

RIGHTS AND DUTIES OF OPERATORS

Rights of Operators

Operators certified under NPOP have the right to:

1. Fair and Non-Discriminatory Certification

Certification activities shall be impartial and transparent.

2. Information about Inspection

Operators shall:

- * Be informed of inspector identity before inspection
- * Raise objections in case of conflict of interest

3. Appeal against Decisions

Operators may appeal against certification decisions.

4. Confidentiality

All operator information shall remain confidential except where disclosure is legally required.

5. Access to Certification Documents

Operators may obtain:

- * Scope certificate
- * Inspection findings
- * Certification decisions
- * Applicable standards and procedures

6. Complaint Submission

Operators may file complaints regarding certification services.

7. Use of Certification Marks

Eligible operators may use certification marks as per approved guidelines.

Duties of Operators

Certified operators shall:

1. Comply with NPOP Standards

Maintain compliance with all applicable organic production, processing, handling, storage, and labeling requirements.

2. Maintain Records

Maintain complete and updated records including:

- * Production
- * Procurement
- * Inputs
- * Processing
- * Sales
- * Traceability
- * Stock reconciliation

3. Allow Access during Inspection

Provide inspectors access to:

- * Farms
- * Units
- * Storage
- * Documents
- * Accounts
- * Related facilities

4. Inform Changes

Immediately notify OSOCA regarding:

- * Changes in Organic System Plan
- * Production methods
- * Ownership
- * Processing activities
- * Product range

5. Avoid Misuse of Certification

Operators shall not:

- * Misrepresent certification status
- * Use logos improperly
- * Sell non-organic products as organic

6. Cooperate During Sampling and Testing

Assist inspectors during residue sampling and investigations.

7. Comply with Corrective Actions

Implement corrective measures within specified timelines.

8. Use TraceNet System

Operate through APEDA's TraceNet Organic platform as required under NPOP.