



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

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

**ISSUE NO. : 04**  
**ISSUE DATE : 19-Apr-2016**

**AMENDMENT NO. : 01**  
**AMENDMENT DATE : 19-Feb- 2018**

## AMENDMENT SHEET

Sl	Page No.	Clause No.	Date of Amendment	Amendment	Reasons	Signature QM	Signature CEO
1	3	3.2/3.3	19.02.2018	Change of NABL Board from Governing Body after amalgamation with QCI	20th Internal audit finding	Sd/-	Sd/-
2	4	5.1/5.5					
3	5	5.7/5.9					
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## 1. PURPOSE

The document describes the procedure for dealing with appeals received from the Conformity Assessment Bodies (Testing including Medical Laboratories / Calibration Laboratories / Proficiency Testing Providers – PTP / Reference Material Producers – RMP) against the adverse decisions taken by NABL with respect to their desired accreditation status.

## 2. SCOPE

- 2.1 This procedure covers handling of appeals received from CABs against the adverse decisions taken by NABL. All appeals shall be considered within the framework of NABL rules and regulations.
- 2.2 The procedure includes appeals by CABs laboratories (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 deny accreditation. CAB may also appeal against NABL's decision to put them under abeyance, suspension, forced 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 Officer.
- 3.2 Designated Sub- Committee of NABL Board for Complaints & Appeals is responsible for considering the appeal and reviewing the adverse decisions leading to appeal under consideration.
- 3.3 Chairman of the designated Sub- Committee of NABL Board for Complaints & Appeals 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.

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#### 4. COMPOSITION OF APPEALS COMMITTEE

- 4.1 Designated appeals committee is a sub-committee of NABL Board. It consists of one of the members of the NABL Board as Chairman, expert (s) co-opted by the Chairman and CEO, NABL as the member secretary.

#### 5. PROCEDURE

- 5.1 Appeal shall be made to CEO, NABL in writing, within 30 days from the date of adverse decisions against the CAB concerned.
- 5.2 Initially the appeals shall be examined by Appeal officer for its validity and if prima-facie they appear to be valid and having some substance, they are taken up for further actions or otherwise inform the appellant.
- 5.3 Appeals Officer shall acknowledge the receipt of appeals from a CAB. The Officer shall maintain record pertaining to all appeals including important details like date of receipt, name and address of the CAB, details of appeal, outcome and final disposal in form 26B.
- 5.4 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.
- 5.5 On acceptance of appeal, the Appeals Officer shall propose independent expert/(s) in consultation with the Member Secretary, the Sub- Committee of NABL Board for Complaints & Appeals, to the Chairman, Sub- Committee of NABL Board for Complaints & Appeals for approval. While proposing expert(s) for the Sub-Committee; Appeal officer shall ensure that that expert(s) is/ are not directly involved in the assessment or decision-making process for the appellant CAB, and shall be familiar with NABL requirements and procedures. An opportunity will be given to the appellant to present the appeal in person(s) during the process of hearing of appeal. However the appellant shall depute representative(s) from its staff only.
- 5.6 The external members of the Committee are required to sign a declaration on Confidentiality, Impartiality and Conflict of Interest in form 76, while accepting the membership of Committee, and submit it to the Appeal Officer.

- 5.7 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 of the Sub- Committee of NABL Board for Complaints & Appeals.
- 5.8 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.
- 5.9 Where available assessment report / data is/are not sufficient to take a decision; the Appeals Committee may recommend an onsite verification, which shall be organized by the designated Officer/ Appeal officer. 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 Sub-Committee of NABL Board for Complaints & Appeals, 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. Appeal Officer shall also inform the dealing officer of that particular CAB regarding the outcome of appeal.
- 5.11 No further appeal in this regards will be considered.

## 6. RECORDS

- 6.1 Appeals Register (Form 26B).
- 6.2 Minutes of Appeals Committee meeting.
- 6.3 Appeals file maintained by Appeals Officer where all correspondence in respect of appeals received, Chairman's decisions, and any other relevant documents are filed date-wise.

**NABL APPEALS REGISTER**

Sl.	Date of Receipt	CAB ID (if available)	Name and address of Appellant (CAB)	Details of Appeal	Date of Acknowledgement	Outcome	Date Signed off

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