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**Purpose** - To establish and maintain a system, which ensures that the procedure for certification is known to all clients interested and is undertaken in a uniform impartial way.

**Scope** - The procedure applies to all clients who would like to have certification from FairCert within the scope of certification of FairCert.

### Responsibility

- a) The Head of Certification has the overall responsibility for the implementation of this procedure.
- b) All managers, inspectors, reviewers, certifiers, accounts department has the responsibility for the compliance of this procedure.

### Certification Procedure

#### 1. Client Contact FairCert Office:

Interested client (farmers / Grower groups / processors / traders / wild harvest / input manufacturers) can contact through any means for an application package and a with minimum details, which must include,

- a. Name and address of the interested party.
- b. Scope requested for
- c. The crops/products grown/made/processed/ traded/manufactured.
- d. Total area of the farm in hectare/ capacity as applicable
- e. Exact location of the operations
- f. Number and area of the members in case of grower group certification

#### Reference Document: FMO56-Enquiry Form

#### 2. Sends Application package and Quotation:

FairCert staff send application package and quotation for certification to the client by email or speed post or client collect from FairCert head office. The client may download the application package from website [www.faircert.com](http://www.faircert.com) (Please refer FairCert scale of fees for more details on quotation or visit [www.faircert.com](http://www.faircert.com)) the application package consisting of the following.

- a. Brochure (If Needed)
- b. FMO01-Application-General Information
- c. FMO01-01-Application-As applicable to the Scope
- d. FMO04-Certification Agreement
- e. FMO22-xx-Organic Plan-As applicable to the Scope
- f. FMO22-07-Land History Sheet
- g. FMO58-Annexure-Farmer List (For Grower Group)
- h. FMO92-NPOP-Wild Harvest Collector List (For Wild Harvest)
- i. FMO65-Nonorganic Seed Approval Form (For Crop Production and Grower Group)
- j. FMO102-Product Formulation Sheet (For Processing and Trading)

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- k. FMO104-Product Information Sheet (For Processing and Trading)
- l. PRO06-Procedure for Certification
- m. Applicable Standard - NPOP
- n. FMO05-Scale of fees / FMO45-Quotation-NPOP
- o. FMO06-Sanction Catalogue
- p. FMO26-GMO list
- q. FMO100-Grower Group Certification Requirements and Document List
- r. FMO105-Processing & Trading Certification Requirements and Document List
- s. FMO107-Guideline and Document List – Transaction Certificate

### 3. Received Filled Application Package:

Duly filled in and signed application form and associated forms and documents reach FairCert office by post/courier/hand or Email (For Email applications signatures will be collected once comes for the inspection, Scan signature or copy of the signed pages is also acceptable) along with advance for inspection and certification by **NEFT / Demand Draft / Cheque** payable to **FairCert Certification Services Pvt. Ltd. (Cheques subject to realization). Cash is not acceptable as a certification fee in any case. In case the quotation is already send as per the details received over the phone or other alternatives.** Copy of the certification agreement will be given to the client. In case the quotation is not send the Application Package is reviewed by the competent inspector and if it qualifies to proceed for certification process, then offer/quotation is prepared and will be informed to client. If the offer is acceptable the certification agreement is executed and registration process proceeds.

### 4. Application Review:

The application package will be reviewed. The review of application includes the review of application, organic plan and all associated documents which is part of the application package. The review of application can be assigned to any inspector who can do inspection for that scope.

### 5. Registration of Client:

On receiving the filled in application packet, or application, certification agreement and the advance (Exemption of advance fee payment can be granted by CEO), the client details uploaded on Tracenet and will be issued with a registration number within a month (subjected to submission of complete information and documents) as per **PRO05-Procedure for Registration of Clients** and will be communicated to the applicant **FMO02-Registration Letter**. The Registration proceeds only after the Review of Application Package.

**Note: Turmeric/curcuma, Sesame, Soy beans, Amaranth seeds, Caraway, Fenugreek, Flaxseeds, Fennel, Cumin, Sugarcane, Psyllium/Psyllium Husk Powder, Ginger, Morianga, Quinoa seeds, Unprocessed tea leaves, Unprocessed guar gum and GMO detection have been reported in Cotton is considered as high risk products. Before registration of new clients who have high risk crops/products (notified in APEDA) under organic certification will conduct a pre-inspection before registration of the client.**

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## 6. Planning of Inspection:

The onsite inspection of client is schedule by Inspection Manager/Sr. Inspector according to FMO08-01-Procedure for Inspection Planning. Before planning inspection Manager or Inspector has consider the observation of initial reviewer and critical control points identified.

