

IC3S

Appeal Procedure

(STQC/CC/P07)

Issue : 03



CC Certification Body, STQC Directorate,
Indian Common Criteria Certification Scheme (IC3S),
MeitY, Government of India
INDIA



	<h1>Indian CC Certification Scheme</h1>	
	<h2>P07– Appeal Procedure</h2>	Issue : 03
		Date : 25 May 2018
		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

	Indian CC Certification Scheme	
	P07– Appeal Procedure	Issue : 03
		Date : 25 May 2018
	Page : 3 of 6	

0.1 Approval and Issue


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Reviewed by : Management Representative

Approved by : Head, CC Scheme

Note:

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	<h1>Indian CC Certification Scheme</h1>	
	<h2>P07– Appeal Procedure</h2>	
	Issue : 03	Date : 25 May 2018
	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, CCTL and their clients) .
- 1.2 The scope of this document covers appeals from any party feel affected.

2.0 Responsibility

Operational personnel / Head, CC Scheme - To maintain and control all records including client records

3.0 Associated Documents

STQC/CC/D02 - Quality Manual

4.0 Definitions

For the purpose of this document, the definitions contained in clause 1.3 of the document STQC/CC/D02 - “Quality Manual” shall apply.

5.0 Resources


For the purposes of the activities defined in this document, the personnel resources are identified in Doc STQC/CC/D11.

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, CC Scheme for seeking \details.

Head, CC Scheme 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 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

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	P07– Appeal Procedure	Issue : 03
		Date : 25 May 2018
	Page : 6 of 6	

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.