

Appeal Procedure

(STQC/BDCS/P04)

Issue : 01



BDCS Certification Body, STQC Directorate,
MeitY, Government of India
INDIA



	Biometric Device Certification Scheme	
	P04– Appeal Procedure	Issue : 01
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0.1 Approval and Issue


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Reviewed by : Management Representative

Approved by : Head, BDCS Scheme

Note:

- Management Representative is responsible for issue and distribution of this document including amendments.
- Holder of this copy is responsible for incorporation of all the amendments and currency of the document.

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1.0 Purpose & Scope

- 1.1 The purpose of this document is to establish procedures for handling of Appeals (Disagreements among itself, Testing Laboratory, BDTL and their clients) .
- 1.2 The scope of this document covers appeals from any party feel affected.

2.0 Responsibility

Operational personnel / Head, BDCS Scheme - To maintain and control all records including client records

3.0 Associated Documents

STQC/BDCS/D02 - Rules and Procedures

4.0 Definitions

For the purpose of this document, the definitions contained in clause 1.3 of the document STQC/BDCS/D02 - “Rules and Procedures” shall apply.

5.0 Resources


For the purposes of the activities defined in this document, the personnel resources are identified in Doc **STQC/BDCS/D11**.

6.0 Procedure

The appellant shall lodge a notice of appeal with the Chairman, Advisory Board within six weeks of a decision which he deems to be incorrect, which shall be referred to the Head, BDCS Scheme for seeking \details.

Head, BDCS Scheme shall forward a detailed statement to the appellant with a copy to the Chairman, Advisory Board, indicating the basis for its decision. If the appellant still wishes to pursue his appeal he shall forward to the Advisory Board, a statement within four weeks giving his case for continuing dissatisfaction.

Chairman of the Advisory Board in case deem fit, shall appoint an enquiry Committee consisting of three members, two of which being acceptable to each party. He shall also nominate one of the Committee members as the Chairman.

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Each of the parties to present their views before the Committee. All written evidence shall be submitted at least one week before the date of hearing.

Recommendation of the Committee shall be put up to the Chairman of the Advisory Board, whose decision shall be final and binding on both parties.
