

### **Appeal Policy of OSOCA**

- The right to appeal against decision shall be one of the due process of review that enables OSOCA to correct mistakes without legal consequences.
- Policy demonstrates that all the appeals shall be treated in a thorough and impartial manner.
- Any operator aggrieved of any decision of OSOCA, may appeal with specific causes or reasons within a period of one month of receipt of decision from OSOCA.
- The appellate Authority of OSOCA, on receipt of the appeal shall suitably pass on orders as per the gravity of the appeal after hearing both the parties.
- The Appellate Authority of OSOCA shall be the Principal Secretary to Government, Agriculture & Farmers' Empowerment Department, Government of Odisha & Chairman, OSOCA.
- The follow up action of the appeal shall be documented and the appeal shall be resolved within 30 days.
- Appeals records shall be maintained for all appeals.

### **Complaint Policy of OSOCA**

- When written complaint is received by OSOCA regarding own operation (against Inspector, say) or against certified operators , the authorised personnel of OSOCA shall look into its authenticity, verify the supporting documents and ensure that it is under the scope of Complaint Policy.
- A complaint register shall be maintained to keep record of all complaints and remedial actions relating to certification.
- The Complaint shall be addressed expeditiously.
- When a complaint is resolved a documented resolution shall be made and forwarded to the complainant and the party concerned.