



FAIRCERT CERTIFICATION PROCEDURE

STEP: 1

Enquiry for Certification:

1. Interested client (farmers / Grower groups / processors / traders / wild harvest / animal husbandry / animal feed / input manufacturers) can contact through any means for a application package and a with minimum details, which must include,
 - a. Name and address of the interested party.
 - b. Scope requested for
 - c. The crops/products grown/made/processed/ traded/manufactured.
 - d. Total area of the farm in hectare/ capacity as applicable
 - e. Exact location of the operations
 - f. Number and area of the members in case of grower group certification

FairCert sends Application package and quotation for certification services:

The FairCert send the Company Brochure (If needed), Certification Procedure (Include inspection, certification, appeal and complaint procedure), Applicable Standard, Application Package (Application General, Application – Concern Scope, Certification Agreement, Organic Plan – Concern Scope, Group Member List (For ICS and Wild Harvest), Sanction Catalogue, GMO List) and Quotation for Organic Certification.

Access of Standards:

The client seeking certification will have to be in possession of and full fill the requirements indicated in NPOP / Council Regulation EEC834/2007 / IACB or the other relevant standards as applicable: **(These are the Reference/Normative documents and are the guide)**

NPOP Update version available in: www.apeda.gov.in;

EEC 834/2007 update version available in: www.eur-lex.europa.eu;

IACB Equivalent European Union Organic Production & Processing Standard for Third Countries version available in: www.faircert.com

Any updates in the normative documents will be communicated to clients through letters/ emails by FairCert.

Filled in Application form reaches FairCert:

Filled in Application form reaches FairCert: Duly filled in and signed application form and associated forms and documents reach FairCert office by post/courier/hand or Email (For Email applications signatures will be collected once comes for the inspection, Scan copy of the signed pages is also acceptable) along with advance for inspection and certification by **Demand Draft / cheque** payable to **FairCert Certification Services Pvt. Ltd. (Cheques subject to realization),**

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1st Floor, Jaiprakash Club, Near Rahat Medical College, Mangrul Road, Khargone – 451 001, Madhya Pradesh.
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cash paid directly at the FairCert office with proper receipt received is acceptable. In case the quotation is already send as per the details received over the phone or other alternatives. Copy of the certification agreement will be given to the client. In case the quotation is not send the Application is reviewed and if it qualifies to proceed for certification process, then offer/quotation is prepared and will be informed to client. If the offer is acceptable the certification agreement is executed and registration process proceeds.

STEP: 2

Registration process:

On receiving the filled in application packet, or application, certification agreement and the advance (Exemption of advance fee payment can be granted by CEO), the client will be issued with a registration number within a month as per **PRO05-Procedure for Registration of Clients** and will be communicated to the applicant **FMO02-Registration Letter**. The Registration proceeds only after the Review.

Review process:

The application package will be reviewed. The review of application includes the review of organic plan and all associated documents which is part of the application package. The review of application can be assigned to any inspector / auditor who can do inspection for that scope.

If application review is in compliance, then the client registered in the tracenet and the registered number is communicated to the client by letter or email.

For other than NPOP, registration number is allotted to the client and documented in client registration register and the registration number is communicated to the client by letter or email.

Note: In any incomplete information/noncompliance are found or any additional information is needed, we will contact to the client. Once required information is submitted or noncompliance is closed, client registered in the tracenet or in the FairCert and the registration number is communicated to the client by letter or email.

In consultation with the operator and considering the requirements of normative documents, FairCert fixes the inspection / audit dates.

Note: FairCert Reserves the right that along with the inspector auditor coming for the inspection/ audit there may be observers, verifying auditors or any other relevant persons from accreditation bodies and other relevant authorities. In no way inspection will be carried out before the registration process is completed. (Exception in case of CB transfer)

The producer should maintain evidence for compliance of requirement of applied standards and regulations. Non availability of evidence may result in certification not possible until the evidences are provided for the compliance.

STEP: 3

Onsite Inspection:

FairCert appoint a trained inspector/auditor, familiar with operation for onsite inspection. The inspector/auditor will verify the whole process and records maintained by the operator according to the requested standard. FairCert accomplishes inspection and all non-conformities/non-compliances are listed in a report. A copy of the report, which is duly signed, by the evaluator and

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the client. During the closing meeting, the report copy is handed over to the client and summarizes the noncompliance(s) found during onsite inspection or additional information required.

