

STATE STANDARD OF THE REPUBLIC OF KAZAKHSTAN

National Certification System of the Republic of Kazakhstan

**PROCEDURE FOR PROCESSING OF APPEALS
ST RK 3.10-97**

Official Edition

Agency on Standardization, Metrology and Certification,
Ministry of Economy and Trade of the Republic of Kazakhstan
(GOSSTANDART)

Almaty

Foreword

1. ELABORATED AND SUBMITTED BY: Research and Practical Centre 'KazCERTIKO'
2. APPROVED AND PUT IN FORCE BY: Gosstandart Resolution No. 26 of August 7th, 1997, Republic of Kazakhstan
3. TO REPLACE: RD 50 RK 3.5-94 "National Certification System of the Republic of Kazakhstan. Procedure for Processing of Appeals"

This standard shall not be replicated and circulated without the consent from Gosstandart.

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- boards of appeals at the product (work, services) certification bodies, quality and production management bodies, commissions of the supervisory bodies;

- board of appeal at Gosstandart.

4.3 Boards of appeals shall employ specialists with qualification and work experience allowing them making unbiased and justified decisions.

4.4 Executives of certification and supervisory bodies shall create boards of appeals by issuing relevant ordinances. Ordinance by Gosstandart Director shall be required to establish the Gosstandart Board of Appeals.

4.5 A board of appeal must have at least three members. If a board of appeal has an odd number of members, the chairman is the casting vote.

4.6 Main tasks of boards of appeals:

- scrutinize and carefully study the subject matter of an appeal; whenever necessary, send employees to check and investigate on spot, as well as to take other measures necessary to make an unbiased decision;

- make justified decisions, ensure the prompt and due execution of such decisions;

- notify the appellant in writing on the decision made in regard of his/her appeal, and in cases of negative decisions, provide supported justification with references to the existing standards and legal provisions;

- upon an appellant's requires, clarify

Revision 1

ST RK 3.10-97
National Certification System
of the Republic of Kazakhstan
Procedure for Processing of Appeals

Approved and put into force by
Gosstandart Ordinance No. 156 as of 02.06.99

Took effect on: 01.07.99

To set paragraph 5.9 as follows:

“Decisions made by the Gosstandart Board of Appeals may be contested in the court under the existing laws of the Republic of Kazakhstan”.