

Rules and Procedure for QR Code Scanner Device Certification

Version 1.0

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Part-I (Introduction)

1.1 Background

QR code is an image of a matrix barcode that stores data in two dimensions. Data is presented as square dots with specific pattern in both horizontal and vertical dimensions. Specific imaging devices (QR scanners) can read this image and retrieve the stored data based on the pattern of square dots. Smart phone devices can also be used as QR code scanners. The embedded camera in the smart phone captures an image of the QR code, then an application analyzes the pattern of square dots to retrieve the encoded data and displaying the extracted information.

UIDAI has developed a secure QR code for e-Aadhaar / Aadhaar letter which carries demographic information & photograph digitally signed by UIDAI. Users can read the information in Secure QR code to verify the details of person presenting the e-Aadhaar / Aadhaar letter thus, facilitating off-line identity verification.

A Windows based client application has been developed by UIDAI and is available on UIDAI website. The secure QR code can be read using commercially available bar code scanners.

1.2 Purpose:

QR Code Scanner Certification is required to

- Maintain quality of QR Code Scanner across the eco-system to read the information in Secure QR code for verifying the details of person presenting the e-Aadhaar / Aadhaar letter thus, facilitating off-line identity verification
- Have the consolidated benchmarking of QR Code Scanner vis-à-vis available industry standards

The purpose of this document is to define procedure and criteria for certification of QR Code Scanner to be used in various Gol programs which require Aadhaar Based Recognition.

1.3 Objective:

The objective of Certification of QR Code Scanner is to facilitate the availability of Quality Assessed Devices to user agencies. This certification scheme ensures that certified devices are reliable, safe, and secure and meet the requirements of UIDAI.

This objective is attained by ensuring device suppliers are certified based on their capability to supply QR Code Scanner which meets the technical specification of UIDAI and suppliers have adequate support systems to ensure availability of device functionalities/services in its life cycle.

Testing:

- a) To verify the degree of compliance of device characteristics and specification conforming to the UIDAI specification requirements.
- b) Provide opportunity to Vendors in understanding the defects/Non conformance and rectify the same for further improvement in the quality.

Certification:

- a) To make purchase decision fast and easy from buyer perspective as certified Devices are technical compliant with UIDAI specification.
- b) Reducing overall cost of demonstrating compliance, as certification is a continuous process compared to repeatedly demonstrating compliance, tender wise, to different buyers
- c) Enhancing Quality benchmarks systematically in a well-structured way through consultative process with stakeholders.
- d) To provide a platform for stakeholders in regard to “Quality” of the device.

1.4 Scope:

Scope of certification covers a various types (Form factor) of QR Code Scanner which are compliant with UIDIA specification

1.5 Definitions and Explanations:

1.5.1 Definitions

QR Code Scanner

QR Code Scanner are basically handheld devices in which many peripherals are consoled in a single unit. These are handheld operated devices which can be carried easily at field location.

Supplier (Services)

The party that is responsible for placing QR Code Scanner into the Indian Market and ensures that Quality assessment is exercised. The supplier can also be client, vendor, channel partner, authorized agent, OEM Manufacturer with a legal entity in India. For the purpose of this scheme supplier is the applicant and responsible for obtaining the certification. For government procurement vendor should be registered on GeM.

Manufacturer (Product)

Legal Entity anywhere in the world that makes QR Code Scanner through a process involving raw materials, components (optical, opto-electronics, electronics, embedded software etc.) or assemblies, usually on a large scale with different operations divided among different workers. They are also responsible for Quality Assurance of the produced devices including Testing of Devices as per UIDAI requirements.

Quality Assessment

The totality of measures carried out consistently and systematically, in order to ensure that QR Code Scanner conforms to the UIDAI requirements of stated specification.

Certificate of Approval

Certificate issued to the supplier after successful completion of all the tests in a control laboratory environment, objectively demonstrates that all the Quality requirements of UIDAI has been met.

