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དཔལ་ལྷན་འབྲུག་གཞི་རིག་ལྷན་ཁག་ལྷན་འབྲུག་བཟའ་ཆས་དང་སློན་རིགས་དབང་འཛིན།

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PROCEDURE FOR HANDLING APPEALS

4.3.3 Upon receipt of an appeal BFDA-IS shall evaluate and confirm whether the appeal relates to the decision of BFDA-IS and if so, registers it in BFDA-IS-FM-19 Appeals status register and deals with it.

4.3.4 BFDA-IS is responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to a decision.

4.3.5 The decision resolving the appeal shall be made by, or reviewed and approved by Appeals Committee represented by person(s) not involved in the inspection activities and decision making related to the subject of the appeal.

4.3.6 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client (within two years following the end of the consultancy or employment), including those acting in a managerial capacity, shall not be used by BFDA-IS for resolution of appeal for that client.

4.3.7 BFDA-IS gives formal documented notice of the outcome and end of the appeals process to the appellant within a decided time frame, typically 1 month.

4.3.8 BFDA-IS takes any needed subsequent action to resolve the appeal at the earliest.

4.3.9 BFDA-IS ensures that investigation and decision on appeals is not resulting in any discriminatory action against the appellant by effective legal and compliance activity.

5. Confidentiality

Members of the Appeals Committee are bound by secrecy regarding any information that may come to their knowledge during their function concerning the person, appellant, or the personal or business situation of the appellant.

6. Review and Amendment

6.1 Periodically review the effectiveness of the appeal procedures and make recommendations for improvements.

6.2 Amend these terms of reference as necessary to reflect changes in organizational structure, policies, or legal requirements.

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PROCEDURE FOR HANDLING APPEALS

7. REFERENCES

- BFDA-IS-PR-17 Guideline for appointment and operation of Appeals Committee
- BFDA-IS-FM-18 Form: Letter acknowledging appeal
- BFDA-IS-FM-19 Appeals status register
- BFDA-IS-FM-40 Form: Processing appeals
- BFDA-IS-FM-41 Form: Letter informing the decision on appeal

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