

Appeal Procedure

(STQC/IT&eGov/P01)

Issue : 01



IT & eGov Division,
STQC Directorate,
Ministry of Electronics & IT (MeitY),
Government of India

	STQC Directorate (MeitY) IT & eGov Division	
	Appeal Procedure (STQC/IT&eGov/P01)	Issue : 01
		Date : 25/03/2021
		Page : 2 of 6

Table of Contents

0.1	Approval and Issue	3
0.2	Amendment Record.....	4
1.0	Purpose & Scope	5
2.0	Responsibility.....	5
3.0	Associated Documents	5
4.0	Definitions	5
5.0	Resources	5
6.0	Procedure	5

	STQC Directorate (MeitY) IT & eGov Division	
	Appeal Procedure (STQC/IT&eGov/P01)	Issue : 01
		Date : 25/03/2021
		Page : 3 of 6

0.1 Approval and Issue

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Reviewed by : Head, IT & eGov Division

Approved by : Director General, STQC Directorate

Note:

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	STQC Directorate (MeitY) IT & eGov Division	
	Appeal Procedure (STQC/IT&eGov/P01)	Issue : 01
		Date : 25/03/2021
		Page : 5 of 6

1.0 Purpose & Scope

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

2.0 Responsibility

- Operational personnel, SAB - To maintain and control all records including client records applicable to STQC Approval Body (SAB)
- Operational personnel, SCB - To maintain and control all records including client records applicable to STQC Certification Body (SCB)

3.0 Associated Documents

- STQC/IT&eGov/D00 : Quality Manual
- STQC/SAB/D01 : Rule & procedure for SAB
- STQC/<SCB Schemes>/D01 : Rule & procedure of applicable scheme under SCB

4.0 Definitions

For the purposes of this document, the definitions contained in clause 1.3 of Quality Manual (STQC/IT&eGov/D00) shall apply.

5.0 Resources

For the purposes of activities defined in this document, the personnel resources are identified in STQC/IT&eGov/D04 apply.

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, SAB/SCB for seeking details.

Head, SAB/SCB 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

	STQC Directorate (MeitY) IT & eGov Division	
	Appeal Procedure (STQC/IT&eGov/P01)	Issue : 01
		Date : 25/03/2021
		Page : 6 of 6

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. 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.
