

OPERATORS GUIDELINE FOR VARIOUS CERTIFICATION SCHEME

1. CERTIFICATION PROCESS UNDER VARIOUS CERTIFICATION

- A.** Application and Screening Procedure: The various procedures have been prescribed to effectively implement the policy of audit and certification. The various forms/ checklists have been prescribed so that the specific information is obtained precisely. The competent personnel of CGCERT shall ensure that the procedures are followed sacrosanct:
- I. Applicant shall first contact directly through e-mail/ postal letter to CGCERT and request for application form for the required scope of certification.
 - II. CGCERT shall send / provide the requested application form to the applicant within fifteen days of the receipt of request. The following minimum information is required for each operator wishing to be registered under CGCERT for Various certification scheme:
 - i) Producer/collector to be certified & its legal entity, contact details, location.
 - ii) Number & competence of manpower.
 - iii) Annual Area under production/collection.
 - iv) First harvest or further harvest details.
 - v) Relevant certification criteria.
 - vi) The applicant shall declare any judicial proceedings relating to their operations / product, any proceedings by any Regulatory body or suspension / cancellation / withdrawal of any certification / approvals under any Regulations or otherwise.
- B.** Applicant will have to submit his/ her application form within one month of the issue of the application. During screening, if it is found that the application is incomplete, the applicant shall be requested to provide necessary and missing documents for registration. CGCERT shall acknowledge the receipt of the application form along with the adequacy or deficiencies observed within seven days of the receipt of application.
- C.** CGCERT shall respond to all enquiries received from prospective applicants for certification with complete information for facilitating a registration of an applicant, within seven days of receipt of the query.
- D.** After receipt of the application, the administrative department of CGCERT shall screen and check the completeness of the application & will forward the application to the Quality Manager. Quality Manager will review the application and the supporting documents submitted by the operator and assign a registration number if the

application will be found complete and appropriate in all respect. Then the Quality Manager will submit the proposal for further action to the CEO.

- E.** CGCERT shall communicate the registration number along with the following information and instruction within seven days of the receipt of complete application:
- a) Certification criteria and procedure.
 - b) Information about the certification fee.
 - c) Signing of contract with the CGCERT.
 - d) Documents describing the rights and duties of certified operators, including requirements, when making reference to its certification in communication of any kind.
 - e) Information on procedures for handling complaints and appeals.
 - f) To make all necessary arrangements for the conduct of the onsite audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints, and to make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation evaluators or trainee evaluators).
- F.** Antecedents of applications shall be verified. If punished under the law, or the earlier product certification had been cancelled, the application from the same organization will not be entertained.
- G.** Applications from Organizations who have earlier either misused the Certification Mark, or have been implicated / convicted by the court, or whose earlier certificate was cancelled because of violation of terms & conditions / misuse of certification mark shall not be registered within one years of conviction / strictures by the court / cancellation of the certificate by any CGCERT.
- H.** Applications from organizations found to be misusing the Certification Mark while their application is being processed for grant of certificate, shall not be processed any further, and rejected after a due notice of 15 days.
- I.** Requests for grant of certificates from ex applicants shall be processed like a fresh applicant and the entire procedure for grant of certificate be adhered to the OM Clause 3 (I).
- J.** Applicant will have to deposit 100% of the certification fees either in cash or by Demand Draft in favour of CEO CGCERT, Raipur within 30 days of the date of registration. The operator shall send the signed contract to CGCERT in which they agree to comply with

the VARIOUS standards, allow audit and provide updated information. The annual fee structure of CGCERT shall be charges as per norms.

- K. Once the operator paid the certification fee and signs an agreement with the CGCERT, it does not mean that operator will be certified.

I. Audit Fee for Additional Visits

If an additional audit visit is necessary because complete information has not been provided by the applicant at the time of the announced audit, or due to conditional certification or otherwise the applicant will have to pay the fee in advance as mentioned in fee structure for the specific items.

II. Unannounced Audit Visit Fee

There is no fee to applicants for unannounced audit visits to monitor compliance with the CGCERT's and various certification Standards. However the operator will have to arrange boarding and lodging for Auditors during audit.