Certificate of Approval is issued only after Quality of QR Code Scanner meets the UIDAI specifications and adequate level of confidence is obtained. This confidence is based on objective assessment of laboratory test reports and documented evidence supplied by the applicant demonstrating compliance with some of the requirements. The Certificate of Approval has validity of 3 years.

Certification Body (CB)

The body which conducts certification of compliance/conformity with respect to published UIDAI specification. STQC is the certification body for QR Code Scanner certification.

Certification Agreement

An agreement which is part of the Certification System and which details the mutual rights and obligations of the certificate holder and the Certification Body, and which includes the right to use the certificate.

Appeal

A formal expression of dissatisfaction by a party affected with a decision of a Certification Body, which is directly related to the certification status of the QR Code Scanner.

Complaint

A formal expression of dissatisfaction with some matter related to a Certification Body, a certified supplier, a certified QR Code Scanner or an individual.

Dispute

Expression of difference of opinion between two parties in relation to some matter related to a Certification Body, a certified supplier, a certified QR Code Scanner or an individual.

Minor Non-conformity

A Minor Non-conformity is an isolated procedural lapse that will not directly affect the conformance of the QR Code Scanner to the applicable specification. If there are technical deviations from the specifications which appears to be minor to all Certification Committee (CC) Members, they can consult UIDAI and/or Technical expert of Technical Advisory Committee (TAC) and if there is an agreement they can recommend for Certification after due recording.

If there is difference of opinion among CC Members, advice of TAC may be obtained. The functionality and performance of the device cannot be compromised for classifying a minor non-conformity. However, Certification committee can record the same and recommend for certification.

Major Non-conformity

A Major Non-conformity is the absence or the in-effective implementation of one or more required system elements, or a situation, which would, on the basis of objective evidence or evaluation, affect the conformance of the QR Code Scanner to applicable requirement of UIDAI

1.5.2 Explanations

QR Code Scanner

QR Code currently present on Aadhaar print-letter and e-Aadhaar contains only the demographic information of the Aadhaar holder. UIDAI is replacing the existing one with a new Secure QR Code which will now contain demographics as well as

photograph of the Aadhaar holder. Information in QR Code will be made secure and tamper-proof by signing it with UIDAI digital signature.

The new digitally signed QR code can be read ONLY using UIDAI's windows based Custom client for desktops/laptops and validate it against UIDAI digital signatures on real time. Therefore, any fraud attempted on e-Aadhaar can be easily detected by using QR Code scanner.

1.6 Approval & Issue

This document has approval of the competent authority and is the property of STQC & UIDAI and should not be reproduced in part or full without the written consent.

1.7 Approach and Principles

Principles used for Certification

- i) Devices are designed as per UIDAI specifications
- ii) Devices are manufactured in a facility having sound quality management system ensuring consistent compliance with UIDAI specifications
- iii) The device distributors in India preferably should have necessary and sufficient support infrastructure to ensure service continuity of the device by meeting agreed service levels.

For assessing Quality of QR Code Scanner following approach is followed:

Controls required by Manufacturers/OEM

- i) Control of design of QR Code Scanner by the manufacturer ensuring compliance with UIDAI specifications.
- ii) Control of processes of manufacturer at the manufacturer site.
- iii) Functional and Performance Testing to verify the Quality

Controls required by Suppliers

- iv) Managed relationship between supplier and manufacturer (OEM) for sharing critical information which is required for application and certification

Applicable Standards:

