

MTIC INTERCERT INDIA PRIVATE LIMITED

PROCESSES FOR GRANTING, REFUSING, MAINTAINING, RENEWING, SUSPENDING, RESTORING OR WITHDRAWING CERTIFICATION OR EXPANDING OR REDUCING THE SCOPE OF CERTIFICATION

MTIC shall be able to confirm the status of any certification as valid, suspended, withdrawn, or reduced in scope.

Upon completion of each certification activity, MTIC personnel shall conduct an independent and impartial review of the conformity assessment activities to evaluate the outcomes of the audit and technical documentation processes including related recommendations of the auditing and technical documentation team prior to issuing certification.

Based on the audit and technical documentation assessment conclusions, MTIC's Scheme Manager makes a decision to grant, maintain, renew and/or restore certification if there is sufficient objective evidence of conformity; or to refuse, suspend or withdraw certification if there is not sufficient evidence of conformity or significant evidence of nonconformity.

Certification cannot be issued if the organization persistently or seriously fails to meet certification requirements, such as lack of implementation of effective corrective actions, due issues in meeting the product requirement, default of payment, or breach to contractual agreements. The reviewer may also decide to include expansion or reduction of the scope of certification.

Granting certificate(s)- The decision to grant a certificate is made by MTIC –Scheme Manager once all the criteria's have been met to sufficiently address the completeness and fulfillment of applicable requirements.

Refusal of certificate(s)- The decision to refuse a certificate is made by MTIC's Scheme Manager due to incomplete conformity assessment activity.

Maintain certification and renewing of certificate(s) -MTIC maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard and applicable regulations.

Suspension of certificate(s) - The suspension of a certificate implicates the temporary status of a client's certification is temporarily invalid.

The decision to suspend a certification should be assessed and decided by MTIC Scheme Manager. Suspension of certification may be done in the following cases:

- The certified client's management system has failed to meet certification requirements, including requirements for the effectiveness of the management system.
- The certified client does not allow surveillance or recertification audit or technical documentation assessments to be conducted at the required frequencies.
- lack of insufficient Audit evidence.
- Misuse of certification mark.
- In case of providing false information or document during the conformity assessment activities performed by MTIC
- Violate contract or agreement of certification

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A Suspension letter claiming the reason for suspension shall be sent to the client including the criteria's to be met to reinstate the certificates followed by the date of such accomplishment.

Withdrawing of certification - MTIC shall withdraw certification in case failure to resolve the issues that have resulted in the suspension within six month or if the certified client has voluntarily requested for withdrawal.

Restoring of Certificate(s) The decision to reinstate a certificate is made by MTIC Scheme Manager post suspension activities if all the criteria has been met. If the reason for the initial suspension has been rectified within the reported timeframe and with documented evidence, then an investigation will be initiated to attain approval for the re-instatement of the certificate.

Following expiration of certification, the certification body can restore certification within 6 months provided that the outstanding activities are completed, otherwise at least a stage 2 audit and or a review of technical documentation shall be conducted.

The effective date on the certificate shall be on or after the decision and the expiry date. Upon approval, a formal letter shall be generated and sent to the client confirming re-instatement of the certificate.

Suspensions, withdrawal, restoring, refusal or granting of Certificate(s) shall reported in the certificate database of MTIC, which can be verified in the website- www.mtic-group.in