**FREQUENTLY ASKED QUESTIONS**

Here at SSC \_\_\_\_\_\_\_\_\_\_\_ Ltd we like to ensure that Swadeshi Standard Certification is easy to understand and in line with that philosophy, here are the most frequently asked questions. If your question does not appear here, please feel free to ***Contact Us*** and we will ensure that all your queries are sorted right away.

[**What is SSC Certification?**](https://www.isoqsltd.com/faq/#accordion-1)

Swadeshi Standard Certification is a seal of approval from a 3rd party body that a company is manufacturer or retailer of indigenous swadeshi goods. The certification can be used to tender for business as a proof of a company’s credibility but also to install confidence in the pool of audience and prospect customers & clients.

[**Why do we need Swadeshi Standard Certification?**](https://www.isoqsltd.com/faq/#accordion-2)

Swadeshi Standard Certification will act as a statement to your stakeholders, employees, Customers that the Components and Ingredients, you are using in the manufacturing process of your goods or if you are retailing goods, they are all made in India. Swadeshi Standard Certification will analyse each and every component and will certify your business on the basis of goods which are made in India and goods which have been imported from other countries. By setting yourselves the task of maintaining an external certification you are proving the company’s commitment to these objectives as well as increasing the credibility and customer’s confidence in your brand/service or product.

[**What does Swadeshi Standard Certification cost?**](https://www.isoqsltd.com/faq/#accordion-3)

The cost of Swadeshi Standard Certification is based on the Evaluation period, Validity & category of the certificate. All the types & categories of certificate and their respective costs are detailed our page **(Name the page, make it and use its hyperlink here)**. Please note there are no extra charges involved except those mentioned on this page. The agent fees are independent cost based on the choice of your agent. The agents are free to charge their service fee as per their discretion & SSC has no role in their fees.

[**How long does it take to achieve SSC certification?**](https://www.isoqsltd.com/faq/#accordion-4)

The process from the application to issuing of certificates has been kept as simple as possible to ensure complete transparency. This process has been detailed on **Our Process** page, and it takes an average of 6-8 weeks to accomplish this process. This time period may vary depending on the independent company policies, location, type & category of the organization under scrutiny.

[**Do we get any acknowledgement of application?**](https://www.isoqsltd.com/faq/#accordion-4)

An acknowledgement letter is issued to all our clients after the successful realization of the deposit payments. You can also send this letter to your potential clients or include with tenders, to confirm to them that you have entered the process of Swadeshi accreditation.

[**How do I obtain SSC certification?**](https://www.isoqsltd.com/faq/#accordion-5)

The SSC certification can be acquired by applying for it online or via any authorised agent. The list of the agents is also mentioned on our website. Ones the application is filed, we will help you through the document submission, audit and the rest of the process. At the successful completion of the same and upon realization of proper compliance to all the terms and requirements, an SSC certificate is issued to you.

[**What is an audit?**](https://www.isoqsltd.com/faq/#accordion-7)

An audit is the process of inspection of the firm under assessment by the SSC Audit Inspector. It includes the onsite inspection of the manufacturing facility and the collection of evidence in the form of proper documents, photographs and/or videos. All these aspects are compared against the parameters and mandate issued by SSC.

**What is a scheduled Audit?**

A scheduled audit is one conducted for the inspection of all parameters that are a part of the SSC mandate. It is pre scheduled in advance as per the convenience of the Firm authorities and the SSC officials.

**What is a Surprise Audit?**

Surprise Audits are unscheduled audits conducted by SSC officials for the purpose of cross verification of the statements and facts presented during regular inspection. The Surprise Audit is not a compulsory part of our process, it is conducted on our sole discretion.

**Can anyone conduct the SSC Audit?**

No, only certified and authorised SSC Personal are allowed to conduct the SSC audits. A key

mandate & protocol is published on our website which is to be followed by the SSC officials which includes on the spot acknowledgement with the SSC Head Office at the beginning & the end of the SSC audit, which is done via a call from the Audit Inspector’s end to the SSC Head Office along with the verification call back for the same from the Head Office to the individual nominated by the firm under scrutiny, at the same time. This is done so as to ensure that no other individual impersonates as an SSC Officer to infiltrate your firm and harm the integrity of your business by any means.

[**Why do we need to have an audit?**](https://www.isoqsltd.com/faq/#accordion-8)

Auditing is a required element for establishing the fact that the firm certified by SSC abides by all the standards associated with the said certificate. It is to ensure a live proof of all the facts introduced by the firm under scrutiny.

**Why do we need to renew SSC Certificate?**

SSC certificate ensures that the ingredients and/or components involved in the manufacturing and/or retail distribution of any particular good is indigenously Indian. This includes a long list of articles and with time some of these may vary such as a change in raw material provider for the manufacturer or the service provider for the retailer. In such cases the validity of the SSC certificate deviates from its definition. That is why it is necessary that the integrity of all the parameters involved remain consistently the same as presented during the time of first inspection. Change in the raw material provider for the manufacturer is not an issue, but the new supplier also needs to be Indian in order to ensure the validity of the SS Certificate.

**Why do we need to disclose the details of the goods we produce?**

The objective of SSC itself is to ensure that the said product is Indian i.e. Swadeshi from the core. To ensure that every single ingredient involved in it needs to be Indian or otherwise. Depending on that the certification is issued to the firm under scrutiny. Therefore, the entire details of the products/services need to be disclosed.

***There are literally many many FAQs. I will keep writing them and we can keep updating them. I would suggest upload these and proceed for now.***