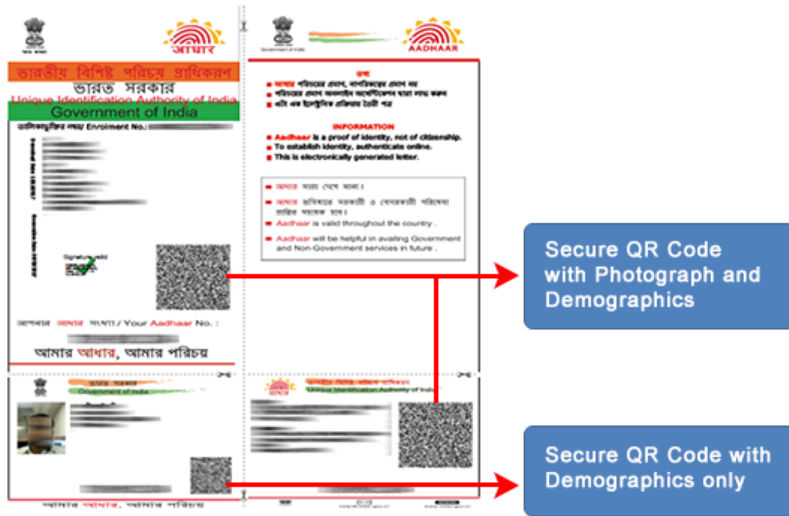
- i. ISO/IEC 18004: Information technology -- Automatic identification and data capture techniques -- QR Code bar code symbology specification
- ii. ISO/IEC 15424- Information technology -- Automatic identification and data capture techniques -- Data Carrier Identifiers (including Symbology Identifiers)

1.8 Quality Model and Certification Methodology

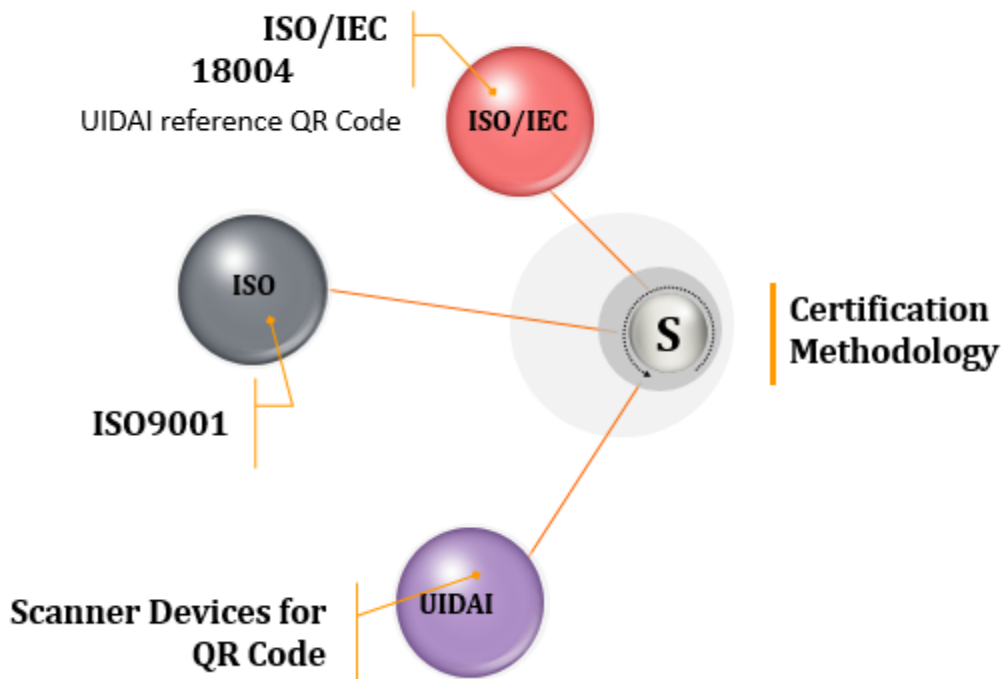
The Quality of QR Code Scanner is defined by the following characteristic:

- a) Design to Specification

- b) Security Assurance
- c) Safety of the Device
- d) Reliability and Durability of the Device
- e) Environment, Health and Safety
- f) Electro-magnetic compliance
- g) Compatibility / functionality of software application (Provided by UIDAI)



Certification Methodology



1.9 Stakeholders Roles and Responsibilities:

Responsibility of UIDAI:

