

BUREAU OF INDIAN STANDARDS MANAGEMENT SYSTEMS CERTIFICATION		OPERATING PROCEDURE	
TITLE: PROCEDURE FOR DEALING WITH APPEALS			
DOC: MSC-P6.8-01	ISSUE: 01	DATE: DEC 2004	PAGE: 1 OF 3
PREPARED BY: HEAD (MSCD)		APPROVED BY: ADG/DDG	

1. PURPOSE

1.1 This operating procedure is to ensure uniform practices for receiving and dealing with appeals relating to Management systems Certification.

2. SCOPE

2.1 This operating procedure is limited only for appeals pertaining to BIS Management Systems Certification.

3. DEFINITIONS

3.1 **Appeal** - Any written communication against the decision(s) taken under the BIS Management Systems Certification, as prescribed in the BIS Act,1986.

3.2 **Appellant** - The person/organisation who signs the appeal.

3.3 **Appeals Committee (AC)** - A Committee set up by the Ministry for looking into the Appeal.

3.4 **DG** - Director General of Bureau of Indian Standards.

3.5 **ADG/DDG IN-CHARGE** - Additional Director General/Dy. Director General -incharge of MSC .

3.6 **MSCD** - Management Systems Certification Department of BIS.

3.7 **HEAD (MSCD)** – Head (Management Systems Certification Department) and Management Representative responsible for day to day operations of MSC.

3.8 **Ministry** - Ministry of Consumer Affairs

3.9 **Minister** - Minister Incharge for Consumer Affairs.

4. REFERENCES

- 4.1 Bureau of Indian Standards Act 1986
- 4.2 Bureau of Indian Standards Rules 1987
- 4.3 Doc:MSC-F6.8-01 Appeals Form

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- 4.4 Doc:MSC-F6.8-02 Format for Appeals Register.
4.5 Doc:MSC-F6.8-03 Format of letter for acknowledging Appeal.
4.6 Doc:MSC-F6.8-06 Format for Appeals Status Register.
4.7 Doc:MSC-G6.8-01 Guidelines for making an appeal.

5. RESPONSIBILITIES

5.1 **HEAD (MSCD)** - As secretary of the BIS Appeal Committee is responsible for registering the appeal and coordinating with Appeals Committee and Appellant till the judgment is passed, within the set time scales.

5.2 **DG** - Responsible for recommending the setting up of Appeals Committee to the Ministry.

5.3 **(Appeals Committee AC)** - Responsible for deciding on appeal.

6. PROCEDURE

	TASK	RESPONSIBILITY	RELATED DOC.
6.1	When an enquiry or request to appeal is received, the appellant should be sent a copy of the Guideline for making an Appeal, and an Appeals Form.	Anyone	MSC-G6.8-01 MSC-F6.8-01
6.2	Receive the appeal in the standard format	HEAD (MSCD)	MSC-F6.8-01
6.3	Register the appeal	HEAD (MSCD)	MSC-F6.8-02
6.4	Acknowledge the appeal	HEAD (MSCD)	MSC-F6.8-03
6.5	Forward the appeal and the related documents to the Chairman & Members of the appeals committee.	HEAD (MSCD)	

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	TASK	RESPONSIBILITY	RELATED DOC.
6.6	Obtain relevant information and details of the appeal, consider and decide on Appeal.	AC	
6.7	Send copy of the decision to each of the parties concerned.	HEAD (MSCD)	
6.8	Enter the details in Appeals Status Register.	HEAD (MSCD)	MSC-F6.8-06
6.9	Record details of the appeal and the decision in the Appellant's file.	HEAD (MSCD)	
6.10	Notify MSCO(R) of the concerned Region to update their records	HEAD (MSCD)	
6.11	Review the results of appeal to see if any corrective action is needed by BIS	HEAD (MSCD)	