In consultation with the operator and considering the requirements of normative documents, FairCert fixes the inspection / audit dates and send the audit plan to the operator **FMO27-Inspection/Audit Plan.**

Note: FairCert Reserves the right that along with the inspector auditor coming for the inspection/ audit there may be observers, verifying auditors or any other relevant persons from accreditation bodies and other relevant authorities. In no way inspection will be carried out before the registration process is completed. (Exception in case of CB transfer) **The producer should maintain evidence for compliance of requirement of applied standards and standards. Non availability of evidence may result in certification not possible until the evidence is provided for the compliance.**

The client seeking certification will have to be in possession of and full fill the requirements indicated in NPOP/NSOP or the other relevant standards as applicable: **(These are the Reference/Normative documents and are the guide)**

Update version of relevant standard available in [www.faircert.com](http://www.faircert.com); and [www.apeda.gov.in](http://www.apeda.gov.in)

Any updates in the normative documents will be communicated to clients through letter/ email by FairCert.

## 7. Onsite Inspection:

FairCert inspector is conducting physical inspection of operator once a year to verify that the operator complies with the relevant standards. Reference: **FMO08-Inspection Instruction, and FMO85-Inspection Instruction-Processing & Trading.** During inspection, risk assessment of operation is done as per **PRO16-Procedure for Risk Assessment** and record the risk assessment findings in prescribed formats for risk assessment.

Inspector accomplishes inspection and all non-conformities/non-compliances listed in a report. A copy of the **FMO76-Non-compliance and Opportunity for Improvement Report**, which is duly signed, by the inspector and the operator. The noncompliance report copy is handed over to the operator. The non-conformances detected can be closed by providing the proof by way of documents, records, photos, etc. or if requirement is there for a further visit by the FairCert inspector to the site which will be chargeable as per the scale of fees for the man days needed for follow up inspections.

**In case of Grower Group**, ICS must comply with Chapter 5 of NPOP/NSOP standard and minimum sample of producers externally inspected is the square root method (rounded to next higher integer). The sample size shall be calculated based on risk involved (**Factor value: Low Risk: Square Root of Number of Farmers, Medium Risk: 1.5 X Square Root of Number of Farmers and High Risk: 2.0 X Square Root of Number of Farmers**) as per **FMO08-01-Procedure for Inspection Planning and PRO16-Procedure for Risk Assessment** and these number are not lower than 10 farmers. In case FairCert inspector finds the internal control system to seriously lack reliability and effectiveness, it will increase the number of farms subject to their annual inspection to at least three times the square root of the number of farms in the group. The grower group will legally registered and will be based on the Internal Control System (ICS). The ICS will apply to small group operators, cooperatives, and small-scale processing units. The group members will apply similar production system and will

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be in geographical proximity. Individual farms with land holding of 4 ha (10 acres) and above can also be a part of the group but will have to be inspected separately every year by the FairCert. The total area of such farms shall be less than 50% of the total area of the group. The grower group shall consist of minimum 25 and maximum 500 farmers. Processors and exporters/traders can own/ manage the Internal Control System (ICS) but will have to be inspected annually by the FairCert.

Inspector will verify that each group member signs the written agreement with ICS at the time of joining the group and is documented. The ICS will be inspected at the office where activities are carried out. If relevant, it should also consider the previous unannounced inspection carried out if any. Inspector will verify that ICS personnel not having any conflict that might hinder the work and all the possible conflict is declared by ICS in writing annually. Such cases are verified by the inspector during onsite inspection and ensure that alternatives solutions are found by ICS or not. **The producer group can compliant against the decision of increase in the sample size by the auditor. (Note: - Procedure for Complaint is available on request).**

Inspector must verify that ICS has policies, procedures and documents for running of ICS based on the Chapter 5 of NPOP/NSOP standard or other normative document as per **FMO100-Grower Group Certification Requirements and Documents List**. ICS have internal standards in local language under the framework of NSOP standard. Inspector will verify that at least two annual internal inspections of the group have carried out by the internal inspectors appointed by the ICS and is documented. Inspector will ensure that ICS have procedure to approve or impose sanction on the farmers in the group. All internal farm checklists are screened by internal approval staff with special focus on the noncompliance's found, critical control points of risk / difficult cases. Yield estimate for each crop of individual farmer is carried out and ICS is marketing the product under single entity. Inspector will verify that ICS personnel and individual farmers is received training annually and date of training, list of participants, name of trainer, content of training is documented.