III. Refund of fee:

- a) Registration fee will not be refunded.
- b) If an applicant withdraws his/her application for certification prior to more than fifteen days of the proposed date of audit, the applicant shall be refunded the deposited fee after deducting the 10% amount.
- c) If the applicant withdraws application of certification prior to less than fifteen days and more than three days of the proposed date of audit, he/she will be refunded the deposited fee after deducting 25% amount.

2. ADHERENCE TO REGULATION

CGCERT shall follow the various Standard as amended from time to time. Besides, CGCERT shall function as per ISO-17065 guidelines. CGCERT shall also abide by all the national, regional and state regulations especially in the forestry sector.

3. RE-CERTIFICATION CASE

- I. CGCERT shall send the recertification notice to the certified units at least four months prior to expiry of certificate validity period.

- II. The certified organization shall apply for recertification in the prescribed format along with fee, if any prescribed by the CGCERT at least 3 months before expiry of the certification.
- III. CGCERT shall review the performance of the certified unit who has sought recertification of the Certificate, with respect to compliance to certification criteria during the certification cycle the period of validity of the certificate, prior to a decision on the recertification of the certificate.
- IV. The review shall be based on:
 - a) The surveillance evaluation reports,
 - b) Handling and disposition of nonconforming products,
 - c) Any suspension of certificate during the previous validity period,
 - d) Corrective actions taken,
 - e) Complaints, if any received, and
 - f) Adverse information, if any.
- V. Recertification of certificate shall be based on the satisfactory performance of the certified units.
- VI. CGCERT shall not recertify with conditions for compliance to be verified subsequently. There shall be no conditional recertification of certification.
- VII. When performance of the certified units is not satisfactory, CGCERT shall withhold the recertification of the certificate to the certified organization clearly stating the reasons and give time for effecting corrective actions. The verification and decision on recertification should be taken within 3 months of the expiry date.
- VIII. The corrective actions shall be verified generally on site unless the CGCERT can verify the same off site prior to considering for recertification.
- IX. The recertification shall be affected from the date of the expiry of the previous certificate and the intervening period shall be treated as period of suspension and clearly stated on the Certificate. The certified unit shall not claim certification or use the Certification during this period.
- X. In case the certified unit does not complete satisfactorily actions within three months, the certificate shall stand expired from the date of expiry of previous validity.
- XI. CGCERT shall follow registration procedure as per clause 7 (A)
- XII. The applicant has to submit annual renewal fees and certification fees as per the structure.**

4. CONDITIONS FOR REJECTION/ CLOSURE OF APPLICATION

CGCERT shall reject or close all Application under the following conditions;

- If Initial Evaluation is not carried out within six months of registration of application.
- Lack of competent personnel for production and handling.
- If organizations shows no progress towards completion of corrective actions within three months of Initial Evaluation and six months of Registration of application.
- Non acceptance of internal quality assurance protocol within a month of Initial Evaluation.

- Misuse of Certification Mark.
- Evidence of malpractice and
- Voluntary withdrawal of application.

In the event of a closure/rejection of an Application, the application fee submitted with the application may be refunded as decided by the certification body.

5. CERTIFICATION TRANSFERENCE

- CGCERT shall accept certification case from another certification body which is accredited as per VARIOUS or have equivalency with VARIOUS standard.
- Transfer shall be accepted only be of a current valid accredited certificate but, in the case of a certificate issued by any other certification body that has ceased trading, or that has had its accreditation withdrawn, then CGCERT shall consider following conditions before acceptance:
 - d) Ascertain the valid reasons for seeking a transfer and ensure that the operator's certified activities fall within the accredited scope certification.
 - e) Verify the validity of certification, status of outstanding nonconformities with the issuing certification body unless it has ceased trading.
 - f) All the nonconformities should be closed out, if practical, with the issuing certification/registration body, before transfer.
 - g) If the non-conformities were not closed by the operator under previous certification body, then it has to be first rectified under CGCERT and then proceed for further certification process.
- Certificates, which are known to have been suspended or to be under threat of suspension, shall not be accepted for transfer.
- CGCERT shall issue a certificate, dated from the date of completion of the review, following the normal decision making process.
- CGCERT shall examine the documents and follow registration process as per clause 3 (A)

6. AUDIT

- CGCERT shall communicate the name of the auditor / evaluator and duration of Initial Audit/Evaluation to the applicant for verifying any conflict of interest and any objections to the auditor / evaluator by the applicant should be examined.
- Timings and date of Initial Evaluation shall be fixed with the consent of the applicant ensuring that processes such as harvesting time representative of normal operations will be open for witnessing during the planned Evaluations.

