	<b>BHUTAN FOOD AND DRUG AUTHORITY CERTIFICATION SERVICES</b>		<b>QUALITY PROCEDURE</b>
	DOC. BFDA-CS-PR-7.13-02	ISSUE 04	REVISION 00
			01 MARCH 2023

## PROCEDURE FOR HANDLING APPEALS

### 1. PURPOSE

To ensure that all appeals received on the services and decisions of BFDA-CS are redressed in timely manner.

### 2. SCOPE

This covers all appeals received on decisions taken by BFDA-CS in the certification process.

### 3. RESPONSIBILITY

3.1 Appeals Committee is responsible for handling appeals and satisfactorily resolving them.

3.2 Certification Manager is responsible for providing secretariat for the Appeals Committee and be a member secretary to the Committee.

### 4. PROCEDURE

#### 4.1 Appeals Committee Composition and Appointment


4.1.1 Following government norms for appointment of Committee members, BFDA has constituted an Appeals Committee to oversee the appeals process with following composition:

S.N	Position	Remarks
1	<i>Secretary of Ministry of Health</i>	<i>CHAIR</i>
2	<i>Dy Secretary General, Bhutan Chamber of Commerce and Industries</i>	<i>MEMBER</i>
3	<i>Trade Officer, Department of Trade, Ministry of Industries, Commerce and Employment</i>	<i>MEMBER</i>
4	<i>Programme Officer, Office of Consumer Protection</i>	<i>MEMBER</i>
5	<i>Certification Manager, BFDA-CS</i>	<i>MEMBER SECRETARY</i>

4.1.2 Appeals Committee members are appointed by the Chair after assessing that they are free from any commercial, financial and other pressures that might influence decisions.

4.1.3 BFDA reserves the authority to appoint and withdraw members of Appeals committees with approval from the Chair.

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## 4.2 Terms of Reference

**4.2.1** Appeals Committee is responsible for handling appeals filed against the decisions taken in the operation of BFDA-CS Certification Schemes and satisfactorily resolving them.

**4.2.2** Certification Manager is responsible for providing secretariat for the Appeals Committee and be a member secretary to the committee.

## 4.3 Appeal handling process

**4.3.1** BFDA-CS receives, evaluates and makes decisions on appeals. BFDA-CS shall record and track appeals and actions undertaken to resolve them.

**4.3.2** Upon receipt of an appeal, BFDA-CS confirms whether the appeal relates to certification activities for which it is responsible, and if so, shall deal with it.

**4.3.3** BFDA-CS acknowledges receipt of a formal appeal.

**4.3.4** BFDA-CS is responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to a decision.

**4.3.5** The decision resolving the appeal shall be made by, or reviewed and approved by, Appeals Committee represented by person(s) not involved in the certification activities related to the appeal.

**4.3.6** To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by BFDA-CS to review the resolution of appeal for that client within two years following the end of the consultancy or employment.

**4.3.7** BFDA-CS gives formal notice of the outcome and end of the appeals process to the appellant.

**4.3.8** BFDA-CS takes any needed subsequent action to resolve the appeal.

## 5. REFERENCES

- BFDA-CS -PR7.13-01 Procedure for handling complaint
- BFDA-CS -GL7.13-01 Guideline for appointment and operation of Appeals Committee
- BFDA-CS -PR7.13-02-FM-01 Form: Letter acknowledging appeal
- BFDA-CS -PR7.13-02-FM-02 Form: Appeals status register
- BFDA-CS -PR7.13-02-FM-03 Form: Processing appeals
- BFDA-CS -PR7.13-02-FM-04 Form: Letter informing the decision on appeal

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