In case of ICS engaged in processing and run their own processing unit or used subcontracted unit for their products, in such case, the processing unit shall have a formal contract with the grower group. ICS must appoint the Processing Manager or responsible person for managing the processing operations. Processor and exporters/traders can be part of ICS and will be inspected annually.

FairCert inspector must inspect the processing or subcontracted unit annually engaged with ICS as per applicable standard requirement.

FairCert accept and transfer the individual or grower group (ICS) as request received from operator as per NSOP standard. The NOC received and transfer is accepted through Tracenet only.

**Note: Three physical inspections will be conducted per year of each operator involved in producing, preparing, storing, trading and export of high risk products viz. Turmeric/curcuma, Sesame, Soy beans, Amaranth seeds, Flaxseeds, Fennel, Cumin, Sugarcane, Psyllium/Psyllium Husk Powder, Ginger, Morianga, Quinoa seeds, Unprocessed tea leaves, Unprocessed guar gum and GMO detection have been reported in Cotton in the standing condition (crops that are not harvested and under processing/handling stage). Further, one of these inspections shall be carried out unannounced.**

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**In addition to sampling policy under NPOP, shall mandatorily draw minimum 100% sample and tested in NABL and APEDA approved laboratory for at least 250 pesticide residues (Notified by APEDA), ETO, Heavy Metals, Dyes and GMO Testing (In case of cotton) of products or soil in case of operator involved in producing, preparing, storing, trading and export of high risk products mentioned above.**

**8. Receiving of Remaining Fees:**

FairCert sends the final invoice. Operator has to pay the balance of the final invoice within a month after inspection.

**9. Noncompliance Closing:**

Operator fulfills conditions and settles non-conformities within one month from the date of last inspection. All non-conformances detected against the operator must be closed within the time allotted. (Note:-100% compliance all applicable clauses of operation with no major N/C and a maximum of 3 Minor N/C per operation is acceptable to complies with the requirement to get scope certificate for the relevant audit criteria). If the non-conformities are not closed within the stipulated time of one month or less based on the severity of the non-compliance appropriate sanctions according **FMO06-Sanction Catalogue** will be initiated. In case of certified client suspension will result and in case of new client's initial inspection will follow.

**Note: - Minor N/C means this will not have any impact on the integrity of product.**

FairCert verifies the action taken on the non-conformities, which may include a surveillance visit of the operation. In case of non-fulfillment of conditions, the sanctioning system will be invoked.

**10. FairCert shall conduct the annual surveillance inspection in consultation with the client the same will be conducted and will be subsequently charged. These inspections are other than annual inspection and may be conducted unannounced and additional. The inspection instruction as follow as per **FMO08-Inspection Instruction; FMO85-Inspection Instruction- Processing and Trading.****

**11. Final Review:**

The file will be forwarded for review and certification only after the fulfillment of all necessary inspections, closing of non-conformities and settlement of outstanding dues.

The Certification Manager will allocate reviewer/certifiers for review and certification. If the review on the checklist and the report and the associated corrective action give the impression that the operation is in compliance with the requirements of the organic standard and as per the normative documents of NPOP/NSOP and /or other relevant audit criteria. Subsequently, reviewer has to recommend for certification decision to the certification committee. The certification committee or may be a single person/reviewer who has not done the inspection and complied with the requirement shall take certification decision.

**12. Issue of Scope Certificate:**

FairCert issues the certificate through Tracenet, which is not later than one month after the fulfillment of all-necessary inspections, closing non-conformities, and settlement of all dues amounting to 100% of the final contract value. Separate scope certificates will be issued through Tracenet to the Individual farmer, ICS, Processor and Trader/Exporter to maintain the traceability of the product flow. The 100% payment of inspection and certification fee itself will not ipso facto entitle grant of the scope certificate to the operator if it is not complying with the standard requirement of NPOP/NSOP.