- Applicant cannot choose the particular assigned auditor. If he/ she wish to change, then the applicant will give a written submission with reasons to CGCERT. The CGCERT shall take a final decision on assignment of different auditor. Applicants are not supposed to refuse the auditor one after other.
- Frequency of audit will be depending on the basis of risks, accordingly main audit, un-announced audit and additional audit will be scheduled.
 - a) CGCERT shall identify risks to its impartiality on an on-going basis. This shall include those risks that arise from its activities, from its relationships, or from the relationships of its personnel. However, such relationships may not necessarily present risk to impartiality. If a risk to impartiality is identified, CGCERT shall eliminate or minimizes such risk as per the policy. After detection of risks if any personnel level involved in certification process, within a period of 3 years, personnel shall not be used to review, audit or make a certification decision of clients for which they have provided consultancy or worked for. This information shall be made available to the certification scheme.

Type of Audit/Evaluation

Initial evaluation/audit

- Initial evaluation shall be carried out in two stages (Stage 1 & Stage 2) by a competent auditor.
- Initial Evaluation of the product and the processes at the site of the applicant shall be conducted within one month of registration of application and/or satisfactory fulfillment of all application requirements.
- During the Stage 1 evaluation CGCERT shall check the applicant's state of preparedness for the Stage 2 evaluation, and availability of competent personnel and adequate records of producers/ collectors on Chain of Custody.
- Deficiencies observed with respect to the certification criteria during the Stage 1 evaluation shall be informed in writing to the applicant.
- The Stage 2 evaluation by certification body shall take place only after necessary actions on the identified deficiencies have been taken and confirmed by applicant. The CGCERT may seek documentary evidence or organize an onsite visit, if necessary, to verify the implementation of corrective actions.

Surveillance Audit/Evaluation

1. Surveillance evaluations of the certified sites shall be carried out at least once a year, ensuring that the gap between two surveillance evaluations does not exceed one year. A grace period of one month may be allowed based on valid grounds beyond which delays shall lead to suspension of the certificate.

2. CGCERT shall ensure that basic operations and their controls are witnessed during the surveillance evaluation. Surveillance planning must keep in view the crop maturity timings to coincide visit with harvest time as far as possible.
3. In case where the operator (Producer Group/farmer/collector) is certified to a number of produce of different types under the same certificate, CGCERT shall plan for surveillance evaluation with a view to covering as much of the entire range of Forest produce during the certification period.
4. If any nonconformity is observed, the same shall be categorized as either a Critical, Major or Minor as defined in the respective standards. The nonconformity report shall be provided to the operator in writing, generally on site, for correction and corrective action. Details of the same shall be reported in the Surveillance evaluation report.
5. The frequency of surveillance evaluation may increase or decrease based on the performance of the operator (Producer Group/Producer/collector).
6. If the surveillance evaluation results in an in fructuous visit due to any reason, then another surveillance evaluation will be conducted another. Such additional evaluations may be charged as prescribed in the CGCERT Fee Structure.
7. The operator has to agree with the next scheduled Evaluation/ audit. The next additional audit shall be scheduled in consultation with the operator. The operator shall be informed at least 15 days in advance of the due date of the surveillances.

Individual producer/collector

The internal self-assessment shall be carried out at least once a year. This self-assessment will be carried out under the responsibility of the producer/collector. The self-assessment shall be against the complete checklist (Critical, Major and Minor) of the applicable scope(s). The completed checklist must be available on site for review by the evaluator during the external evaluation.

Producer/collector Group

A minimum of one internal audit per annum of each registered producer within the producer group shall be carried out by qualified internal producer group auditors within the producer group or subcontracted to an external verification body, different from CGCERT responsible for the external certification audits of the group. The internal audit shall be based on the complete checklist (Critical, Major and Minor) of the applicable scope(s). In certification all the farms group shall be audited once in each cycle.

Compliance levels for certification

- I. CGCERT shall verify the compliance to all the Control Criteria and Compliance Criteria supplied by the scheme owner.
- II. The compliance levels shall be classified into Critical, Major and Minor which must be fulfilled in all respects before certification as mentioned in the VARIOUS standard.

