


Document Title: <b>EDS / ARAI UAV Appeal against decision taken</b>	
Document no: <b>EDS/UAVCC/110</b>	
Version: <b>02</b>	
Version Date: <b>11-11-2025</b>	

## **1.0 Purpose:**

- 1.1 “Appeal” is a request by the provider, the seller or the buyer of the inspected item for reconsideration of a decision ARAI has made relating to that item. Therefore, any request for reconsideration of ARAI technical decision received after the issuance of a Certificate will be considered an appeal.
- 1.2 The document describes the procedure for dealing with appeals received from the Conformity Assessment Bodies {Testing Laboratory/ Calibration Laboratory/ Manufacture} against the adverse decisions taken by ARAI with respect to their desired/existing certification status.

The objective of this document to treat all the customer and stakeholder complaints with utmost seriousness, as they are the reason for our being in the business of conformity assessment.

## **2.0 SCOPE**

- 2.1. This procedure covers the process to receive, evaluate and make decision on appeals received from manufacturer or stake holders against the adverse decisions taken by ARAI.
- 2.2. UAS –Unmanned Aircraft System, QCI and ARAI Internal Certification Process is applicable to all the customer and stakeholder complaints for product certification.

## **3.0 ARAI POLICIES WITH RESPECT TO APPEALS**

- 3.1 ARAI is responsible for all decisions at all levels of handling process for the appeals.
- 3.2 Investigation and decisions on appeals does not results in any discriminatory actions.
- 3.3 After receiving an appeal, ARAI is responsible for gathering and verifying all necessary information to validate the appeal.

## **4.0 RESPONSIBILITY**


- 4.1. Decision maker for appeals is responsible to receive appeals, acknowledge, validate and convene appeals committee meetings. The officer is also responsible for all communication on appeals matter.

## **5.0 REFERENCES**

- 5.1 UAS Part 4 Certification Process of Gazette notification S.O. 347(E)1 dt. 26th January 2022  
ARAI UAS Internal procedure 110 of Appeal redressal procedure.

## **6.0 Procedure for handling ‘Appeals’**

- 6.1 An ‘Appeal’ is defined as an “a request or a plea against a Certification Decision or a request made by a client for a formal review of a decision taken by Bureau Veritas in respect of its validation and/or verification/certification activities.
- 6.1.1 Upon receipt of the appeal, the Decision maker/ Legal compliance officer, shall determine if he/she has been involved in the original process, If yes, he/she shall not be involved in the appeals resolution process. The appeal shall be reviewed and resolved by a team of internal persons to ensure objectivity and impartiality. In case of no consensus internally, prepare a report and send the documentation along with the report to an Appeals Committee or The chairperson of the Impartiality Committee and other members independent of ARAI for a decision by electronic mail or in the next available meeting if scheduled in less than three

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months. If NO, Certification Manager in coordination with quality Manager shall carry out the investigation and present the report to the HoD or the Impartiality Committee at the next planned interval.

- 6.1.2 The designated officer shall acknowledge the receipt of the appeal and provide the appellant with progress reports.
- 6.1.3 At any time during the review, the appellant can 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.
- 6.2 Validation of an Appeal
  - 6.2.1 The appeals shall be validated.
  - 6.2.2 After receiving an appeal, officer is responsible for gathering and verifying all necessary information to validate the appeal.
- 6.3 Investigation of an Appeal -At appropriate stage, the Certification Manager/ Quality Manager shall refer the appeal to the client for justification and / or necessary actions. The person identified above for investigating the complaint, will have no conflict of interest, they have not provided the consultancy or not appointed by client within two years after end of the constancy or employment if any, Certification manager & quality manager is independent of the evaluation process.
- 6.4 Irrespective of the outcome of the investigation of the Appeal, Certification Manger/ TQR Manager or appropriate authorized person shall formally communicate to the appellant.

## **7.0 RECORDING OF APPEALS AND ACTIONS THEREIN**

- 7.1 The appeals shall be tracked periodically to verify progress.
- 7.2 All information gathered during the investigation of the appeal shall be maintained by ARAI.
- 7.3 In all cases where the appeals are upheld by the Appeals Committee, the appeal and the related information shall be passed on to QA team for carrying out root cause analysis, identifying the non-conformity and deciding on appropriate correction and corrective actions to prevent reoccurrences as per the procedure.

## **8.0 Procedure for handling issues arising from Public: -**

- 8.1 As a responsible Certification Body ARAI takes cognizance of any adverse reports appearing in the Printed / Electronic/ Social Media or any public forum related our services or Certifications / Reports issued to Organizations and takes appropriate actions as documented in our procedures, with advice from legal compliance officer.