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The certificate will be issued according to the rules of NPOP/NSOP. Along with the certificate a letter mentioning the requirement for the maintaining the certification status and correction of minor non-compliances (if any) within a specified time period is also given. The certificate is not transferable, even on change of ownership initial inspection is needed and continuation of Organic status will be decided by the FairCert. In case of any sanction, suspension withdrawal of certificate the information will be given to the affected parties. **Note: If the client is operating with any other Certification Body the information will be given to that Certification Body too. The information will be communicated to NAB/APEDA within 30 days.**

The certificate will be issued to the registered operator either by Post/Hand and proof for the same will be retained. Any differences noticed has to be brought to the notice of FairCert within 7 days of Certificate generation. If the difference is because of the failure from FairCert side the amended certificate will be issued within 14 days without any charges (subjected to correction done by Tracenet team/APEDA), if the failure is because of the error in data provided by the operators. The Amended certificate will be issued within 28 days and will be chargeable as per the **FMO05-Scale of Fees** subjected to correction done by Tracenet team/APEDA.

In case the non-conformances cannot be closed by the operator due reason beyond the control of client a letter of noncompliance may be given to the operator, this will be issued only on written request from client. The Letter of Non-compliance is not meant to replace or avoid sanctioning of the client.

The India Organic Logo/ FairCert logo cannot be used unless the operator is granted with license to Use certification mark. **FMO24-Use of Certification Mark Logo.**

Other than the above-mentioned Non-compliance, letter FairCert will not issue any communication other than certificate to or about operator to demonstrate any Organic status unless it refers to sanctions.

### 13. Use of Certification Mark & FairCert Logo:

The use of India Organic Logo and FairCert logo according to **FMO24-Use of Certification Mark Logo**. Also refer Chapter 6 of NSOP standard for use of certification mark and logo.


A trademark – “India Organic” will be granted on the basis of compliance with the National Standards for Organic Production (NSOP). Communicating the genuineness as well as the origin of the product, this trademark will be owned by the Government of India. Only such exporters, manufacturers and processors whose products are duly certified by the accredited Certification Bodies, will be granted the license to use of the logo which would be governed by a set of standards.

**India Organic logo shall not be used in the case of in-conversion products and food.**

**Once the certificate is received and if any balance of the final invoice has to be paid to FairCert then it has to be paid within one month, nonpayment of the outstanding may lead to suspension withdrawal of certificate without further notice. The suspensions will not be withdrawn until the fees are received by FairCert.**

### 14. Annual Renewal Inspections/Audit (Subsequent Inspections):

After initial inspection, once a year FairCert conducts physical renewal inspections of operator to verify that the operator complies with the relevant standards and complies based on which the certification is renewed yearly. Annual inspections are obligatory for renewing the certificate.

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FairCert will normally follow up with registered operator for the renewal and send application form before the next renewal 3 months before the expiry of certificates on request from client and the procedures # 3 to 16 will apply. And will reconfirm the registration of producer and the proposed products for the relevant scope before the expiry of certificate provided the client submit the application form and make advance payment. But it lies as the responsibility of the client that the renewal applications are submitted 3 months before the expiry of certificates.

Once the filled in application form in **FMO42-Annual Renewal** reaches the FairCert office, a proforma invoice/invoice for the same is prepared and sent to the client. Inspections are scheduled by Inspection Manager once 50% advance is received.

The client must inform FairCert of any changes that have occurred after last inspection and also, an update on the correction of minor non compliances previously identified by FairCert as requiring correction for continued certification and any other information if required by FairCert must be submitted by the client.

The follow-up inspection/subsequent inspection has to be carried out while the standing crop/organic product processing is there; it should be avoided during the off season when no activities are going on.

Each year, before the renewal inspections, the client shall notify FairCert of its schedule of production of crop products/organic product processing, giving a breakdown by parcel.

**Other than the normal announced inspections FairCert will carry out unannounced inspections on random/risk basis.**


#### **15. Additional Inspections:**

Other than the mandatory annual inspections required for certification, FairCert will conduct further at least 10% additional random inspections for each scope certification of total number of operators annually wherever applicable, e.g. if major changes in the production occurred, on suspicion, as a randomly conducted spot check or risk of previous noncompliance or in any other cases where further inspections are necessary to have sufficient proof that the operation is working according to the standards and directives. The additional inspection is always based on severity of risk identified during the inspection and always in addition to unannounced inspection. The selection of clients is based on risk assessment and identified level of risk (high, medium and low). The inspections are allotted by Inspection Manager as per the instructions from Certification Manager/Quality Manager/Head of Certification and are undertaken as usual procedures.