The non-conformances detected can be closed by providing the proof by way of documents, records, photos, etc. or if requirement is there for a further visit by the FairCert inspector to the site which will be chargeable as per the scale of fees for the man days needed for follow up inspections.

In case of grower group the minimum sample of producers externally inspected is the square root method (rounded to next higher integer). The sample size can be increased to 1.5 to 2 times if risk involved with written explanation, sampling should consider the scope and sub scope, covered, non covered, perennial etc. All member having area more than 3.9 or 4 Ha or as per the guidelines issued by the standard owner from time to time will be externally inspected; the ICS will be inspected at the office where activities are carried out. If relevant, it should also take into account the previous unannounced inspection carried out if any. **The producer group can compliant against the decision of increase in the sample size by the auditor. (Note:- Procedure for Complaint is available on request).**

In case of ICS engaged in processing and run their own processing unit or used subcontracted unit for their products, in such case, the processing unit shall have a formal contract with the grower group. ICS must appoint the Processing Manager or responsible person for managing the processing operations.

FairCert inspector must inspect the processing or subcontracted unit annually engaged with ICS as per applicable standard requirement.

FairCert sends the final invoice.

Operator has to pay the balance of the final invoice within a month after inspection.

STEP: 4

Final Review:

Operator **fulfills conditions** and settles non-conformities within one month in case of already certified and 3 months in case of new applicants. All non-conformances detected against the operator have to be closed within the time allotted. (Note:-100% compliance all applicable clauses of operation with no major N/C and a maximum of 3 Minor N/C per operation is acceptable to complies with the requirement to get scope certificate for the relevant audit criteria) If the non-conformities are not closed within the stipulated time of one month or less based on the severity of the non-compliance appropriate sanctions according **FMO06-Sanction Catalogue** will be initiated. In case of certified client suspension will result and in case of new clients initial inspection will follow.

Note: - Minor N/C means this will not have any impact on the integrity of product.

FairCert verifies the action taken on the non-conformities, which may include a surveillance visit of the operation. In case of non-fulfillment of conditions the sanctioning system will be invoked.

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In case a surveillance visit is needed, in consultation with the client the same will be conducted and will be subsequently charged. The file will be forwarded for review and certification only after the settlement of all outstanding dues.

STEP: 5

Certification Decision:

After completion of final review, file proceeds to the certification committee for the certification decision. After certification decision, FairCert issues the certificate, which is not later than one month after the fulfillment of all-necessary inspections, closing non-conformities, and settlement of all dues amounting to 100% of the final contract value. The certificate will be issued according to the rules of NPOP / Council Regulation EEC834/2007 / IACB (The certificate generated from the trace net in case of NPOP). For other schemes the certificate will be issued by FairCert as per the respective template. A long with the certificate a letter mentioning the requirement for the correction of minor non-compliances within a specified time period is also given. The certificate is not transferable, even on change of owner ship initial inspection is needed and continuation of Organic status will be decided by the accreditation body (NAB-APEDA/IOAS). In case of any sanction, suspension withdrawal of certificate the information will be given to the affected parties.

Note:-100% compliance all applicable clauses of operation with no major N/C and a maximum of 3 Minor N/C per operation is acceptable to complies with the requirement to get scope certificate for the relevant audit criteria.

Note: If the client is operating with any other CB the information will be given to that CB too. The information will be communicated to NAB-APEDA/IOAS within 30 days.

The certificate will be issued to the registered producer either by Post/Hand and proof for the same will be retained, Any differences noticed has to be brought to the notice of CB within 7 days of Certificate generation. (As a trace net requirement: Is there any differences or correction in scope certificate will be entertain by Trace net team or help desk within 7 days of issue of scope certificate).

If the difference is because of the failure from CB side the Amended certificate will be issued within 14 days without any charges, if the failure is because of the error in data provided by the clients.

The Amended certificate will be issued within 28 days and will be chargeable as per the **FMO05-Scale of Fees**. Any changes which need to be changed in the data base or trace net (In case of NPOP) may need more time than mentioned above and has to get the permission from APEDA/IOAS.

