

TÜV India operates certification services in accordance with the requirements of ISO/IEC 17065 and applicable certification scheme rules including ISCC CORSIA.

To ensure the integrity, credibility, and transparency of certification activities, TÜV India maintains documented procedures governing suspension, withdrawal, and reduction of certification scope where certified clients fail to comply with applicable requirements.

The certification status of a client may therefore be suspended, withdrawn, or modified based on the evaluation of compliance with certification criteria and scheme rules.

1. Conditions Under Which Certification May Be Suspended

Certification may be temporarily suspended when a certified organization does not comply with certification requirements or when circumstances arise that may compromise the validity of certification.

Suspension may occur under the following conditions, including but not limited to:

Condition	Description
Non-Closure of Nonconformities	Failure to address nonconformities identified during audits or verification within the specified time (Max 90 days). <i>Note – Certain schemes (e.g ISCC CORSIA, FSSC, FAMIQS, etc) have specific timelines for submission of corrective actions and closure of NCRs, failing which suspension shall be issued. Such scheme-specific requirements will always hold precedence over the generic approach.</i>
Non-compliance with scheme requirements	Failure to comply with certification scheme rules, sustainability criteria, or regulatory requirements
Failure to ensure conduct of audits as per defined timelines	Refusal or inability to complete surveillance audits, special audits or recertification audits within defined timelines
Misuse of certification	Improper use of certificates, certification marks, sustainability declarations, or misleading claims regarding certification
Failure to maintain traceability for specific schemes	Failure to maintain traceability, mass balance, or sustainability documentation in certain schemes (such as FSSC, ISCC CORSIA, etc).
Failure to meet contractual obligations	Non-payment of certification fees within contractual timelines or breach of contractual terms
Voluntary request	Suspension requested by the certified client

During the suspension period:

- The certification status is temporarily invalid (unless otherwise any scheme-specific requirement prescribes otherwise).
- The client shall not make any claims regarding certification validity during the suspension period.
- Use of certification marks, logos, or sustainability claims related to the certification must cease.
- Corrective actions must be implemented within the timeframe defined by TÜV India and applicable scheme rules.

Suspensions are normally issued for a period of 90 days from the due date of initiation of suspension (extendable by another 90 days based on appropriate justifications). In case of specific scheme requirements being stricter than the above defined timelines, then the same shall hold precedence. If corrective actions are verified and accepted within the defined timeframe, certification may be reinstated.

2. Conditions for Withdrawal of Certification

Certification shall be withdrawn (cancelled) when the certified organization fails to resolve issues leading to suspension or when severe violations of certification requirements occur.

Certification withdrawal may occur under circumstances such as:

Condition	Description
Critical Nonconformities	Applicable in case of specific schemes like ISCC CORSIA. <i>Note – Certain schemes (e.g. ISCC CORSIA, FSSC, FAMIQS, etc) have specific timelines for submission of corrective actions and closure of NCRs, failing which suspension shall be issued. Such scheme-specific requirements will always hold precedence over the generic approach.</i>
Failure to resolve suspension	Relevant actions in accordance with the reason for suspension not implemented within the suspension period
Persistent or serious non-compliance	Repeated violations of certification scheme requirements
Fraud or falsification	Deliberate falsification of records, sustainability declarations, or audit information
Misrepresentation of certification	Misleading communication or unauthorized claims regarding certification
Failure to maintain scheme compliance	Non-compliance with sustainability, traceability, or chain-of-custody requirements (e.g., under ISCC CORSIA)
Termination of agreement	Certification contract terminated by either the client or TÜV India
Cessation of operations	Client organization ceases business activities related to the certified scope

Upon withdrawal:

- The certification becomes invalid.
- The client must immediately discontinue use of the certificate, certification marks, and related claims.
- All references to certification must be removed from marketing materials, websites, and documentation.

3. Public Notification of Certification Status

In order to ensure transparency and maintain stakeholder confidence, TÜV India provides publicly accessible information regarding the certification status of certified organizations, taking care of the applicable confidentiality obligations towards the client data).

In case of schemes under ISO 17021-1 (under NABCB), TÜV India provides the status of the certifications on the IAFCertSearch portal.

In case of schemes under ISO 17065 (under NABCB), TÜV India maintains a public directory of certified clients on its website. In case of any changes to certification status (e.g., suspension, withdrawal, scope, etc), the same is updated.

Typical frequency of updating the website/portal information is bimonthly. Alternatively the interested parties can also write to TÜV India (corpcomm@tuv-nord.com) for the status of certification.

The directory may include:

Information Available	Description
Name of certified organization	Legal name of the certified client
Location	Address or operational site
Certification scheme	Applicable certification scheme (e.g., ISCC CORSIA)
Scope of certification	Products, processes, or services certified
Certificate number	Unique certificate identification
Certification status	Active / Suspended / Withdrawn / Expired
Validity dates	Validity dates of certification

Where required by scheme rules (e.g., ISCC), relevant information may also be communicated through the scheme operator's certification database or registry.

4. Reinstatement of Suspended Certification

A suspended certification may be reinstated when:

- All identified nonconformities have been corrected and verified, and
- Compliance with certification requirements and scheme rules has been demonstrated.

If certification has been withdrawn, the organization must undergo a new certification process in accordance with applicable certification procedures.

5. Responsibilities of Certified Organizations

Certified organizations are responsible for:

- Maintaining compliance with certification requirements at all times
- Ensuring proper use of certification marks and claims
- Maintaining traceability and documentation where required by certification schemes
- Informing TÜV India of significant changes affecting certification
- Cooperating with surveillance, verification, and recertification audits

Failure to comply with these obligations may result in suspension or withdrawal of certification.