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 PSEB website in which provision provided to record the appeal.

   Other responsibilities are as described against each activity.

4.0 Procedure:

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

| **PREPARED BY** | **APPROVED BY** |
|---|---|
| | |

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

| **PREPARED BY** | **APPROVED BY** |
|---|---|
| | |