



Rev. No.	05	Operational Manual	Prepared by	QM
Rev. Date	01.11.19	Procedure for Disciplinary Measures, Sanctions & Withdrawal of Certification	Approved by	CEO
Doc. No.	OM-21		No.of pages	01/03

Notice of Noncompliance/ infringements

If GreenCert has reason to believe that a certified operation has willfully violated the NSOP standards GreenCert will send the certified operation a notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the noncompliance. GreenCert sees to it that the notices are taken seriously by the operator. This is done through surveillance visit.

Resolution of Noncompliance/ infringements

Non compliances are resolved in two steps –

1. Initially by taking into writing the corrective actions the operator will make in a specified time period.
2. At a later stage depending on the severity of the noncompliance, a surveillance inspection (in case of sever infringement) is scheduled to check if the corrective actions have been taken as specified or is checked during the next annual inspection (in case of minor noncompliance)

Resolution is always completed by taking in writing first and physical verification during inspection.

Notice of Removal of Non-Compliant Lot

In case a serious infringement (e.g. residue presence) of the standards in notices, GreenCert conveys to the operator to remove the entire affected lot from trade. Notice is given in writing and conformity is checked by in – out produce quantity balance during inspection, monitoring TC application and physical verification during inspection along with document audit at site.

Notice of Denial of Certificate

If an operator fails to comply with the standards, as amended from time to time, GreenCert may deny certification:

Admin communicates such decisions and the grounds for them, to the operator in writing. A log is kept of operators who's certification has been denied.

Withdrawal of Certificate

When an infringement that affects the organic integrity is found, GreenCert ensures that the non-compliant lot production is removed from the entire lot of production cycle which is affected by the particular infringement.

If the operator is found violating standards, GreenCert withdraws certification from the operator for a specific period. This decision is informed to APEDA and is also published on the GreenCert website.



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Appeals

In case an operator does not agree with the GreenCert decision of certification denial he may appeal the decision as per the appeals procedure mentioned in OM 21

Notice of Suspension and /or Revocation of Certification

When correction of the issue of non-compliance is not completed within the prescribed time period, GreenCert sends the certified operation a written notification of proposed suspension of certification. When correction of an issue of non-compliance is not possible, the notification of the issue of non-compliance and the proposed suspension of certification may be combined in one notification. The notification of proposed suspension of certification state:

- The reasons for the proposed suspension;
- The proposed effective date of such suspension;
- An indication of the evidence required to address the non-compliance.

If an operation does not implement the required corrective measures or their implementation is not possible within the period specified in the notice of proposed suspension, the operator may obtain an extension of the period. The decision to grant an extension to the period set in the notice of proposed suspension is made at GreenCerts discretion, on a case-by-case basis.

Suspension is used when noncompliance's are minor, in advertent or may be corrected; revocation is used when the noncompliance's are major, deliberate, and unable to be corrected or involve representation, criminal activity or fraud.

Suspension or Revocation or Withdrawal of Certification

If the operator has failed or is unable to implement the required corrective measures within the period specified in the notice of proposed suspension, certification is suspended by GreenCert and the operator is notified in writing of the suspension and the measures that must be taken in order to lift suspension. The suspension remains in effect until the required corrective measures are implemented by the operator and verified by GreenCert in an appropriate manner or until the cancellation of certification. The operator has 30 days, or another time period determined if GreenCert decides to grant an extension upon request, to address the issues resulting in suspension and effectively implement corrective measures. If the operator demonstrates that the reasons for suspension have been effectively corrected and addressed upon review by the Evaluator and with the approval of the Managing Director, suspension will be lifted and the certification process will continue. All correspondence to operators regarding proposed suspension, suspension revocation or withdrawal is prepared by the Quality Operations Manager, and is reviewed and signed by the Managing Director before being sent. If the operator does not effectively correct and address the reasons for suspension, certification shall be withdrawn. The operator shall be advised of the withdrawal and their obligations under the service contract via registered letter. Appeals will be submitted to the GreenCert Appeals Committee.



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The decision to withdraw certification will be maintained if the appeal process renders a decision that is unfavorable to the operator. Any suspension or withdrawal of certification of products listed on a certificate issued by GreenCert, or suspension or withdrawal of an operator's certification, will be made public via an update to the GreenCert list on the website. If GreenCert has reason to believe that the application of a certified operation contains false or misleading information, GreenCert send the certified operation a notification of withdrawal of certification. The appeal procedures described above will apply in these instances also. A certified operation whose certification is suspended or withdrawn must not sell, label or represent product as "organic" and must discontinue the use of the GreenCert/India Organic logo during the period of suspension or withdrawal.

Communications to APEDA Regarding Non Compliances

GreenCert submits to APEDA a copy of each of the following documents issued, simultaneously with its issuance:

Notice of denial of certification issued to client

Notification of major noncompliance(s)

Notification of non-compliance correction(s)

Notification of proposed suspension

Notification of suspension or withdrawal sent to operator

A catalogue of sanctions is mentioned below. GreenCert gives a definite time period to operators for rectifying noncompliance's .Certification decisions are held until these are resolved.

The evaluator and QM examines whether the certified operator demonstrates that each noncompliance has been resolved or not, and decision will be taken accordingly.

The Inspector submits the enquiry report based on the above facts to Evaluator which is further submitted to QM with comments.

The Certifier and QM takes the decision for minor suspension or withdrawal of certification on the basis of nature of noncompliance. Accordingly, Certifier sends the notification to the operator.