to Biocert International Pvt Ltd
1) An updated organic Management Plan
2) Any additions to or deletions from the information regarding the name of the person completing the application for certification, the operator's business name, address and telephone number and when the operator is a corporation, the name address and number of the person authorized to act on the operator's behalf;
3) An update on the correction of minor non-compliances previously identified by Biocert International Pvt Ltd as requiring correction for continued certification; and
4) Other information as deemed necessary by Biocert International Pvt Ltd to determine compliance with the applied Organic Standards and additional standards required.
Following the receipt of the information, Biocert International Pvt Ltd will perform the on-site inspection and verify the clients continued compliance with applicable standards.
Re-certification/renewal on-site surveillance provisions
As a general rule, no more than 12 months should lapse without having an on-site inspection. In the event that it is impossible for Biocert International Pvt Ltd to conduct the annual onsite inspection following receipt of the certified operation's annual update of information, Biocert International Pvt Ltd may allow continuation of certification and may issue an updated Product Verification of organic operation on the basis of the information submitted and the most recent on-site inspection conducted during the previous 12 months: Provided, That, the annual on-site inspection, is conducted following the certified operation's scheduled date of annual update.
Exceptions to certification requirements
Biocert International Pvt Ltd granting exceptions to requirements for certification as per applicable organic standards in case of any unpredictable situation occured
Exceptions shall be of limited duration, and not be granted permanently.
The documentation of any exception shall include the basis on which the exception is granted.

Suspension or revocation of certificate

When the corrective action is insufficient and/or not completed within the prescribed time period, Biocert International Pvt Ltd will issue a certified client a written Notice of Proposed Suspension and/or Revocation of Certification Of the entire operation or a portion of the operation, as applicable to the noncompliance.

The Notification of Proposed Suspension and/or Revocation must include the following:

a) The reasons for the proposed suspension or revocation.

b) The impact of a suspension or revocation on future eligibility for certification,

c) The right to request to appeal If Biocert International Pvt Ltd has reason to believe that an operator for certification has willfully violated the standards; Biocert International Pvt Ltd will send the certified client a Notification of Proposed Suspension or Revocation of Certification of the entire operation or a portion of the operation as applicable to the noncompliance. If the client fails to correct the noncompliance(s), to resolve the issue through rebuttal or Complain or to file an appeal of the proposed suspension or revocation of certification in the timeframe allowed, Biocert International Pvt Ltd shall send the client a written notification of suspension or revocation.

Modification (reduction or extended) of certification and notification of changes in licensee's operation

Operations must notify its certifier of any ongoing changes that may affect its compliance with the regulations in a timely manner. If an operation plans to add new products, fields, operations, or labels to its OMSP, modification to the products, the manufacturing process, extension of acreage or changes to management, or ownership. then the certifier must first approve these changes and issue an updated certificate. A request to add new fields, animal species, or facilities would require an additional onsite inspection. If the certifier requires supporting documentation to verify these changes, then the operation will provide it.

Any additions to or deletions from the information regarding the name of the person completing the application for certification, the operator's business name, address and telephone number and when the operator is a corporation, the name address and number of the person authorized to act on the operator's behalf;

Clients are required to inform Biocert International Pvt Ltd, in writing of any modifications, which extend or reduce their scope of certification already granted. The client is not allowed to release products affected by the modification until the Certifier has reviewed the modification and has found it to be compliant with applicable certification standards.

If changes to the system are minimal and are clearly within applied Standards, an amended certificate and/or product verification form is issued. If the changes are extensive or are not easily demonstrated, an inspection of the new management or production system may be required before modification is approved. Clients are responsible for the costs incurred for these services. Once the modification is awarded, the Certification Decision Form will be sent to the client.

Product adjustment

When a certified operator begins a new venture and wants to add items to those listed on the current certificate, the operator must contact the certification office and submit relevant information, with supporting documentation to the Biocert International Pvt Ltd office. Biocert International Pvt Ltd conducts a review of the product adjustment request and supporting documentation to determine the extent of the changes to the current production system needed to produce the new product (i.e. new fields/facilities, equipment, agricultural/processing inputs). If the changes to the system are minimal, consistent with existing practices described in the organic system plan and are clearly within organic standards, Biocert International Pvt Ltd issues an amended certificate to the operator. If the changes are extensive or are not sufficiently described, Biocert International Pvt Ltd may require an inspection of the new production and/or handling system before adding the product to the certificate.

Withdrawal of certification

At any time clients may withdraw from Biocert International Pvt Ltd through written notification. The client must cease all claims of the Biocert International Pvt Ltd logo and name, destroy or return all certificates, labeling and marketing material containing reference of Biocert International Pvt Ltd as per Biocert International Pvt Ltd may also send a client a Withdrawal Letter, which notifies the client that Biocert International Pvt Ltd has voluntarily withdrawn the client from certification due to a lack in the annual re-certification or lack of response within the designated renewal timeframe.

Withdrawal of contract/agreement

Biocert International Pvt Ltd reserves right to withdraw the agreement if the operator ceases doing business with the Biocert International or; if operator cannot demonstrate that it is able to comply with the applicable standards for operations included in its certification application

Denial of certification

When Biocert International Pvt Ltd has reason to believe, based on a review of the information that an applicant for certification is not able to comply or is not in compliance with the applied Standards, either because operations resulting in the products included in the application are still noncompliant with requirements or simply because the applicant did not respond to the notification of non-compliance.

Biocert International Pvt Ltd must provide a written notification of denial of certification.