- a) Ownership and approval of the specification
- b) Reviewing the certification scheme
- c) Working closely with STQC and informing any changes, if required
- d) Providing inputs for the scheme based on the requirement
- e) Providing technical inputs to STQC so that test cases and test scenarios can be designed
- f) Participating in technical advisory committee and management committee for the certification scheme

Responsibility of STQC:

- a) Operationalizing certification scheme
- b) Closely working with UIDAI to obtain all the required inputs for designing and running the scheme

Device Supplier: Since Supplier is placing the devices in the Indian Market they are responsible to ensure delivery of devices as per contract and should have a support system for Life Cycle Management of the Devices. Supplier is responsible to provide inputs, information and the hardware etc. as outlined in Application Form.

Golden Supplier: Under the scheme OEM shall appoint their golden suppliers in India who will be responsible to interact with STQC for the purpose of certification. The term golden supplier has no business connotation and term is used for operation convenience. OEM can have their own models for multiple authorized suppliers. The term "Golden supplier" is applicable between STQC and OEM only. The golden supplier should not be allowed to claim any type of special status from certification perspective. OEM can treat him as a preferential supplier as per his own internal policy. The test report will be owned by OEM and all the test charges needs to be paid as per Indian laws and regulations act. Hence different suppliers need not get the product tested again and again.

Device Manufacturer: Device Manufacturer is responsible to provide all technical support to the supplier (Applicant) and facilitate the certification.

Director Test Laboratory: Director Test Laboratory is responsible for planning and managing the testing activity. Software test laboratory is responsible for conducting test on the devices and application in reliable and professional way.

Part-II

Certification Procedure

2.1 Approaching STQC

Any interested supplier of QR Code Scanner can approach STQC for certification and can also obtain details from www.stqc.gov.in. Before applying for certification supplier shall understand the complete specification and certification procedure as listed below

2.2 Pre-requisite of Certification

Supplier shall understand the Certification and Surveillance requirements, applicable charges etc. before applying to Certification Body (STQC). Since specification consist of design and performance parameters of QR Code Scanner, a comprehensive approach has been followed for certification purposes. This means that supplier with the help of a manufacturer has to provide an assurance that critical components, as required by specification are quality assessed. The quality assessment of these critical components as per UIDAI specification is done by manufacturer, records are maintained and shared with authorized supplier. There could be variety of methods of assessing the quality of these components such as vendor appraisal or quality reports of vendors/vendor selection methods or performing quality control at incoming inspection or using supply chain principle and maintaining traceability, etc. For each critical component the assurance method selected by manufacturer shall be documented in technical construction file.

Supplier shall establish a relationship with the manufacturer and a level of trust that this information will be used to get a confidence that devices meet the specification and can be certified. The critical components shall include but are not limited to the following:

- a) Engine
- b) Image Sensor
- c) Light Source
- d) Decoder (If separate, must be specified and required document to be provided.

There could be two situations

- a) Supplier represents a manufacturer (OEM - anywhere located in the world) in India and is responsible for device management in India.
- b) Supplier is a manufacturer in India based on indigenous or imported technology

Supplier shall prepare a Technical Construction File (TCF). The clarity in TCF provides confidence to the Certification Body regarding Quality of QR Code Scanner.

The requirements of TCF are given in document **QRCS-CS-04 Guidelines to the Vendors for QR Code Scanner**.

Assurance through design and internal Quality Control

Since it's a requirement that manufacturer (OEM) shall have an established quality management system and certified to the requirements of ISO 9001 indicates that he has adequate control mechanism to meet customer and user requirement. Since the QMS of OEM is certified by an Agency which has got international accreditation, STQC is relying on internal controls for demonstrating compliance.

Supplier is responsible for ensuring that device is a compliant (with UIDAI specification) device, he shall provide these declarations based on test report as part of their technical construction file and shall maintain a record of release notes from OEM for each lot (consignment) which will be checked during surveillance.

The supplier shall place the details and configuration of the device (candidate for certification) in the public domain (on their website).

If supplier is confident regarding meeting the Certification requirement then he can apply to Certification Body (STQC). The contact details are given in the application form.