Compliance Verification and Comments (VARIOUS clauses 4.2.3.1)

- a) Compliance is indicated with a "Yes" (for compliant), "No" (for not compliant) on the checklist.
- b) Evidence/comments shall be provided by the auditor for each control criteria- especially for all the critical and major compliance criteria inspected/audited in all external audits, self-assessments, and internal audits.

7. AUDIT REPORT

- II. Audit report shall be prepared by the auditors after audit in a standard format to facilitate a non-discriminatory, objective and comprehensive assessment of the production system.
- III. Auditor shall make his / her observations regarding non-conformities in compliant with various standards. He / she shall not be required to make an overall judgment on whether the operator should be certified or not.
- IV. The audit report shall include inter-alia following information:
 - a) Date and duration of the audit
 - b) Fields and facilitates visited
 - c) Type of documents reviewed (input/output, yield/sales, trace back etc.)
 - d) Operator's knowledge and commitment for production.
 - e) Persons interviewed.
 - f) Identified risk with regard to maintenance of produce integrity.
 - g) Comprehensive information of operator's production system/ process in compliance with the applicable VARIOUS standards.
 - h) Auditors overall observation regarding compliance with the VARIOUS standards.
- V. The auditor shall submit his detailed report along with checklist to the Quality Manager for further evaluation and analysis.

8. PROCEDURE FOR EVALUATION OF AUDIT REPORT

Quality Manager shall evaluate the audit report submitted by the auditor within a reasonable time. The Quality Manager shall submit his/her evaluation report to the certification committee for the grant of certification / issue of sanction as the case may be.

9. CERTIFICATION DECISION

- i. Certification decision shall be taken up by the certification committee of CGCERT in compliant with the various standards on the basis of audit report and evaluation report.
- ii. All the certification decisions shall be taken in an objective, impartial and transparent way by the certification committee and shall be properly recorded in the concerned file of the operator.
- iii. The certification decision shall be communicated to the operator along with nonconformities, if any, that have to be rectified in order to comply with the certification requirements and the extent of further evaluation or testing required.
- iv. The CGCERT shall have the right to impose conditions. Where conditions require corrective actions subsequent to certification, time limit shall be imposed.
- v. If exceptions are granted, there shall be criteria and procedures for granting exceptions. Exceptions shall be for limited time only and the rationale for any exception shall be properly recorded.
- vi. If the applicant intimates that remedial action has been taken to rectify the non-compliances within a specified time limit, CGCERT shall repeat only the necessary portion of the previous procedure for audit and certification.
- vii. Operators shall have the right to have copies of audit findings and other documentation related to the certification of their operation, unless the documents are confidential e.g. filed complaints and confidential section of audit reports etc.
- viii. When certification is denied, withdrawn or suspended, the reasons shall be clearly stated.

10. GRANTING OF CERTIFICATES

- An applicant has to submit a duly signed application with the requisite details to CGCERT for granting of certificate. On receipt of application, CGCERT shall review the application and determine by the evidences, whether:
 - I. The entire operation has been subjected to required audit, evaluation and testing, (if required), from an ISO 17025 laboratory.
 - II. The applicant has rectified all the non compliances raised and issued by CGCERT.
 - III. Any supplementary information or evidence if required by the CGCERT has been provided by the operator.
 - IV. The applicant's operation is in compliance with VARIOUS Certification Criteria certification scheme requirements, conformance to product requirements and

satisfactory resolution of nonconformities raised. There shall be no conditional grant of certification.

- V. The declaration/ proof of legal entity of the places certified and the ownership of requisite brand name has been submitted by the operator.
 - On assurance of product integrity, CGCERT shall issue a scope certificate to the operator. The effective date on a certification document shall not be before the date of the certification / recertification decision. The formal certification documentation shall include the authorized signature (CEO).
 - Once the operator is certified for a production or handling operations for a year, certificate shall remain in effect in validity period until suspended or revoked by the CGCERT or surrendered by the operator.