A notice of denial of certification shall state the reason(s) for denial and the applicant's right to:

1. Reapply for certification;
2. Request mediation or,
3. File an appeal of the denial of certification.

An applicant for certification who has received a written notification of noncompliance or a written notice of denial of certification may apply for certification again at any time with any certifying agent. When such applicant submits a new application to a certifying agent other than Biocert International Pvt Ltd, the applicant for certification must include a copy of the notification of noncompliance or notice of denial of certification and a description of the actions taken, with supporting documentation, to correct the non compliances noted in the notification of noncompliance.

When Biocert International Pvt Ltd receives a new application for certification, which includes a notification of noncompliance or a notice of denial of certification, Biocert International Pvt Ltd must treat the application as a new application and begin a new application process.

If Biocert International Pvt Ltd has reason to believe that an applicant for certification has willfully made a false statement or otherwise purposefully misrepresented the applicant's operation; Biocert International Pvt Ltd may deny certification without first issuing a notification of noncompliance.

Risk reduction between certification bodies

Biocert International Pvt Ltd shall require operators to notify it of all previous and current certifications within the scope. Biocert International Pvt Ltd shall communicate with the other certification body to ascertain if there were any major issues. Alternatively, the certification body shall require the operator to submit the most recent certification decision issued by the other certification body.

In cases of dual or multiple certifications with the same certification scope, the Biocert International Pvt Ltd shall supply the other certification body (or bodies) with copies of transaction certificates or information regarding sales and inform them in event of de-certification. The Biocert International Pvt Ltd shall request the same information from the other certification body (or bodies).

Use of Subcontractors

Biocert International Pvt Ltd may decide to subcontract work related to certification (e.g. testing and/or inspection) to an external body or person. Biocert International Pvt Ltd shall take full responsibility for such subcontracted work, including confidentiality, and maintain its responsibility for granting, maintaining, suspending or revoking certification. By applying for certification with Biocert International Pvt Ltd, applicants consent to the use of subcontractors during the certification process. List of subcontractors shall be made available as per request received from operator.

Appeal:_In the incident of an Operator wishing to appeal against any certification decision .The Operator needs to lodge formal appeal against such decision with Biocert International Pvt ltd MD within 21 clear days from the operator after being officially informed of such a decision._The Appeal is registered and Quality Manager is responsible for sending of acknowledgement to the operator in seven working days.MD reviews the appeal and within 30 days of receipt of such an appeal and if agreed with operators argument the original decision is revised. If MD is not agreed with operator's argument the decision remains unchanged.

The appellant reserves the right to further appeal the decision of MD. The appeal then is forwarded to the appeal committee. Appeal committee calls for meeting, the appellant will be given 7 clear days' notice of the time and place of such a meeting. The decision of appeal committee shall stand. At such a meeting, representatives of Biocert International Pvt ltd and the appellant shall be entitled to be heard in confidence. The decision of the majority of the appeal committee as declared by its chairman shall be final. Members of the CC and the MD shall not participate in the deliberations of the appeal committee.

Persons responsible for a decision that is being or any person having conflict of interest in the matter will not handle the appeal. The person who have conducted inspection/certification can't be part of certification decision related to appeal.

Quality Manager retains all the records pertaining to the handling of an appeal in the Discipline Register. MD will take all appropriate follow-up actions on the decisions of the appeal committee and records the same in the Register. Progress reports will be provided to the appellant from time to time.

In case the operator/certificate holder is not satisfied with the Biocert International appeal process then, the certificate holder can submit a complaint against the Biocert International to the IOAS responsible for the oversight of the Biocert International Pvt Ltd.

Complaints:

Biocert International Pvt ltd considers complaints related to its operations and those against certified operators. Complaint received from any operator (e.g., producers, contract producers, processors, handlers, etc) or from other parties such as interested stakeholders or the general public does not discriminate any partiality to specific group or members.

Complaints may be

appeal related to certification decisions

complaints from holders of certificates regarding the Biocert International Pvt Ltd's program application
complaints from outside persons or organizations about the Biocert International Pvt Ltd's operation
Quality Manager is responsible for implementation of this procedure.
Complaints received by any means concerning the certification scheme itself will be dealt with the Quality Manager, who will arrange to: Record every complaint in the complaint register. Acknowledge receipt of the complaint within 48 hours.
Investigate the complaint for its cause and prepare an investigation report of its deliberation and put it up to the MD.
Having considered the report the MD may order corrective action to be taken.
The decision of the MD will be recorded in the complaint register and any decision requiring corrective action to be taken will be implemented by the Quality Manager. MD will check the effectiveness of the corrective action taken.
Complaint should be resolved within 15 working days.
When a complaint is resolved, Quality Manager should document resolution and responsible to forward to the complainant and the interested party in a way that does not prejudice the confidentiality of the party concerned.
Disputes:
Any dispute with respect to denial of certification or proposed suspension or revocation of applied organic certification may request for Mediation. Mediation shall be requested in writing to Biocert International Pvt Ltd. If Biocert International Pvt ltd rejects the request for Mediation, Biocert International Pvt ltd shall notify the client and shall advise client the right to request an appeal pursuant. Within 15 days of the date of the written notification of rejection. If Biocert International Pvt ltd accepts the request for Mediation, such mediation shall be conducted by a qualified mediator mutually agreed upon by the parties to the mediation. The parties of the Mediation shall have no more than 30 days to reach an agreement following a Mediation session. Any agreement reached during or as a result of the Mediation process shall be in compliance with the applied organic certification. If Mediation is unsuccessful, the client shall have 30 days from termination of Mediation to appeal to Biocert International Pvt ltd pursuant to Appeals.