2.3 The Application

Requirements for Application

The Certification Body requires that supplier:

- a) Always complies with the relevant provisions of this certification scheme
- b) Provide all necessary inputs for testing and pay the applicable fee in advance as listed in schedule of charges.
- c) Shall sign "Certification Agreement Document" indicating agreeing with the rules, procedures, Terms and Conditions of the Certification Body

2.4 Inputs Required by STQC

Access to the followings information & facilities/ systems to undertake testing of QR Code Scanner devices will be required by STQC:

- Duly filled Application form along with following documents:
 - Test and certification charges
 - Technical construction file
 - GeM Registration Number
 - Certification Agreement
 - Three Nos. of QR Code Scanner Device to be tested.
 - Test environment for functional testing
 - Compliance statements and Test reports

- Arrangement to witness the specialized testing (if applicable) at manufacturer facility, in case the in-house facility for the same is not available with STQC

Supplier would need to be directly providing the documentation to STQC and as per the certification needs provide additional information/Test results if required.

Application processing

On receipt of application, Certification Body evaluates

- The completeness of the application along with necessary documentation
- The technical construction file and informs the supplier to supply the QR Code Scanner (3-Number) to the designated test laboratories. At the same time CB informs the test laboratory for commencement of the test and also supplies the copy of application and test specifications to the laboratory.

2.5 Conduct of Test

- a) The Certification Body (STQC) approaches any of the following test laboratories:
- ERTL (East) Kolkata
 - ERTL (North) Delhi
 - ERTL (West) Mumbai
 - ETDC (Bengaluru)
 - ETDC Mohali

Applicant shall deposit the certification and test charges to the test Laboratory based on their invoice as per Schedule of charges (as **per QRCS-CS-05 Schedule of Charges**)

Testing

Testing activity consist of the following task

- a) Study & Understanding of the device design and configuration
- b) Test Planning & Preparation (as per **QRCS-CS-04 Guidelines to the Vendors for QR Code Scanner**)
- c) Test Execution
- d) Test Report Preparation

STQC test lab will execute the testing as per Test Plan. In case of any non-compliance/failure STQC test lab shall inform to the supplier and stop the testing. The supplier should analyze the results and take corrective action, both at device level and at System Level. If corrections are required at Manufacture level (device level) supplier shall co-ordinate the same and inform to CB. The testing can be re-started if CB is satisfied with the analysis and corrective actions are satisfactory. CB and STQC test lab will decide whether to start test from zero level or partial testing is adequate depending on the situation and engineering analysis of the test data. This should be recorded and presented to Certification Committee at the time of Certification.

The supplier shall maintain analysis and corrective actions records which will be audited during surveillance visit.

The designated laboratory (STQC test lab) carries out the test as per supplied test specifications and following the prescribed test methods:

- Tests are conducted by testers as per defined test methodologies.
- Test results are logged and whenever a defect is found during test, the same recorded with details of observations.
- A Test Report is prepared that summarizes the test results including defects and anomalies according to their degree of severity as per defined criteria.
- The test report is submitted to the Certification Body, after the completion of tests.
- The inputs supplied (documents & QR Code Scanner) by the supplier and test reports are preserved by the test lab for 3-years.

After completion of the tests STQC test lab shall prepare the Test report in approved format and forward the detail test report to Certification Body

Policy of certification body in the event of the failure of the device

In the event of the failure of the device the test lab should inform the certification body. If failure is due to the software the supplier shall immediately take corrective/preventive actions and inform to the CB

- (a) Failure analysis and root cause analysis
- (b) Corrective and preventive actions
- (c) Action on change control/configuration control/version control

If failure is due to the hardware testing should be stopped, supplier should be informed and a fresh testing with double the number of samples should be taken up after (a) and (b) stated above are implemented.

Additional test charges shall be calculated and levied for testing. Tests to be re-conducted and test charges will depend upon the stage of device failure

If any of the two samples fails the testing activity should be concluded as fail.