Validity Period of Scope Certificate:

- I. The validity of the certificate will be as per QCI norms & subject to any suspensions and extensions in accordance with the scope described. The operator shall have to apply for renewal of certificate along with the applicable fees one month before the expiry date of the current certificate
- II. If a renewal application is not submitted before Three month of the expiry/validity date of scope certificates issued by CGCERT, CGCERT shall issue a notice to the operator regarding renewal of certificate. The operator will be given a time period for submitting his/her application. If the operator does not submit his/her application till the due date, CGCERT will cancel the contract with the concerned operator. The certified operator must surrender the certificate issued by CGCERT and remove all claims from the product meant for its publicity / advertisement.

11. APPROVAL OF LABEL

- a) The operator has to take prior permission for approval of label design, size and quantity of all the labels on the product for the printing.
- b) The applicant shall submit the Brand Name declaration indicating the Brand name of the producer/collector intends to use on produce covered under the various Certification Scheme.
- c) The applicant shall have to provide proof of ownership of the Brand name, and to facilitate any product recall if such a situation were ever to arise during the operation of the certification of scheme.
- d) CGCERT shall check the status of the product by verification from the operator's record to ensure that the product is fully compliant with the VARIOUS requirements. On conformity of product compliance with VARIOUS standards with operator's record CGCERT shall grant the approval for label printing.

- e) The operator shall follow the specific requirements about size and colors of print and images.
- f) The operator shall inform CGCERT about the disposal of certified product from the lot along with the invoice details.
- g) The CGCERT shall inspect labeling during annual audit.
- h) The audit shall be according to the procedure annexed in auditor's guidelines.
- i) Once the operator meets VARIOUS standards, he/ she is allowed to use the Certification logo on the product.

CGCERT shall inform NABCGCERT about all the sanctions imposed on the operators.

12. SANCTION /SUSPENSION/CANCELLATION OF CERTIFICATION

When CGCERT has reasons to believe, based on a review of the operator's record and audit reports or otherwise that an operator for certification is not able to comply or is not in compliance with the requirements on his part, the CGCERT shall issue a written notification of noncompliance to the applicant.

Sanction:

As the type and severity of noncompliance issues can range from violations of administrative requirements, such as not complying with the deadlines to fraud in produce marketing, the imposed sanctions also vary.

Suspension of certification

- CGCERT shall issue due notice of at least one week for suspension of certification to the unit. In case of serious failures, the notice may not be required.
- Suspension shall be issued when:
 - a) Two consecutive samples, from the market fail to conform to the requirements of the criteria,
 - b) Unsatisfactory performance during two consecutive Surveillance evaluations on account of any of these aspects is observed:
 - i) Failure of sample in independent testing,
 - ii) Non implementation of Internal Quality Assurance Protocol
 - iii) Producer cannot show sufficient corrective action on nonconformities raised.
 - c) A suspension may also be issued to the producer who voluntarily asks for it, for some (partial) or all (complete) of his products.
- After the Suspension is issued, a time period allowed for correction and period of corrective action will be decided by the CGCERT, which shall not exceed 6 months of

rectification period. If the suspension is voluntary, the period for corrections and corrective actions will be set by the producer/collector himself, but it shall also not exceed 6 months of rectification period. CGCERT will be agreed by the rectification period proposed by the operator.

- During the period of suspension, the producer will be prevented from using the logo/trademark, License/certificate or any other type of document that has any relation to certification.
- The producer/collector unit shall be advised to undertake a root cause analysis and identify the necessary corrective actions for resolving the same.
- CGCERT shall revoke suspension only when corrective actions have been taken and verified by the certification body.
- Suspension shall not exceed a period of six months. If the cause of the Suspension is not resolved within the time period set, the certification shall be cancelled.

13. CANCELLATION OF CERTIFICATION

- A Cancellation shall be issued when:
 - a) A producer cannot show sufficient corrective action after a Partial or incomplete.
 - b) Suspension has been issued and six months have elapsed,
 - c) A nonconformity in one scope leads to doubt about the integrity of the produce.
 - d) When major contractual nonconformities are detected.
 - e) Certified unit contravenes the terms and conditions of certification and provisions of certification scheme like suspension of certificate, inadequate corrective actions, lack of compliance to criteria for Certification etc.
- A Cancellation of the contract will result in the total prohibition of the use of the
- Logo/trademark, License/certificate.
- A producer that has had a Cancellation applied may not re-submit for certification until 12 months after the date of Cancellation.
- The producer must either resolve the nonconformities communicated or appeal to the CGCERT in writing against the nonconformities explaining the reasons for the appeal.
- CGCERT shall cancel the certification at the request of the certified unit, if the operation(s) in the certified units premises can no longer be carried due to reasons

of natural calamities such as flood, fire, earthquake etc, lock out declared by the management, or closure of business operations etc.

