

	AMARK RATINGS PRIVATE LIMITED BHOPAL		PROCEDURE
DOC.NO. AMR-ID-P7.5-02	ISSUE 01	REVISION 01	15 November 2024

PROCEDURE FOR RECEIVING, AUTHENTICATING, EVALUATING AND MAKING DECISIONS ON APPEALS.

1. PURPOSE

To ensure that all appeals received on the services and decisions of AMR-ID are redressed in timely manner.

2. SCOPE

This covers all appeals received on decisions taken by AMR-ID in the inspection/Audit process

3. RESPONSIBILITY

3.1 Appeals Committee is responsible for handling appeals and satisfactorily resolving them

3.2 In charge ID is responsible for providing secretariat for the appeals committee.

4. PROCEDURE

4.1 Appeals committee

4.1.1 AMR has constituted an appeals committee with the defined terms of reference and composition to oversee appeals handling process.

4.2 Process of appeals handling

4.2.1 The handling process for appeals includes the following aspects and methods:

- a) description of the process for receiving, validating, investigating the appeal, and deciding what actions are to be taken in response to it,
- b) tracking and recording appeals, including actions undertaken to resolve them,
- c) ensuring that any appropriate action is taken.

4.2.2 In charge ID receives, authenticates, investigates and makes decisions on appeals. It records and track appeals and actions undertaken to resolve them.

4.2.3 Upon receipt of an appeal, In charge ID validates whether the appeal relates to decisions taken on inspection/Audit activities for which it is responsible.

4.2.4 In charge acknowledges receipt of the appeal after authentication and provides the appellant with progress reports and the outcome

4.2.7 In charge gathers and verifies all necessary information to investigate the appeals places before the appeals committee for decision.

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4.2.8 The decision on the appeals is made by the appeals committee giving an opportunity to the appellant to present his/her points of view.

4.2.9 In charge informs the appellant of the decision on the appeal.

5. REFERENCES

AMR-ID -P7.5-01 Procedure for complaint handling

AMR-ID -G7.5-01 Guidelines for appointment and operation of appeals committee

AMR-ID -P7.5-02.F01 Format of letter for acknowledging appeal

AMR-ID -P7.5-02.F02 Format of Appeals register

AMR-ID -P7.5-02.F03 Appeals processing form

AMR-ID -P7.5-02.F04 Format of letter informing the decision on appeal

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