In case the non-conformances cannot be closed by the client due reason beyond the control of client a letter of non compliance may be given to the client, this will be issued only on written request from client. The Letter of Non-compliance is not meant to replace or avoid sanctioning of the client.

The India Organic Logo/ FairCert logo/Council Regulation EEC 834/2007 Logo cannot be used unless the client is granted with license to Use certification mark.

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Other than the above mentioned Non-compliance letter FairCert will not issue any communication other than certificate to or about producer to demonstrate any Organic status unless it refer to sanctions.

The use of India Organic Logo and Council Regulation EEC 834/2007 logo and FairCert logo according to **FMO24-Use of Certification Mark Logo**. Also refer NPOP and Council Regulation EEC 834/2007 standard for use of certification mark and logo.

Once the certificate is received and if any balance of the final invoice has to be paid to FairCert then it has to be paid within one month, nonpayment of the outstanding may lead to suspension withdrawal of certificate without further notice. The suspensions will not be withdrawn until the fees are received by FairCert.

Surveillance inspection:

Surveillance inspection as per scheme requirement will be conducted by FairCert unannounced inspection of 10% of the certified client will be conducted by FairCert.

FairCert will inform the certificate holder in advance of the intended visit. This notification will normally not exceed 48 hours. In the exceptional case where it is impossible for the certificate holder to accept the proposed date (due to medical or other justifiable reasons), the certificate holder will receive one more chance to be informed of an unannounced inspection or audit. The certificate holder shall receive a written warning if the first proposed date has not been accepted. The client will receive another 48 hour notification of a visit. If the visit cannot take place because of non-justifiable reasons, a suspension of all products will be issued.

Termination, Reduction, Suspension or Withdraw:

When rebuttal is unsuccessful, or correction of the non-compliance is not completed within the prescribed time period given by FairCert, a written notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the non-compliance, sent to the client.

When correction of a noncompliance is not possible, the notification of noncompliance and the proposed suspension or revocation of certification may be combined in one notification. The notification of proposed suspension or revocation of certification includes:

- The reasons for the proposed suspension or revocation;
- The proposed effective date of such suspension or revocation;
- The impact of a suspension or revocation on future eligibility for certification; and
- The right to request mediation or to file an appeal.

Suspension or Revocation

If the certified operation fails to correct the non-compliance to resolve the issue through rebuttal or mediation, or to file an appeal of the proposed suspension of certification, the client sent a written notification of suspension or revocation to FairCert within 10 days of decision.

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The FairCert must not send a notification of suspension or revocation to a certified client that has requested mediation or filed appeal, while final resolution of either is pending.

Request for Reinstatement

The suspended client may request reinstatement of its organic certification to FairCert. The reinstatement request must include evidence showing that all of the non-compliances have been corrected, and should include copies of the original Notices of Noncompliance.

The Certification Manager is responsible for handling of reinstatement request. The Certification Manager reviews the reinstatement request and non-compliances corrective action submitted by client. If non-compliance corrective action is in compliance with standard requirement, the FairCert will plan the on-site inspection within three months receiving of reinstatement request. At the time of on-site inspection, inspector verifies the effectiveness of corrective action taken by client. After completion of on-site inspection, inspector is prepared the inspection report and submitted to the Inspection Manager along with supporting documents and proof of corrective action taken.

The Inspection Manager checks the inspection report, supporting documents and reinstatement corrective action. After that file is submit to the Certification Manager.

The Certification Manager check the inspection report, supporting documents and proof of reinstatement corrective action and allot to the reviewer for final review.

The reviewer, review the inspection report, supporting documents and proof of reinstatement corrective action collected by inspector during on-site inspection. If, inspection report, supporting documents and proof of reinstatement corrective action is in compliance with standard requirement, concern client file is submit for final decision with recommendation or if not compliance with standard requirement, deny the reinstatement request with recommendation.

If the onsite inspection and review shows that the client had corrected all previously cited non-compliances and was otherwise in full compliance with the regulations. If the client's reinstatement request includes documented evidence of full compliance, then the FairCert will approve reinstatement. If not, then the FairCert will deny the reinstatement request and the suspension will remain in effect.

