

	<b>QUALITY PROCEDURE- PROFESSIONAL EVALUATION &amp; CERTIFICATION BOARD</b>	DOC : SOP-PECB-11 Issue NO-01 DATE :01/01/2017
	<b>PROCEUDRE FOR RECERTIFICATION</b>	

**1. PURPOSE**

To define and implement a system for handling of appeal related to the Certification process.

**2. SCOPE**

This procedure covers for receiving of appeal, review of the appeal& Action taken on appeal related to the Certification process.

**3. RESPONSIBILITY**

Manager operations is responsible for Receipt of the appeal which may come through the PECB web site in which provision provided to record the appeal.

Other responsibilities are as described against eachactivity.

**4.0 Procedure:**

No.	Activity	Responsibility
1.	Any appeal from any Candidate can be logged at the web site of the PECB. Same can be received through E mail also	Operation team
2.	Manager Operation will review the appeal for its adequacy & would inform the candidate as a acknowledgement of the appeal	Manager operation
3.	After review of the appeal, same will be forwarded to the Director of the PECB	Manager Operation
4.	The Candidate would be informed with in 48 hrs Manager Operation as acknowledgement of receiving of appeal	Manager Operation

<b>PREPARED BY</b>	<b>APPROVED BY</b>



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	through mail only	
5.	The Operation team would held a meeting for the review of the appeal	Manager Operation
6.	As per the discussion, actions are taken on the appeal	Manager Operation
7.	Information submitted to the Candidate related to the Action taken through e mail	Manager Operation
8.	appeal is recorded in appeal register & simultaneously Action taken would be recorded in the appeal register	Manager Operation
9.	Actions would be taken on any valid appeal with in 25 days maximum.	Manager Operation
10.	Six Months Analysis will be done by the Manager Operation & consolidated action plan will be prepared accordingly	Manager Operation

**PREPARED BY**

**APPROVED BY**