



Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification;

Policy & Procedure

GSCI Services requires the customers to have documented management system that meets the applicable standard.

After each surveillance audit, GSCI Services reviews the surveillance report and takes decision on maintaining certification, expanding and reducing scope of certification, renewing, suspending of certificate.

GSCI Services has the responsibility and authority for decision of maintaining, extending, and reducing, suspending and withdrawing certification.

Granting Certification

The compliance to the certification requirements has been confirmed by GSCI Services according to its certification procedures.

The certification is granted and recorded in list of certified client on the website provided:

1. Customer has documented management systems that fulfil the requirement of applicable standards or other normative documents.
2. Internal audit and management review cycle has been completed.
3. The client has taken effective implementation of all corrective action identified taken due to:
 1. non-conformity raised by the audit team.
 2. There are no adverse reports/ information/ complaints/ feed back with GSCI Services about the applicant regarding the quality and effectiveness of implementation of system certification as per GSCI Services certification criteria.
 3. If an already certified client wishes to transfer his certificate from another certification body to GSCI Services, GSCI Services will treat this as a new client application. In case of transfer of certificate request/application from client of other accreditation body accredited by IAF MLA signatory accreditation board GSCI Services will follow all process defined in MD-02:2017 before acceptance of application.
 4. The applicant has paid all the fees.

Maintaining Certification

Demonstrate that the client continues to fulfil the requirements of the management system standard based on the documentary evidence gathered by the audit team.



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The certification is maintained provided that:

- a) The certified organization continues to meet the criteria of certification and effective implementation of corrective action.
- b) There are no adverse reports/ information/ complaints/ feedback with GSCI Services about the applicant regarding the quality and effectiveness of implementation of system.
- c) The client has paid all the outstanding dues.

Head of Certification monitors its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity are operating effectively.

Unannounced audits may be performed.

Suspension of Certification

Temporary suspension due to non-fulfilment of requirements, which can be restored only successful implementation of corrective action.

- a) Customer does not accept surveillance or recertification audits to be conducted at the required frequencies (the date of first surveillance audit cannot be more than 12 months from date of certification decision. Surveillance audits are conducted at least once a calendar year).
- b) GSCI Services determines that Customer does not have resources to meet the requirements of the scope of certificate and/or standard
- c) Excessive or serious complaints by interested parties and social conflicts or any complaint or feedback regarding noncompliance of anti-bribery commitment by the organization.
- d) The required actions against the changes of certification system and requirements have not been taken by customer during the specified period.
- e) No/ ineffective corrective action in response to the non-conformities observed during surveillance/ recertification.
- f) Any wilful misuse of logo of GSCI Services or Accreditation board.
- g) Not correcting misuse of certification mark, within one (1) month.
- h) Non payment of outstanding dues within one month after completion of audit.
- i) Client used and applied the certificate (certification) to activities beyond scope of certification.



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- j) It is proved that the information and/or materials provided by client during assessment are misleading.
- k) GSCI Services determines that Customer does not comply with the agreement(s) and/or contract(s) concluded with GSCI Services.
- l) GSCI Services determines that Customer does not comply with “contract agreement for certification”.
- m) Any other condition deemed appropriate by GSCI Services management.
- n) The certified client has voluntarily requested a suspension

Process of suspension

GSCI Services informs the customer in writing of likely suspension of certification identifying the reason and extending an opportunity to correct the reason for suspension within 15days. If the customer doesn't take adequate action, the certificate is cancelled and the customer will be informed in writing with a time frame (one month for non payment of dues and three to six months for delay in surveillance and other reasons or as deemed necessary by GSCI Services) for removal of reasons for suspension. GSCI Services makes the suspended status of the certification publically accessible through its website www.gsciservices.com

If the issue/ reason for suspension is resolved then the suspension is removed, and its certification is restored. The expense incurred shall be recovered from client before revoking suspension.

In the event GSCI Services determines that the actions taken by the customer are not satisfactory, the certification shall remain suspended. Failure to resolve the issue within time established by GSCI Services shall result in withdrawal or reduction of the scope of certification.

The period of suspension in most of the cases will not be more than six months. However, this can be extended and justification for the same will be recorded in the client file.

Unannounced surveillance audits are planned as necessary depending upon the reason for suspension and result of risk assessment for that particular customer

Reduction of Scope of Certification

Reduction of certification occurs, when the client doesn't fulfil some of the certification requirements under the scope of certification.

Reduction of Scope of Certification provided:



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- a) Failure to resolve the issues that have resulted in the suspension in a time established by the GSCI Services.
- b) Customer's request
- c) To exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is in line with the requirements of the standard used for certification.
- d) If correction or corrective action is not taken within the time agreed certification could be reduced, suspended or withdrawn.

GSCI Services informs the customer in writing of reduction of scope of. GSCI Services updates the information on GSCI Services website to make it publically accessible.

Customer is required to amend all advertising matter when the scope is reduced.

Withdrawal of certification

In case that client is not fulfilling requirement of standard and failed to implement proposed corrective action in given time certificate may be withdrawn.

Withdrawing certification means the state that the customer's certification is withdrawn under the following condition(s):

- a) Failure to correct suspension within time established by GSCI Services (one month for non payment of dues and three to six months for delay in surveillance and other reasons).
- b) Customer's request.
- c) The certified customer is no longer identified because of its dismantlement or communication disconnecting, etc.
- d) The suspension of Customer's Certification is more then 2 times during the term of validity of its Certification.
- e) After receipt of GSCI Services request to return the certificate(s), customer didn't return its certificate(s) to GSCI Services within one (1) month

Process of Withdrawing Certification

GSCI Services informs the customer in writing of likely withdrawal of certification. GSCI Services updates the information on GSCI Services website to make it publically accessible.

The termination or withdrawal of certification means that certification is no longer valid. The



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customer may re-apply to GSCI Services for Initial Certification, when all the reasons for the withdrawal have been removed and communicated to GSCI Services. Any application received from a withdrawn client is processed as for new client.

Refusal of certification

If during the application review it is found that client activity is not conform with GSCI Services' procedures or due to unavailability of scope/scheme under particular accreditation the client is refused certification. The reasons for refusal will be documented.