	<p style="text-align: center;">NEPAL BUREAU OF STANDARDS AND METROLOGY</p> <p style="text-align: center;">NEPAL PRODUCT CERTIFICATION SCHEME</p>	<p style="text-align: center;">OPERATING PROCEDURE</p>
<p style="text-align: center;">NPCS-P7.13-01</p>	<p style="text-align: center;">ISSUE 01</p>	<p style="text-align: center;">15 SEPT 2014</p>

PROCEDURE FOR DEALING WITH APPEALS

1. PURPOSE

This operating procedure is to ensure uniform practices for receiving and dealing with appeals relating to Product Certification Marks Scheme.

2. SCOPE

This operating procedure is limited only for appeals pertaining to NBSM Product Certification Marks Scheme.

3. DEFINITIONS


- 3.1** Appeal - Any written communication against the decision(s) taken under the NPCS.
- 3.2** Appellant - The person/ organization who signs the appeal.
- 3.3** Appeals Committee (AC) - A Committee set up by the Ministry of Industry is responsible for deciding on appeals

4. RESPONSIBILITIES

- 4.1** DIC- As secretary of the appeals committee is responsible for registering the appeal and coordinating with Appeals committee till the judgment is passed, within the set time scales.
- 4.2** DG - Responsible for recommending to the Appellant Authority.

5. PROCEDURE

- 5.1** 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.
- 5.2** Appeal is received in the prescribed form, it is acknowledged and registered.
- 5.3** The appeal and related documents are forwarded to the Appellate Authority (AA) and AA obtains relevant information and details of the appeal to consider and decide on Appeal.

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5.4 The appellant is given a reasonable opportunity of being heard and formally presenting his case before disposing off his appeal.

5.5 It is ensured that appeals process is impartial.

5.6 The appellant is provided with a written statement of the appeal findings including the reasons for the decisions reached.

5.7 NBSM shall ensure that all interested parties are made aware of the existence of the appeals procedures to be followed and places it on NBSM website.

5.8 Copies of the decision are sent to appellant, DG, DDG in charge and DIC.

5.9 The details of the appeal and the decision are recorded in the Appellant's file by DIC.

5.10 DDG reviews the results of appeal to see if any corrective action is needed.

6. REFERENCES

Nepal Standards (Certification Marks) Act, 2037

Nepal Standards (Certification Marks) Rules, 2040

NPCS-P7.13-01F01 Appeals Form

NPCS-P7.13-01F02 Format of letter for acknowledging Appeal.

NPCS-P7.13-01F03 Format for Appeals Register.

NPCS-G.7.13-01 Guidelines for appointment and operation of appeals committee