If the FairCert approves the reinstatement, it will notify the client and Accreditation Body that the operation is certified. The FairCert will then issue a new organic certificate to the operation.

After approval of reinstatement request, the FairCert should male all necessary modifications to formal certification documents, public information, and authorization for use of logo/marks, in order to ensure all appropriate indications exist that the product continues to be certified.

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If decision to reduce the scope of certification is made as a condition of reinstatement, the FairCert make all necessary modifications to formal certification documents, public information, authorizations for use of logo/marks, in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

Agricultural products that are produced and/or handled during the time between suspension and reinstatement may not be sold, labeled or represented as “certified organic” “organic”, or “made with organic (specified ingredients or food groups(s)).”

A certified operation or a responsible person connected with an operation whose certification has been revoked will be ineligible to receive certification for a period of 5 years following the date of such revocation or suspension.

Annual follow-up inspections are mandatory:

FairCert will normally follow up with client for the renewal and send application form before the next season 3 months before the expiry of certificates on request from client and the procedures # 3 to 16 will apply. And will reconfirm the registration of producer and the proposed products for the relevant scope before the expiry of certificate provided the client submit the application form and make advance payment. But it lies as the responsibility of the client that the renewal applications are submitted before the expiry of certificates. The follow-up inspection/subsequent inspection has to be carried out while the standing crop is there; it should be avoided during the off season when no activities are going on.

Each year, before the renewal inspections, the client shall notify FairCert of its schedule of production of crop products, giving a breakdown by parcel

Other than the normal announced inspections FairCert will carry out unannounced inspections on random/risk basis.

Changes affecting certification:

When the certification scheme introduces new or revised requirements that affect the client FairCert shall ensure these changes are communicated to all clients. FairCert will also consider other changes affecting certification, including changes initiated by the client and shall verify the implementation of the changes by its clients and shall take actions required by the scheme for this one or all of the following may be undertaken.

The actions to implement changes affecting certification shall include, if required, the following:

Evaluation; review; decision; Issuance of revised formal certification documentation to extend or reduce the scope of certification; issuance of certification documentation of revised surveillance activities (if surveillance is part of the certification scheme).

Complaints:

If the client is not happy with the any of the operation associated with inspection and certification of FairCert a complaint can be made with FairCert.

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The Certification Manger would first attend to all written complaints received and a receipt for the same will be issued either by giving a signed copy of the complaint letter or by a reply to the email if the complaint is by way of email.

The complaint will be registered in the complaint register maintained for the purpose. After preliminary understanding of the nature of complaint Certification Manger appoints a investigator to have investigation on the complaint and submit report to CEO. The Complainant may be called to present the issue to CEO if needed. The CEO investigate the issue by studying all related records and documents for review and comes out with his decision. The decision will be communicated to the Complainant.

If the complainant is not satisfied with the decision they can make appeal to the CB within 30 days of decision.

Appeals:

In case of any decision taken by FairCert is not agreeable to client the client can make an appeal against that decision.

The Certification Committee/CEO would first attend to all written appeals received. The complaint will be registered in the appeal register maintained for the purpose. The receipt of the appeal received will be given to appellant either by giving a signed copy of the appeal or by replying to the appeal mail.

After preliminary understanding of the nature of Appeal Certification Committee/CEO decide whether the appeal to be accepted or rejected. If appeal is accepted an assessor is appointed to study the appeal properly and submit a report to appeal committee.

The Appeal committee investigates the issue by studying all related records and documents for review and comes out with his decision. The decision will be communicated to the Appellant.

If the appellant is not happy with the decision appellant may be re-appeal to Appeal committee or CEO within 30 days of appeal decision.

Note:

A information regarding inspection & certification, compliant and appeal can be made in writing, please write to:

Dr. Pushkar Kulshrestha, CEO: info@faircert.com; pushkar@faircert.com

If you are not satisfied with CEO decision you can write to;

Director: director@faircert.com

All the information is kept confidential.

* All legal disputes are subject to Khargone jurisdiction only.

Note: Any further details regarding the NPOP/EEC 834/2007 & NOP or other Schemes of certification is available on request or visit www.faircert.com for more information.

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