14. CHANGE OF LOCATION / OWNERSHIP / NAME

- The certified Unit shall inform the CGCERT of any change in the location of its operations.
- The certified unit shall be subject to an evaluation at the new site like an Initial Evaluation of an applicant.
- If the evaluation is satisfactory the CGCERT shall transfer the Certificate to the new location and the certified unit be permitted to operate certification from the new site.
- The CGCERT shall endorse the change of premises on the Certificate.
- In the event of change of Ownership, the Unit shall submit their acceptance to the
- Agreements for Certification with the CGCERT regarding the operation and payment of fees. CGCERT shall ask the unit for proof of legal entity afresh. The same process shall be followed as and when an existing applicant undergoes a change in management. Such changes shall not call for a visit to the production site.
- In case of change of Name, the certified unit shall inform the change in the name to
- CGCERT along with the documentary evidence, and if satisfied CGCERT shall endorse the Certificate in the new name.
- The notification of noncompliance to the operator shall include following information:
 - a) A description of each non-compliance.
 - b) The facts upon which the notification of non-compliance is based.
 - c) The date by which the applicant must rebut or correct each noncompliance and submit supporting documentation of such correction when correction is possible
- Operator shall undertake corrective actions and intimate the CGCERT within a specified time period. Evidence of compliance shall be supplied by the operator to CGCERT for verification.

15. APPEALS PROCEDURE

- It is CGCERT's policy to provide applicants with an opportunity of formal appeal against certification decision of CGCERT with which they disagree.
- An applicant, who is dissatisfied with the certification decision, can appeal to the CGCERT in writing with supporting documents like audit checklist, notification of non-compliances, copy of certification decision and the evidence against the decision. The CGCERT acknowledges the receipt of appeal within fifteen days of receipt to the operator.
- The Quality Manager shall submit the appeal to CEO and the CEO will forward the appeal to Appeal Committee for final decision.
- The appeals committee of CGCERT will consider the matter by careful examining the certification procedures undertaken by the operator and compliance of the operator with the applicable standards i.e. VARIOUS standards in objective and impartial way. The appeals procedure may involve the re-audit of the entire operation by the auditor other than who previously inspected that operation.
- All the decisions taken by the Appeal Committee shall be final and shall be documented in the master file in both hard copy and soft copy. The appeal shall be decided within ninety days from the date of acknowledgement of appeal. However applicants may also submit formal appeal to NABCGCERT against the decisions of Appeal Committee of CGCERT.

16. COMPLAINT PROCEDURE

- CGCERT shall have policy for dealing with complaints and disputes, which may relate to criticism of an operator certified by CGCERT or other subject.
- The complainant has to submit his / her complaint to CGCERT in writing with evidence that supports the allegations or non-compliances with applicable standards.
- CGCERT shall adopt the following procedure for investigating complaints:
 - a) On receipt of a written complaint relating to the certification, the Administration and Data Management Assistant shall acknowledge the receipt immediately, register the complaint in the complaint register and refer the complaint matter to the Quality Manager.

- b) The Quality Manager shall examine the complaint and submit a note on the complaint regarding the proposed action to the C.E.O. of CGCERT. C.E.O. will then decide the appropriate action to enquire the matter and may refer to the concerned committee.
 - c) The copies of all correspondence pertaining to decision on the complaint shall be recorded and properly documented in the master file.
 - d) Complaints shall be dealt with timely and impartially.
 - e) When a complaint is resolved, a documented resolution shall be made.
 - f) The complainant shall be informed of the general outcome of the complaint in a way which does not prejudice the confidentiality of the party concerned. If final disposal is not possible the complainant will be sent an interim reply within 30 days from the receipt of complaint.
- Compliance with the Complaint Policy shall be assessed at the time of the audit. Administration shall maintain records of each complaint and subsequent actions taken in separate file, which will be made available to the auditors during their audit visit, if required.