2.6 Decision on Certification

Certification body will internally check the compliance with respect to Rules and Procedures of the scheme and put up to Certification Committee after

- a) Analyzing the test results
- b) Verifying compliance to evaluation Criteria

Certification Committee will review the reports and other information holistically, and give the recommendation for Certification. Certification Committee can use a reference Checklist.

The decision whether or not to certify a supplier's QR Code Scanner will be taken by the Head (Certification Body) based on the recommendation of the Certification Committee. This will be on the basis of the information gathered during the certification process, evaluation of the test report and any other relevant information.

Where necessary, the Certification Committee will seek expert's opinion to determine the technical basis for its decisions.

The Certification Body will not delegate authority for granting, maintaining, extending, reducing, suspending or withdrawing certification to an outside person or body without prior approval of Head (Certification Body) in each and every case.

Head (Certification Body) will issue the certificate after getting satisfied with the recommendation of certification committee. The certificate of approval covers:

- a) The name and address of the manufacturer and supplier
- b) The scope of the certification granted including brand and model no., standards and/or other normative documents to which QR Code Scanner are certified
- c) The effective date of certification and the term for which the certification is valid

Simultaneously, arrangements will be made to update the list of certified suppliers available at www.stqc.gov.in

The performance of QR Code Scanner depends on the nature of the components used in the devices and also the configuration of the device. Therefore, the certificate will be valid for a particular nature of components used in the device and its configuration. Any change in the nature of the components used in the device and its configuration will require a re-certification.

Also note that the certification process is not intended to endorse one product over a competitor's product, but merely to certify that the product meets requirements of UIDAI project and that, between two products that meet requirements of UIDAI project, the STQC and UIDAI both does not recommend one over the other.

Deliverables

On satisfactory completing all above activities and fulfillment of certification & Evaluation Criteria and after receipt of payment, the certificate will be issued along with the test report.

To ensure Certification remains valid, the supplier shall meets the maintenance of Certification Requirements

Test and Certification Schedule:

- It will take about 6-8 weeks to complete the testing and certification after required inputs have been provided by the client to STQC.
- The charges for testing and certification will be as per the schedule of charges and Test report/Certificate will be issued only after receipt of test certification fees.

Mode of Payment:

Application and Testing

- Application, Testing and Surveillance Fee are paid in advance through Bharat Kosh in favor of respective laboratory of the STQC
- The GST @18% (or as applicable) shall be extra.

Terms and Conditions:

- The payments to STQC Directorate (being Government of India organization) are exempted from TDS under section 196 of Income Tax Act.
- The client shall arrange for DUT and support environment at STQC test lab where testing will be undertaken.
- In order to complete the testing, as per schedule, client shall ensure readiness of test related documentation and timely availability of the required information.
- STQC shall ensure timely completion of test activities as per plan and submit the deliverables.

2.7 Certificate of Approval

If the test results of device are satisfactory and meet all the requirements of certifications, the certificate of approval shall be granted after following the administrative process.

The status on the website shall be updated accordingly.

The validity of Certificate of Approval is three year.

2.8 Need of Re-Certification:

Any change after Certification, in any of the components of the device, will require re-certification. This may be due to change in

- QR Code Scanner specification or
- Addition/ change in design, reconfiguration/ manufacture/ development of QR Code Scanner. In case of no changes in the certified device, supplier has to give written declaration/ undertaking.

2.9 Monitoring and Re-assessment

STQC will carry out periodic monitoring to verify that certified QR Code Scanner device suppliers, continue to comply with the certification requirements. Supplier and manufacturer shall continue to comply with the requirement of the scheme based on which the certificate of approval was granted. Any non-compliance(s), field failure, and user complaint/ feedback reported to the certification body will be analyzed and appropriate action will be taken. These reported issues/ problem will be intimated to the supplier for root cause analysis and corrective/ preventive actions. This may involve retesting of the devices by STQC. Supplier will be charged for these tests.

