



# National Accreditation Board for Testing and Calibration Laboratories (NABL)

## Procedure for Dealing with Appeals against Adverse Decisions Taken by NABL

ISSUE NO.: 05  
ISSUE DATE: 10-Feb-2020

AMENDMENT NO.: 01  
AMENDMENT DATE: 26-Feb-2020

## AMENDMENT SHEET

S. No.	Page No.	Clause No.	Date of Amendment	Amendment	Reasons	Signature QA Team	Signature CEO
1	3	4	26.02.2020	Text added "The Appeals Committee is an independent committee consisting of persons who are neither part of the assessment team nor involved in decision making process on accreditation of the appellant CAB".	Internal Review	-Sd-	-Sd-
2							
3							
4							
5							
6							
7							
8							
9							
10							

# CONTENTS

S. No.	Title	Page No.
	Amendment Sheet	1
	Contents	2
1.	Purpose	3
2.	Scope	3
3.	Responsibility	3
4.	Composition of Appeal Committee	3
5.	Process	4

## 1. PURPOSE

The document describes the procedure for dealing with appeals received from the Conformity Assessment Body {Testing Laboratory/ Calibration Laboratory/ Medical Testing Laboratory/ Proficiency Testing Provider (PTP)/ Reference Material Producer (RMP)} against the adverse decisions taken by NABL with respect to their desired accreditation status.

## 2. SCOPE

- 2.1. This procedure covers process to receive, evaluate and make decisions on appeals received from CABs against the adverse decisions taken by NABL.
- 2.2. This procedure includes appeals by CABs (both applicant and accredited) against adverse decision taken by NABL in respect of refusal to accept an application; refusal to proceed with an assessment; corrective action requests; changes in accreditation scope; decisions to close the application or denial of accreditation. CAB may also appeal against NABL's decision to put them under suspension, withdrawal of accreditation or reduction of scope or debar and any other action that impedes the attainment of accreditation.

## 3. RESPONSIBILITY

- 3.1. Prime responsibility for handling of appeals lies with Appeals team.
- 3.2. Chairman of Appeals Committee is responsible for considering the appeal and reviewing the adverse decisions leading to the appeal under consideration.
- 3.3. Chairman of the Appeals Committee is responsible for giving its recommendations on decision of appeal(s).
- 3.4. The authority of approval of decision on appeal lies with Chairman, NABL.

## 4. COMPOSITION OF APPEALS COMMITTEE

The Appeals Committee is an independent committee consisting of persons who are neither part of the assessment team nor involved in decision making process on accreditation of the appellant CAB. The Appeals Committee Chairman is a member of the NABL Board.

<b>National Accreditation Board for Testing and Calibration Laboratories</b>				
Doc. No.: NABL 134	Procedure for Dealing with Appeals Against Adverse Decisions Taken by NABL			
Issue No.: 05	Issue Date: 10-Feb-2020	Amend. No.: 01	Amend. Date: 26-Feb-2020	Page No.: 3 of 4

## 5. PROCESS

- 5.1. Appeal shall be made to CEO, NABL in writing, within 30 days from the date of adverse decision against the CAB concerned.
- 5.2. Appeals team shall send acknowledgement of receipt of appeal to CAB.
- 5.3. At any time during the review, the appellant may withdraw the appeal in writing. However, if for any reason, an appeal is withdrawn, a future appeal on the same grounds shall not be considered.
- 5.4. On acceptance of appeal, the Appeals team shall propose independent expert (wherever required) in consultation with the Chairman of the appeals committee.
- 5.5. An opportunity will be given to the appellant to present the appeal in person during the process of hearing of appeal. However, the appellant shall depute representative(s) from its staff only.
- 5.6. The representative from the Accreditation Committee involved in the adverse decision or/ dealing officer of the concerned CAB may provide technical inputs but shall not be involved in the decision making
- 5.7. After examination of the appeal, the committee may seek clarifications and information from all appropriate sources. If considered necessary the Committee shall ask NABL to depute its staff or assessor or expert to the CAB to investigate the matter.
- 5.8. Where available assessment report / data is not sufficient to take a decision; the Appeals Committee may recommend an onsite verification, which shall be organized by the concerned Officer/ Appeals team. It shall be ensured that the same assessors who had assessed the CAB in the earlier assessment or any person who was involved in the adverse decision or appeal committee member shall not be a part of the assessment team. The appellant shall bear the expenses for on site visit, regardless of the outcome of the appeal.
- 5.9. Based on the data gathered through any of the above stated means, the Appeal Committee shall make the final recommendations within a reasonable time. Chairman, NABL is the authority for making a decision on the appeals.
- 5.10. Approval of decision on appeal by Chairman, NABL shall be final and the CAB shall be informed accordingly. Appeals team shall also inform the concerned officer of that particular CAB regarding the outcome of appeal.
- 5.11. No further appeal in this regard will be considered.
- 5.12. No discriminatory action would be taken against the appellant irrespective of the decision on appeal.

<b>National Accreditation Board for Testing and Calibration Laboratories</b>				
Doc. No.: NABL 134	Procedure for Dealing with Appeals Against Adverse Decisions Taken by NABL			
Issue No.: 05	Issue Date: 10-Feb-2020	Amend. No.: 01	Amend. Date: 26-Feb-2020	Page No.: 4 of 4

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