17. GRANT OF LICENSE TO USE OF THE CERTIFICATION MARK

- The certified operator may apply to CGCERT for grant of a license to use the certification mark under the VARIOUS scheme, in application form along with the applicable fees. The use of the certification mark by the operator is monitored through surveillance, visit to the website of the operator and through complaints monitoring. CGCERT shall assign a serial no. to the applicant on receipt of application. CGCERT shall acknowledge the receipt of application within fifteen days.
- CGCERT shall verify the records of the concerned operator with the applicable standards.
- On examination of the above records, CGCERT shall grant a license with the condition that the operator shall give a declaration in which he/ she agrees to abide by the regulations for use of certification mark for.
- During preliminary inquiry, if CGCERT is of the opinion that the license should not be granted, then CGCERT shall give an opportunity to the operator for explanation within a prescribed time period before rejecting the application.

- CGCERT shall do surveillance visit regularly at least once in a year. The visit can be undertaken without any prior notice or on very short notice.
- The operator who is entitled to use the certification mark shall use the mark on the certified products only, for which the license has been granted by the CGCERT. The Logo shall neither be used on the non-certified products and the products under conversion in any way nor in the context of promotional and advertising activities of such products.
- Any operator who furnishes misinformation or uses the license or certification logo on unauthorized products which do not comply with the applicable standard is liable for action. CGCERT shall give fifteen days notice to the operator for cancellation of the license. On receipt of such notice, the operator can submit his / her explanation within fifteen days of receipt of notice from CGCERT. If no such explanation is received within the prescribed time period from the operator or on consideration of the reply of the operator, the CGCERT may suspend or cancel the license. The decision of suspension or cancellation of license shall be communicated in writing to the operator. The operator shall not be eligible to apply for license for a period of six months in CGCERT.
- Upon suspension or cancellation of the license, the operator has to surrender all the certificates issued to him / her by CGCERT and he / she will withdraw all the promotional and advertising materials which contain any reference thereto.
- The certificates issued by CGCERT shall be controlled by certificate serial number issued and the same number shall not be reissued to any operator so that the risk of issue of the same certification number can be prevented. The certification number issued to the operator shall be recorded on the control documents of CGCERT.
- CGCERT has registered its certification logo under Trademark Act and shall register under Copyright Act also to prevent the misuse of certification logo.
- The Operator shall be provided with CGCERT certification logo and Accreditation Body / Scheme owner logos upon request. The following conditions shall be applied:
 - a) The Accreditation Body / Scheme owner logo must be used in conjunction with the CGCERT logo.
 - b) The logos must be used in conjunction with the Operator's name and location.
 - c) The logos must be reproduced on a clearly contrasting background.

- d) The logos must be in a size, which makes all features of the mark clearly distinguishable.
- The Designated Person of concerned scheme has overall responsibility for the proper use of certificates, marks and logos both by CGCERT and its Operators.
 - The operator shall comply that the VARIOUS certification mark is affixed only on products conforming to the certification criteria in the prescribed design, size and color as supplied by QCI.
 - CGCERT shall maintain the list of licensees in the office and also send a copy to NABGCERT.
 - CGCERT shall maintains a web site for public accessibly, and provides upon request, by any means it chooses, a directory of valid certifications granted by CGCERT, that as a minimum shall show as relevant the name, relevant certification criteria (normative document), scope and geographical location (e.g. city and country), products certified for each certified operator.

18. NOTIFICATION OF AMENDMENTS MADE IN THE CERTIFICATION

Notice of changes by the operator: CGCERT shall have legally enforceable agreement to ensure that the certified operator informs the certification body, without delay, of matters that may affect the capability of the operators system to continue to fulfill the requirements of the standard used for certification. These may include changes relating to:

- a) The legal, commercial, organizational status or ownership,
- b) Organization and management (e.g. key managerial, decision-making or technical staff)
- c) Production sites,
- d) Scope of operations under certification, and
- e) Major changes to the production unit and processes.

19. RECORDS AND DOCUMENTATION MAINTAINED BY THE LICENSEE

Each licensee shall have to prepare and maintain all the required documents as applicable for the type of production. The operator shall maintain all the documentations and the invoices in such a way so that at the time of audit the entire chain of custody from the production to sale can be verified.