 <p>KIHT Certification Services (Operating Under Kalam Institute of Health Technology)</p>	<p><b>Suspension, withdrawal and cancellation Procedure</b></p>	<p>KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 1 of 6</p>
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<b>Table of contents</b>	<b>Page No.</b>
<b>1. Purpose</b>	<b>2</b>
<b>2. Scope of Applicability</b>	<b>2</b>
<b>3. Reference documents/standards</b>	<b>2</b>
<b>4. Responsibilities</b>	<b>2</b>
<b>5. Procedures</b>	<b>2</b>
<b>5.1 Suspension</b>	<b>2</b>
<b>5.2 Withdrawal</b>	<b>3</b>
<b>5.3 Cancellation</b>	<b>4</b>
<b>6. Records - Other Applicable documents</b>	<b>5</b>
<b>7. Revision Status</b>	<b>6</b>

 <p>KIHT Certification Services (Operating under Kalam Certification Services)</p>	<p><b>Suspension, withdrawal and cancellation Procedure</b></p>	<p>KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 2 of 6</p>
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## 1. Purpose

The purpose of the procedure is to explain to the client about the suspension withdrawal and cancellation of the certification process that would be performed by KIHT Certification Services (KCS).

## 2. Scope of Applicability

The procedure applies to the following processes at KCS:

- a) Process for Suspension
- b) Process for Withdrawal
- c) Process for Cancellation

## 3. Reference Documents/Standards

**ISO/IEC 17021-1:2015** - Conformity assessment — Requirements for bodies providing audit and certification of management systems- Part 1: Requirements

## 4. Responsibilities

The Certification manager and Quality manager are responsible for this procedure.

## 5. Procedures

The certificate issued is valid for three years. However, KCS has the right to suspend this certificate for violation of various requirements. Also, certified client/organization may request for self- suspension and withdrawal or cancellation of their certification with valid reasons.

### 5.1 Suspension:

5.1.1 The grounds for suspending (partially/fully) the certificate are as follows:

- a) Any significant/ major changes in the legal status, ownership, impartiality, use of sub-contractors, documentation, etc., which have not been informed to the KCS within 30 days.
- b) the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system
- c) If the certified organization is not allowing the surveillance/recertification audit at the required time.
- d) If during the surveillance/recertification audit, the system is found not to comply with standard requirements.
- e) If a surveillance audit/recertification audit is not arranged within 3 months of the due date in response to the notice issued by KCS.
- f) If the client is found to misuse the logo of the KCS or accreditation body symbol using any kind of misleading statement which might affect the reputation of the KCS and the accreditation board.
- g) No/ineffective corrective actions in response to the non-conformities

 <p>KIHT Certification Services (Operating under Kalam Certification Services)</p>	<p><b>Suspension, withdrawal and cancellation Procedure</b></p>	<p>KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 3 of 6</p>
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observed during surveillance assessments or recertification audits.

- h) Major lack of effective implementation of corrective actions within agreed time limits in respect of NC identified during surveillance audits.
- i) Non-payment of outstanding dues within 3 months of dues.
- j) Any willful misdeclaration in the application form, which is discovered after the granting of certification by KCS.
- k) Any willful non-compliance to the certification agreement.
- l) Willful misuse of KCS certificate for scope not covered under the scope of certification.
- m) Fraudulent behavior and providing intentionally false information or concealing information. Excessive and/or serious complaints against the client of the KCS.
- n) Evidence of unethical practices includes providing incorrect information to KCS; faking of records; inappropriate relationships with consultants, etc. If there is any complaint from the customer of the certified client, KCS needs to verify the complaint and in case the certified organization is found guilty, the certificate will be suspended and will remain suspended until the complaint is not resolved. In case non-conformities (NC) not addressed within stipulated timeline may lead to suspension/withdrawal of certification depending on the seriousness.
- o) Certified client may request for voluntary suspension with valid reason
- p) Any other condition/situation is deemed appropriate by the KCS.

5.1.2 While under suspension, the client's management systems certification is not valid, and client cannot claim certification.

5.1.3 In case of voluntary suspension, restoration of suspension shall take place within six months of suspension and only after KCS ensure the review of actions completed by the client against the reason for self-suspension.

5.1.4 If the suspension of certificate is due to not meeting the standard requirements or major system failure, the restoration of suspension shall be after satisfactory closure of findings resulted to suspension and that shall be within six months of suspension otherwise the certification shall be withdrawn.

5.1.5 The Certification Manager is authorized to suspend the certificate and to issue a suspension letter to the concerned client for non-conductance of surveillance audits.

5.1.6 The organization shall be allowed to explain its position in writing to KCS and present its case in person to the KCS. The final decision shall be taken in respect of Suspension of Certification (Partial or full) based on facts and the results of such presentation. Notwithstanding the above provision for a representation by the Client, the KCS may decide to suspend Certification, if there is sufficient evidence of willful misrepresentation of facts or willful non-compliance to KCS criteria. The period of suspension shall be formally communicated as per the criteria laid down by the KCS.

