

Issue No: 01	SUSPENSION OR CANCELLATION OF REGISTRATION		
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1.0 **PURPOSE**

1.1 To define the system for Suspension withdrawal or cancellation of a Client's registration.

2.0 **SCOPE**

2.1 Applies to all FCI registered Clients.

3.0 **RESPONSIBILITY**

3.1 MR or designated person is responsible for implementing this procedure.

4.0 **PROCEDURE**

4.1 FCI policy is to have personal communicating in hopes of resolving all client problems in a timely manner before taking up the enclosure step.

4.2 **Suspension**

4.2.1 FCI shall issue instructions to the certified manufacturing units for suspension of certification **within 15 days from the date of receipt of intimation regarding;**

- a) any sample fails to conform to the requirements relating to Contaminants
- b) 2 consecutive samples, from the factory or market, as determined by date of manufacture, fail to conform to the requirements of the product requirements other than contaminants;
- c) Unsatisfactory performance during two consecutive Surveillance evaluations on account of any of these aspects is observed;
 - i. Failure of sample on factory testing (in case of failure of contaminants 4.9.1 a) above applies)
 - ii. Unsatisfactory hygienic conditions
 - iii. Important testing equipment not calibrated
 - iv. Testing equipment out of order and no alternate arrangements for testing
 - v. Non implementation of Internal Quality Assurance Protocol
 - vi. Non availability of testing personnel and absence of alternate arrangements
 - vii. Unsatisfactory hygienic conditions of serious nature during a surveillance evaluation.

Note : The test reports will be reviewed by the assessor/technical expert qualified under the scheme

4.2.2 **Change of Location**

The client shall inform FCI of any changes in the location of manufacturing unit

- i. On receipt of such information, FCI shall issue instructions to the client for suspension of certificate with immediate effect.
- ii. The client shall be subject to an evaluation at the new site like an initial evaluation of an applicant.
- iii. If the evaluation is satisfactory, FCI shall transfer the certificate to the new location and the manufacturing unit shall be permitted to affix the certification mark to the Ayush products produced therein.

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- iv. FCI shall endorse the change of premises on the certificate.
- 4.2.3 FCI shall issue due notice of at least one week for suspension of certification to the manufacturing unit and also requesting the details of the stock held with the applicant as on the date of receipt of the notice. The client shall respond to the suspension notice within 7 days from the date of receipt along with the details of the stock of the products held. The response will be reviewed by FCI office and inform the decision to the client within 10 days. In case of serious failures mentioned at 4.9.1 a) and c) of the criteria, the notice may not be required.
- 4.2.4 On receipt of suspension letter, the applicant shall suspend using Ayush certification mark on Ayush products being manufactured by them with immediate effect and the client shall inform FCI about the compliance immediately. The manufacturing unit shall be advised to undertake a root cause analysis and identify the necessary corrective actions for resolving the same.
- 4.2.5 While under suspension, FCI shall ensure that dispatches of certified Ayush products to the market/customer are withheld until the product in stock has been reassessed for conformity to the criteria. The manufacturing organization shall reassess the quality of the products in stock and FCI shall verify this reassessed stock for conformity to the certification criteria before allowing its dispatch. The reference to the quantity of stock as communicated by the client as on the date of receipt of suspension notice and the quantity as on the date of re-assessment to be verified to ensure that the product under suspension was not dispatched.
- 4.2.6 FCI shall revoke suspension only when ;
- Corrective actions have been taken and verified by the certification body.
 - Reports of Samples of Ayush products manufactured after corrective actions, both during factory and independent testing confirm compliance to Criteria requirements.
 - The verification of corrective actions and reports of samples of Ayush products manufactures after corrective actions (factory and independent testing) will be verified by FCI during the followup assessment as communicated to the applicant.
- 4.2.7 Suspension shall not exceed a period of six months. The manufacturing unit's inability to resolve issues relating to suspension within this period shall lead to cancellation of certification. The list of suspended companies is maintained in a directory indicating the name of the client, products certified, date of certification and its validity, date of suspension, reasons for suspension, period of suspension.

4.3 Cancellation

4.3.1 Certification body shall cancel the certificate when ;

- Certified unit contravenes the terms and conditions of certification and provisions of Ayush certification scheme like repeated failures of samples, suspension of certificate, inadequate corrective actions, lack of compliance to internal quality protocol, misuse of Ayush Certification Mark(s) etc

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b) Ayush products are failing and not conforming to the requirements of the Certification Criteria and the corrective actions taken are not ensuring compliance, or the proposed plan for corrective actions will take a considerable time beyond 6 months for implementation;

4.3.2 FCI shall cancel the product certification certificate at the request of the certified unit, if the operation(s) in the certified units premises can no longer be carried due to reasons of natural calamities such as flood, fire, earthquake etc, lock out declared by the management, or closure of business operations etc.

4.3.3 Suspension of Registration is an interim measure that may lead to withdrawal of Registration. Suspension should not last longer than 180 days. Customer may request his registration be placed on Suspension. During Suspension the customer is allowed to retain the certificate but the registration is temporarily invalid and the customer shall refrain from promoting his registration.

4.3.4 FCI reserves the right to place a customer's registration on Suspension for the following conditions:

- a. Major nonconformance(s) indicating a failure of the client's product certification system.
- b. Client's failure to take corrective actions to identified nonconformance(s) within targeted date.
- c. The customer is unwilling or unable to make changes in response to registration system or FCI procedure changes
- d. Improper use of the logo, symbol, registration, registration document or misrepresentation of registration
- e. Customer violates the spirit and intent of the registration in such a way as to do damage to the image of the registration process and its certified management system has persistently failed to meet certification requirements.
- f. Failure to meet their financial obligations to FCI
- g. Any other violation of the requirements within the contractual agreement with FCI.
- h. Customer may be placed on Suspension and subsequent cancellation for not undertaking surveillance audit according to the stipulated dates as defined in individual scheme procedure requirements(Refer to 4.1.6 of FSMS P-04). Customer has voluntarily requested a suspension.
- i. Any other reason that may be intimated from time to time.

4.3.5 FCI shall notify the customer in writing of Suspension within 5 days. The Suspension letter require conduct of an audit by a specified date as agreed.

4.3.6 If the registered customer is unable to satisfy the requirement for reinstatement within 180 days or time given by FCI whichever is less, the registration may be cancelled.

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4.4 Change of Ownership

In the event of changes of ownership, the new management of the organization shall submit its acceptance to the agreement for certification with the FCI, Internal Quality Assurance Protocol and payment of fees. Such changes shall not call for a visit to the production site.

4.5 Change of Name

In case of change of name the client shall inform the change in the name to FCI with supported documentary evidence and if satisfied FCI shall endorse the certificate in the new name

4.6 General

4.6.1 FCI will provide notification to the registered customer of Suspension or cancellation or reinstatement immediately by telephone, fax, e-mail.

4.6.2 FCI reserves the right to publish notices of Suspension or cancellation or withdrawal.

4.6.3 The registered customer shall be afforded the opportunity to appeal any Suspension or cancellation. The status of suspension and withdrawal shall be published in the FCI website.

5. RECORDS

5.1 Certificate of Product Certification System

5.2 Correspondence with customer

5.3 Application

6.0 REVISIONS

Original issue. Rev.00, Dt:1-Oct-2009

Revised Issue, Rev.01, Dt:25-May-2010