#### **16. Surveillance Inspection:**

As per scheme requirement will be conducted by FairCert unannounced inspection of 10% of the operators will be conducted by FairCert. FairCert will inform the certificate holder in advance of the intended visit. This notification will normally not exceed 48 hours. In the exceptional case where it is impossible for the certificate holder to accept the proposed date (due to medical or other justifiable reasons), the certificate holder will receive one more chance to be informed of an unannounced inspection or audit. The certificate holder shall receive a written warning if the first proposed date has not been accepted. The client will receive another 48-hours notification of a visit. If the visit cannot take place because of non-justifiable reasons, a suspension of all products will be issued.

#### **17. Termination, Reduction, Suspension or Withdraw:**

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When rebuttal is unsuccessful, or correction of the non-compliance is not completed within the prescribed time period given by FairCert, a written notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the non-compliance, sent to the client.

When correction of a noncompliance is not possible, the notification of noncompliance and the proposed suspension or revocation of certification may be combined in one notification. The notification of proposed suspension or revocation of certification includes:

- The reasons for the proposed suspension or revocation;
- The proposed effective date of such suspension or revocation;
- The impact of a suspension or revocation on future eligibility for certification; and
- The right to request mediation or to file an appeal.

### **Suspension or Revocation**

If the certified operation fails to correct the non-compliance to resolve the issue through rebuttal or mediation, or to file an appeal of the proposed suspension of certification, the client sent a written notification of suspension or revocation to FairCert within 10 days of decision.

The FairCert must not send a notification of suspension or revocation to a certified client that has requested mediation or filed appeal, while final resolution of either is pending.

### **18. Request for Reinstatement:**

The suspended client may request reinstatement of its organic certification to FairCert. The reinstatement request must include evidence showing that all the non-compliances have been corrected and should include copies of the original Notices of Noncompliance.

The Certification Manager is responsible for handling of reinstatement request. The Certification Manager reviews the reinstatement request and non-compliances corrective action submitted by client. If non-compliance corrective action is compliance with NSOP Standard, the FairCert will plan the on-site inspection within three months receiving of reinstatement request. At the time of on-site inspection, inspector verifies the effectiveness of corrective action taken by client. After completion of on-site inspection, inspector is prepared the inspection report and submitted to the Inspection Manager along with supporting documents and proof of corrective action taken.

The Inspection Manager checks the inspection report, supporting documents and reinstatement corrective action. After that file is submit to the Certification Manager.

The Certification Manager check the inspection report, supporting documents and proof of reinstatement corrective action and allot to the reviewer for final review.

The reviewer, review the inspection report, supporting documents and proof of reinstatement corrective action collected by inspector during on-site inspection. If, inspection report, supporting documents and proof of reinstatement corrective action is compliance with NSOP Standard, concern client file is submitting for final decision with recommendation or if not compliance with standard requirement, deny the reinstatement request with recommendation.

If the onsite inspection and review shows that the client had corrected all previously cited non-compliances and was otherwise in full compliance with the standards. If the client's reinstatement request includes documented evidence of full compliance, then the FairCert will approve reinstatement. If not, then the FairCert will deny the reinstatement request and the suspension will remain effective.



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If the FairCert approves the reinstatement, it will notify the operator and Accreditation Body that the operation is compliance with NSOP Standard. The FairCert will then issue a new organic certificate to the operation.

After approval of reinstatement request, the FairCert should made all necessary modifications to formal certification documents, public information, and authorization for use of logo/marks, to ensure all appropriate indications, exist that the product continues to be certified.

If decision to reduce the scope of certification is made as a condition of reinstatement, the FairCert make all necessary modifications to formal certification documents, public information, authorizations for use of logo/marks, in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

Agricultural products that are produced and/or handled during the time between suspension and reinstatement may not be sold, labeled or represented as “certified organic” “organic”, or “made with organic (specified ingredients or food groups(s)).”

A certified operation or a responsible person connected with an operation whose certification has been revoked will be ineligible to receive certification for a period of 5 years following the date of such revocation or suspension.

**19. Changes affecting certification:**

When the certification scheme introduces new or revised requirements that affect the client FairCert shall ensure these changes are communicated to all clients. FairCert will also consider other changes affecting certification, including changes initiated by the client and shall verify the implementation of the changes by its clients and shall take actions required by the scheme for this one or all of the following may be undertaken.

The actions to implement changes affecting certification shall include, if required, the following:


Evaluation; review; decision; Issuance of revised formal certification documentation to extend or reduce the scope of certification; issuance of certification documentation of revised surveillance activities (if surveillance is part of the certification scheme).