2.10 Suspension and Withdrawal/Cancellation of Certification

At any stage if certification body finds that requirements are not complied with, the certificate can be suspended. Applicant can withdraw the certificate at any time.

2.11 Maintenance of Certification

For maintenance of certification, the supplier shall submit annually a statement regarding continuing compliance with the criteria and the requirements scheme along with objectively verifiable documents. The CB will carry out the monitoring of these documents along with the audit testing if felt necessary depending on the market feedback/ complaints for which applicant has to bear the expenses.

Based on the results of the audit/ testing and documents monitoring CB will take the decision for continuation of the certification or otherwise.

Part-III Governance Structure

3.1 Certification Body

The Certification body consists of officials and signatories from STQC. All the operations and functions of the Certification body will be performed by STQC.

Name and Office Locations

Certification body operates from STQC Directorate at New Delhi, India and STQC is an attached office of Ministry of Electronics & Information Technology, Government of India

Goal

To provide certification services for QR Code Scanner in a competent and credible manner leading to enhanced acceptability of QR Code Scanner for QR Code on e-Aadhaar/ Aadhaar letter.

General Policy statements, declarations and commitments

The Certification Body provides unhindered access to all the eligible applicants seeking certification. However, the certified organizations will have to commit that they supply the certified QR Code Scanner in the market (business/activities) and are involved in the activities for which they have been certified.

All the procedures adopted by the Certification Body are administered in a non-discriminatory manner. It makes its services accessible to all eligible applicants, without any undue financial or other conditions.

The Certification Body confines its assessment and decision on certification to those matters specifically related to the scope of certification being considered.

It has a defined criterion against which the QR Code Scanner of an applicant is assessed and is responsible for its decision relating to the granting, maintaining, extending, reducing, suspending and withdrawing certifications.

It has an identified management structure, which has the overall responsibility for the operation of Certification System including provisions to assure the impartiality of the operation of Certification Body. It further enables participation of all interested parties in the content and functioning of certification system.

It has sufficient number of personnel having the necessary education, training, technical knowledge and experience for performing certification functions under the

overall responsibility of Head (Certification Body). It has a documented system to provide confidence in its ability to operate a certification system.

The Certification Body's personnel along with Head (Certification Body) & staff are free from any commercial, financial and other pressures, which might influence the results of Certification process. It has a defined policy and procedure for resolution of Complaints, Appeals and Disputes received from suppliers or other parties about the handling of certification or any other related matter.

3.2 Organization

The certification body has

- Management Review Committee
- Head (Certification Body)
- Technical Advisory Committee (TAC)
- Certification Committee (CC)
- Director (Test laboratory)

Criteria, Composition and Terms of Reference

- **Management Review Committee (MRC)**

The objective of management review committee is to carry out periodic review of effectiveness and efficiency of the certification scheme for QR Code Scanner at least once in a year. They will also ensure implementation of necessary actions to meet the objectives. Management Review Committee will be chaired by ADG (UIDAI) and DG(STQC) or members nominated from UIDAI and STQC.

- **Technical Advisory Committee (TAC)**

The object of the Technical Advisory Committee is to provide the technical advice to certification system at various levels, as per the requirements. The TAC will meet on the following events or recommendation of MRC:

- Change/ Review of UIDAI specification documents
- Review and adoption of Certification Scheme documents
- Providing clarification and interpretation of technical issues, interpretation of standard requirement.

TAC would be responsible for:

- Drafting and reviewing, the scheme specific technical documents etc.
- Resolution of disputes received from supplier/developer with regards to the interpretation of specifications etc.
- Appeals, Complaints and Disputes brought before the Certification Body by suppliers or other parties.

