

Issue: 01
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**TUV India ISO/IEC 17065:2012 PCB of ISA
Railway Scheme Certification Process**



TUV INDIA PRIVATE LIMITED

**TUV India ISO/IEC 17065:2012 PCB of ISA Railway
Scheme Certification Process**

Purpose

To define the Certification process for ISO/IEC 17065: 2012- Independent Safety Assessment of Railway System.

Application & Quotation Process:

The Applicant shall indicate the certification of which Product/ System is applying for. The prospective client need to give complete information required for quotation in the form of Application.

TUV India shall review the application to assess whether the defined criteria for application is met. Only applications found to be completely filled and supported with all documents sought shall be accepted. If the defined criteria is met, TUV India will send the proposal to the client for the certification asked. If the defined criteria is not met or if TUV India does not have prior experience in client's requirement, the same shall be communicated to the client and the request shall be declined for the evaluation purpose.

TUV India shall prepare the proposal based on the information provided by client based on TUV India procedure and governing rules.

TUV India reserves the right to amend the proposal in case the information found to be different than that provided by client.

The proposal shall be accompanied by terms and conditions and the contract. Upon the acceptance of proposal, a contract shall be signed by both – TUV India and the client. The contract specifies the terms and conditions to be followed by client for the use of Certification mark (logo), certificate.

Assessment Process:

For Independent Safety Assessment and Certification, the following Steps to be followed.

Step 1: Early Design Assessment

ISA shall review the safety related elements of the Planning documents at the beginning of the Design phase

Step 2: Design Assessment

ISA shall assess the Safety analyses and methods adopted.

Step 3: Manufacturing & Installation

ISA shall perform the assessment of the implemented system and subsystems tests plans and tests specifications documents.

Step 4: Integration, Testing & Commissioning

TUV India shall perform Safety Validation which shall provide confirmation, by examination and provision of objective evidence(s), that the particular functional requirements for the safe performance of the System functions (including the successful performance of the established hazard mitigation measures that are identified during the Design Steps) have been fulfilled.

Step 5: Operation & Maintenance assessment

TUV India shall perform assessment of operation & maintenance preparation through validation of operation manual, maintenance manual and maintenance management system to ensure they comprise activity regulations to insure safety to its staff, the passengers and any third parties during the operation & maintenance of the System.

Step 6: Trial run

TUV India shall assess the demonstration of routine and emergency procedures associated with operation of the section.



Step 7: Final Certification and Safety Assessment Report

Based on final decision Certificate of Acceptance or Rejection will be issued along with the report

Assessment Report & Certification:

TUV India shall provide Assessment report for each Step.

Final Assessment report and Certification shall be provided upon closure of All NCs raised.

Surveillance:

Surveillance shall be carried out at periodic intervals based on the criteria defined based on the type of product under the scope of certification.

Recertification:

Recertification shall be carried out at the end of the certification period. The approach followed for Recertification will similar to the one followed based on the criteria defined based on the type of product under the scope of certification.

Use of Certificate, and Certification Mark:

Upon certification, the client can use the certification mark as per the instructions specified in contract as well as the instructions issued along with certificate.

Suspension:

Suspension is a temporary hold on the certificate. During the suspension period client is advised not to use certificate, and certification mark.

TUV India reserves the right to suspend the certificate on non-fulfilment of requirements as mentioned in the terms and conditions of contract during certification period.

In case of any other specific reason, the client will be informed in advance on the information received by TUV India.

The client shall be given time bound opportunity to explain the case. TUV India reserves the right to take suitable actions on receipt of explanation, actions received from client

Withdrawal / Cancellation:

Based on information available, non-compliance to contractual requirements; TUV India may ask client to clarify the points which are critical deviations (surveillance not taken, non response to repeat complaints, legal non compliances, etc).

Sufficient notice shall be given to client to submit corrective actions, and if the response is found to be not satisfactory, TUV India shall decide to withdraw the certificate and may make the information available publicly.

Fee:

A fee shall be charged to the organization for various activities of the certification scheme based upon Project /System/ Process / Product, without any discrimination between units, geographical location, and size of the unit.

TUV India shall notify and obtain consent to its fee structure from the organizations prior to grant of certification. As and when the fee undergoes a change, the same shall be communicated to all including applicants certified under this scheme of certification for their acceptance.



Appeals& Complaints:

Client may appeal against a decision of TUV India. The appeal may be forwarded to TUV India on the contact mentioned on web site or may forward directly to Head Railways. TUV India shall respond to the appeal according to internal procedure.

In case of any complaint against the service of TUV India, or against the client certified by TUV India, the interested party/ client shall communicate on contact mentioned on the web site or may email us at railwayindia@tuv-nord.com , or forward to

Executive Vice President – Railway, Renewable & Buildings,
TUV India Pvt Ltd 801, Raheja Plaza - 1 L.B.S Marg, Ghatkopar (W) Mumbai 400086

TUV India shall respond to the complaint according to internal procedure.

For more information please write to railwayindia@tuv-nord.com and/or viswanathan@tuv-nord.com.