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CGSSOCA Operating Manual Procedure for Handling Appeals

Doc. No. OM-20
Rev No: 00
Rev. Date:26.06.26

All appeals are reviewed, heard, and decided by persons not involved with the decision being appealed.

Appeal of Certification Decisions

1. Certification appeals. An applicant for certification may appeal CGSSOCA notice of denial of certification, under the NPOP standard, and a certified operation may appeal the CGSSOCA's notification of proposed suspension or revocation of certification, under the NPOP standard, to the appeal committee. Similarly, an applicant for additional certification may appeal the CGSSOCA's notice of denial of certification; and an operation holding an additional certification may appeal the CGSSOCA notification of proposed suspension or revocation of the additional certification to the Appeal committee of the CGSSOCA.
2. If the Appeal committee sustains a certification applicant's or certified operation's appeal of CGSSOCA decision, the applicant will be issued organic certification, or a certified operation will continue its certification, as applicable to the operation. The act of sustaining the appeal will not be an adverse action subject to appeal by CGSSOCA.
3. Filing period- An appeal of a noncompliance decision must be filed within 30 days from receipt of the notification, the appeal will be considered "filed" on the date received by the QOM. A decision to deny, suspends, or revoke certification will become final and non-appealable unless the decision is appealed in a timely manner.
4. All appeals must include a copy of the adverse decision and a statement of the appellant's reasons for believing that the decision was not proper or made in accordance with applicable program regulations, policies, or procedures.

Resolution of Disputes

Chhattisgarh Agriculture Production Commissioner will deal with appeals. Disputes are matters of disagreement between any party and CGSSOCA that are not related to certification decision (ex. disagreements about fees paid). CGSSOCA handles disputes with the same procedures used for Complaints.

A record of appeals can be kept as follow

Date of Appeal Filed	Appeal from	Details about Appeal	Committee members	Decision	Resolved (Y/N)