**20. Complaints:**

When the client disagrees with the evaluation/assessment given he or she must declare in writing the reasons for disapproval to FairCert at the earliest convenience. The complaint shall be submitted immediately after receiving the decision and no later than 30 working days after receiving the decision. The complaint shall be submitted in writing through email or writing a letter to Certification Manager. The Complainant may be called to present the issue to Head of Certification if needed.

Based on nature of complaint, Certification Manager shall review the complaint and decide that whether complaint to be accepted or rejected due to insufficient substantiated or incomplete complaint. If it is rejected, will inform the complainant of the same. The accepted request shall enter into the complaint register and receipt of a complaint send by email or written a formal letter to the complainant.

Subsequently, Certification Manager shall appoint staff committee or single employee to investigate the complaint or independent committee / person other than the employees involved in inspection and certification decision made. The investigating staff or committee is accountable for safeguarding the impartiality and conflict of interest. All the personal engaged in the complaint handling process shall other than the person involved in inspection and

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certification decision or person having a conflict with client. Upon request, Certification Manager will gather and provide necessary information, assessment report, decision, corrections, and corrective actions where applicable.

All the subsequent actions and recommendations are submitted to the Head of Certification and CEO for final decision. The outcome will be informed to the complainant in writing (via email/letter) within 30 (thirty) days after receiving a complaint. If the complainant agrees with the outcome at this stage, then the complaint does not process to further stages. All complaints including actions taken, will be tracked, and recorded by FairCert.

If necessary, FairCert will take appropriate corrections and corrective actions.

If the complainant is not satisfied with the outcome, then he or she may file an Appeal against decision made to the Head of Certification and CEO within 30 days of decision.

## 21. Appeals:

FairCert is committed to provide services with 100% client's satisfaction. There is a possibility that certification services provided to the clients and its certification decision are not meet out the client's satisfaction. In those cases, the client could make an appeal against that decision.

The client's is dissatisfied with decision will submit the formal appeal to FairCert within 30 (thirty) days of decision issued. The appellant will submit their appeal against decision by email or write a letter to CEO or Certification Committee. The appeal shall enter into appeal register and receipt of an appeal send by email or written a formal letter to the appellant.

Based on nature of appeal, CEO or Certification Committee shall review the request and decided that whether appeal will be accepted or rejected. If it is rejected, will inform the appellant of the same. The appellant may be called to present the issue to CEO/appeal committee if needed.

Subsequently, CEO will appoint an investigation committee (three members) or single person which is in charge of the appeal process and is accountable for safeguarding the impartiality with respect to the appeal and operations of the organization. All the personal engaged in the appeal handling process is other than the person involved in inspection and certification decision or person having a conflict with appellant. Upon request of investigation committee or single person, the CEO will provide all the necessary information, including the reasons for all significant decision, actions, and the selection of persons responsible for particular activities, to ensure FairCert to ensure proper and impartial decision.

All the recommendations and actions including any correction and corrective action taken, will inform to the Appeal Committee and recorded by FairCert. The outcomes of resolution of appeal will inform to the appellant in writing within 30 (thirty) days after receipt of the appeal.

If necessary, FairCert will take appropriate correction and corrective actions.

The Appeal Committee is independent of management in their recommendations except as required by international or national law. If the recommendation is not respected by the FairCert management, the Appeal Committee shall take appropriate measures, which include informing the NAB/APEDA or other accreditation body.

If the appellant is disagreed with the decision made, appellant may be re-appeal to appeal committee or CEO within 30 days of appeal decision.

Any appeal which is related to financial or legal settlement not to be considered as complaints or appeals.

*Note:*

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Any information regarding inspection & certification, compliant and appeal can be made in writing, please write to:

Dr. Pushkar Kulshrestha, CEO: [info@faircert.com](mailto:info@faircert.com); [ceo@faircert.in](mailto:ceo@faircert.in)

If you are not satisfied with CEO decision you can write to;

Director: [director@faircert.com](mailto:director@faircert.com)

All the information is kept confidential.

\* All legal disputes, complaint is subject to Ahmedabad, Gujarat jurisdiction only.

**Note: - The reference documents mentioned in clause 2 of this document is the guide for NPOP certification. Or the relevant document of other Schemes. In case of any conflict, the information in the reference documents prevails over the information in this document and the updated version/the version valid at the time are to be followed.**

**Any further details regarding the NPOP or other Schemes of certification is available on request.**