

## **RIGHTS AND RESPONSIBILITIES OF ORGANIZATIONS**

A certified organization is permitted to use certificate and Logo as specified in certification agreement.

The Organizations have a right to appeal or complain to the Chairman of the Management Quality Council (MQC) on TPL-CB activities at the following address.

The ED and COO, Tata Projects Limited,  
Mithona Towers -1, 1- 7- 80 to 87  
Prenderghast Road, Near Paradise Circle  
Secunderabad, 500 003. Ph 040- 66238801.

TPL-CB has a documented procedure to handle and resolve such issues. The results will be communicated to the organization or to the appellant as applicable.

In case of EMS, the certified organization is responsible for its initial and continued compliance with Legal and Regulatory requirements. In case of non-compliance, the Organization has to take actions to restore compliance with the specified requirements.

The certified organization has to maintain a record of complaints received from customers or interested parties and their resolution and these are to be made accessible to TPL-CB during audits.

A directory of certified organizations indicating scope, location, certification status and other details are maintained by TPL-CB and it will be made available for any interested party upon request.