



# FAIRCERT CERTIFICATION PROCEDURE

## STEP: 1

### Enquiry for Certification:

Interested client (Farmers/Grower Groups/Processors/Traders/Apiculturist/Wild Harvesters/Animal Husbandry operators/Input Manufacturers/Organic Textile manufacturers) can contact through any means of communication for a quotation, application package and a with minimum details, which must include,

- a. Name and address of the interested client
- b. Scope requested for
- c. The crops grown/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, 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 / NOP / 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](http://www.apeda.gov.in); or [www.faircert.com](http://www.faircert.com)

NOP update version available in: [www.ams.usda.gov](http://www.ams.usda.gov); or [www.faircert.com](http://www.faircert.com)

EEC 834/2007 update version available in: [www.eur-lex.europa.eu](http://www.eur-lex.europa.eu); or [www.faircert.com](http://www.faircert.com)

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

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 fees for inspection and certification. The certification agreement signed by the CEO and copy of the certification agreement will be given to the client after registration process.

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.

### FairCert Certification Services Pvt. Ltd.

C – 122, Gauridham Colony, Diversion Road, Khargone – 451 001, Madhya Pradesh, India.

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### STEP: 2

#### Registration process:

On receiving the filled in application packet, or application, certification agreement and the advance fees, the client will be issued with a registration number within a month and will be communicated to the applicant. The registration proceeds only after the review of application package.

#### 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/reviewer that 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 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 CB evaluator to the site which will be chargeable as per the scale of fees for the man days needed for follow up inspections.

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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 Ha or 4.0 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).

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 ICS in case of Group certification has 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). The final review of inspection report, noncompliance closure and applicable records is conducted by the reviewer those who are not involved in inspection process.

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.

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 / USDA NOP (The certificate generated from the trace net). For other schemes the certificate will be issued by FairCert as per the respective template. Along with the certificate a letter mentioning the requirement for the correction of minor non-compliances within a specified time period is also given or information keep in mind for continuation of certification. 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 APEDA. In case of any sanction,

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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.*

The certificate will be send to the registered operator 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. Any changes which need to be changed in the trace net may need more time than mentioned above and has to get the permission from APEDA.

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) / USDA NOP Logo cannot be used unless the client is granted with license to Use certification mark.

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, Council Regulation (834/2007) and NOP logo and FairCert logo according to FMO24-Use of Certification Mark Logo. Also refer NPOP, Council regulation (834/2007) and NOP 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.

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### **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.

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

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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](mailto:info@faircert.com); [pushkar@faircert.com](mailto:pushkar@faircert.com)

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

Director: [director@faircert.com](mailto: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 & NOP or other Schemes of certification is available on request or you may visit [www.faircert.com](http://www.faircert.com).*

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