 KIHT Certification Services (Operating under Kalam Certification Services)	<b>Suspension, withdrawal and cancellation Procedure</b>	KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 4 of 6
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## 5.2 Withdrawal:

- 5.2.1 Any certificate issued by KCS may be withdrawn in the event of any of the following situations occurring.
- In case, the organization is not able to resolve the issue of suspension within 180 days from the date of suspension.
  - Certified clients may request voluntary withdrawal with valid reason.
  - The evidence submitted by the organization for the reason for suspension is not found satisfactory.
- 5.2.2 Upon withdrawal of certificate, the name of the organization shall be deleted from the KCS's approved list of certified companies (clients), the certificate will be surrendered from the client, and the KCS website will be updated so that the organization's certificate is withdrawn.
- 5.2.3 The period of withdrawal will not be more than six months. If the Client does not take suitable corrective action within six months, the KCS reserves the right to Cancel the certification.
- 5.2.4 Certificate once Cancelled cannot be reinstated and become invalid.
- 5.2.5 The data of suspended and withdrawal clients along with invalid certificate details is updated on the KCS website for certificate verification.

## 5.3 Cancellation:

The grounds for cancellation of the certificate are as follows:

- In case, the organization is not able to resolve the issue within 180 days from the date of withdrawal.
- The evidence submitted by the organization for the reason for withdrawal is not found satisfactory.
- Upon the Cancel, the certificate will be surrendered from the client, the KCS website will be updated that the organization's certificate is cancelled (not valid).

## 5.4. Reduction the scope of certification:

KCS shall reduce the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification shall be in line with the requirements of the standard used for certification.

## 5.5. Actions by KCS for all of the above-mentioned cases:

- The certification of the client will be suspended / withdrawn/ cancelled/ reduction of scope after appropriate review
- The decision will be formally communicated to the client by KCS.
- The client is informed not to use KCS mark, symbol and / or claim certification.

 KIHT Certification Services (Operating under Kalam Certification Services)	<b>Suspension, withdrawal and cancellation Procedure</b>	KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 5 of 6
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- d. Processing of any application submitted by client will be stopped (Not applicable for scope reduction)

**Note:**

1. A notice citing reasons and intention to above shall be sent to the client by KCS and inviting response within 15 days. However, the notice is not applicable in the case of voluntary activities from the client.
2. The evidence can be verified offsite depending upon the nature of the reason for the revocation of certification in case of suspension/withdrawal.
3. After the suspension, withdrawal or cancellation of the certificate, if the organization is found to use the certificate or certification information in any manner (e.g. Continued misuse of accreditation symbol/KCS logo e.g., misleading publications, advertisement, or contravention of the stipulated conditions for the use of marks/logo) legal action will be taken against the organization as per the contractual agreement.



**6.0. Records - Other Applicable Document**

- i. Suspension/withdrawal/cancellation letters and certificates.
- ii. The documents submitted by the client in support of the suspension/withdrawal/revocation as applicable

 KIHT Certification Services (Operating under Kalam Certification Services)	<b>Suspension, withdrawal and cancellation Procedure</b>	KIHT Certification Services (KCS) <b>KCS/PR14/Rev.03</b> Page 6 of 6
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### Revision Status

Rev. No	Date of approval	Clause/Para under change	Reason of Change
01	04.11.2023	Cl. 5.1.1, Cl. 5.2.1 Revision Status	Revised and updated for better clarity Revision Status format updated by including revision number
02	08.01.2025	5.3	Revised and updated Cl 5.3
03	11.04.2025	Title of SOP Cl. 1.0, 2.0 Cl. 5.1 (b), (i), (l) Cl. 5.2.1 (b) Cl. 5.2.1, 5.2.2, 5.2.3, 5.2.4 Cl. 5.3 Cl. 5.4 Cl. 5.5 Cl.6.0	Title of SOP is changed Revised and updated added; added the duration of month for no dues, revised and updated added about voluntary withdrawal with justification and deleted pt. (d) and (e) in Cl. 5.2.1 revised and updated for better understanding and Cl. 5.2.2 & Cl.5.2.7 previous statements are deleted and updated. Revised and updated, deleted pt. (iv) and added note Added Cl. 5.4- about Reduction the scope of certification Added the actions by KCS as applicable for the process of Suspension, Withdrawal, and cancellation Added Note points under Cl. 5 Updated the records as applicable

 <b>Prepared By:</b> Quality Manager <b>Date:</b> 15.04.2025	 <b>Reviewed &amp; Approved By:</b> Certification Manager <b>Date:</b> 15.04.2025
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