**Participatory Guarantee System**

Participatory Guarantee System of India (PGS-India) is a quality assurance initiative that is locally relevant, emphasizing the participation of stakeholders, including producers and consumers and operate outside the frame of third-party certification. As per IFOAM (2008) definition "Participatory Guarantee Systems are locally focused quality assurance systems. They certify producers based on active participation of stakeholders and are built on a foundation of trust, social networks and knowledge exchange”. In the case of organic agriculture, PGS is a process in which people in similar situations (in this case producers) assess, inspect and verify the production practices of each other and collectively declare the entire holding of the group as organic.

Regional Council - An agency authorized by PGS-NAC to register, coordinate, monitor and approve certification decisions of Local Group under PGS-India organic Guarantee programme.

BGVS has been authorised by National Centre of Organic Farming as a regional council (RC 4705) for PGS certification and working pan India  
A participatory approach, shared vision, transparency, and trust are the basic element of PGS -India.  
BGVS is one of the Regional Council (Authorization no. RC/2022/1204) approved by National Executive Committee (PGS -NEC) for offering PGS.

**Complaints and Appeals**

**1 Complaints by public**

In case of any complaint by any person/ agency of public, consumers, trade body, retailer or trader etc against the actions of LG or RC on issues related to certification under PGS-India programme they can lodge their complaint as follows:

a. To concerned RC against the functioning of Local group, individual producer or processor/ handler

b. To concerned Zonal Council and PGS Secretariat against the functioning of RCs

c. To ZC/ RC in cases of misuse of PGS-India logo

d. To ZC/RC in cases of adverse residue testing report

**2. Complaints and Appeal by Local groups**

a. To full group body by the individual farmer member in cases of certification denial by certification committee or against adverse peer appraisers report

b. To concerned Regional Council and/or Zonal Council against arbitrary decisions of LG members or against functioning of LG against PGS-India norms

c. To Zonal Council against certification denial by RC or against practices adoptedby RC falling under the ambit of conflict of interest, impartiality and independence

d. To PGS Secretariat if appeals are not addressed by Zonal Council in time

**3. Complaints and Appeals by RCs**

a. To PGS Secretariat against Zonal Councils, monitoring and review process

b. To PGS-NEC against disciplinary actions taken by PGS Secretariat

**4. Disposal of appeals**

All appeals to be disposed-off within a period of 30 days from the date of receipt. In cases if any complaint or appeal necessitates investigation, then appeals to be disposed-off within 90 days of receipt of such complaint.

**Link to Operational Guidelines >>>  
PGS INDIA STANDARDS  
PGS INDIA OPERATIONAL MANUAL**

**ROLES AND RESPONSIBILITIES**

**Certification Process by Regional Council**

For more details and application please contact :

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