The members are chosen among those interested parties involved in the

- Formulation of UIDAI specification documents

- Formulation of Certification System documents
- Technology Experts on QR Code Scanner Technologies
- Testing Experts
- Technical expert on standards

The TAC has five representatives that have adequate academic and professional experience in the field they represent. Representative of STQC is the Member Secretary of the Committee. The other members are:

- Representative of Industry (One Member)
- Representative of Academia / R&D Institute (One Member)
- Representative of STQC (One Member)
- Representative of MeitY (e-Gov division) (One Member)
- Representative of UIDAI (One Member)

- **Head, Certification Body**

Head (Certification Body) acting under the authority of STQC. He is responsible to safeguard the impartiality of the Certification Operations and to provide confidence in its certification.

Head (Certification Body) along with STQC team is responsible for operation of the Certification System.

In case of conflict of opinion with the decision of the Certification Committee, he may take decision, as appropriate.

He is responsible for approval of System Procedures and Forms/ Formats.

- **Certification Committee**

The role of the Certification Committee is to advise the Certificate Signing Authority on decisions relating to

- Certification of QR Code Scanner after its technical evaluation.
- Certification of assessor/specialist resource for empanelment

The Certification Committee consists of a three representatives appointed by DG (STQC). The member secretary of certification committee will be responsible to brief Certificate Signing Authority, the results of evaluation.

While advising the Certificate Signing Authority, on certification related decisions, the Certificate Committee will

- ensure compliance through /evaluation to the defined criteria.
- review the reports of testing and evaluation for adequacy of their content.
- provide feedback for improvement
- seek expert's opinion where necessary for determining the technical basis for granting certification.

The Certification Committee normally meets as and when required. The convener of the committee presents all requisite information along with supporting documentation to the certificate signing authority. The authority will examine the inputs and inform the Head (Certification Body) on certification decision.

- **Director (Test Lab) -**

The Director (Test Lab) will be responsible for management of testing and evaluation of QR Code Scanner.

3.3 Records

The Certification Body maintains a record system to comply with existing procedures. The records demonstrate that the certification procedures have been effectively implemented, particularly with respect to application forms, assessment reports, test and evaluation reports and other documents relating to granting, maintaining, extending, reducing, suspending or withdrawing certification. The records are identified, managed and disposed of in such a way as to ensure the integrity of the process and confidentiality of the information. These records are kept for at least one full certification cycle (i.e. 3 Years).

3.4 Documents and Change Control

Certification body maintains a formal document control system where all procedures, specifications etc. are controlled by Doc. No., Version No., and Records/ History of amendments and approval of changes. A master list of approved documents indicating above is maintained by certification body.

3.5 Confidentiality

The Certification Body has adequate arrangements, consistent with applicable laws, to safeguard confidentiality of the information obtained in the course of its certification activities at all levels of its organization, including committees and external bodies or individuals acting on its behalf.

The information obtained for the certification purposes shall not be disclosed to a third party without the written consent of the supplier. Where the law requires information to be disclosed to a third party, the supplier will be informed of the information provided as permitted by the law.

3.6 Liability

The Certificate of Compliance given to a QR Code Scanning Device Vendor, here in referred to as "Supplier", under the scheme shall not be regarded as in any way diminishing the mutual contractual responsibilities/obligations between the supplier and purchaser. While the Certificate of Compliance will normally be a sound indicator of the capability of supplier to provide quality products/applications/ services, it should not be taken as a sort of guarantee accorded by the Certification Body. The Certification Body will not be liable for any deficiency in the products/service supplied by supplier.

3.7 Appeals, Complaints and Disputes

Appeals, Complaints and Disputes brought before the Certification Body by suppliers or other parties are subject to the review of Technical Advisory Committee.

The Certification Body will

- a) Keep a record of all appeals, complaints and disputes and remedial actions relative to certification
- b) Take appropriate corrective and preventive action
- c) Document the actions taken and assess their effectiveness.

3.8 Changes in the Certification Requirements

The Certification Body will give due notice of any changes it intends to make in its requirements for certification. It will take account of views expressed by the interested parties before deciding on the precise form and effective date of the changes. Following a decision on, and publication of, the changed requirements it shall verify that each certified supplier carries out any necessary adjustments to its procedures within such time, as in the opinion of the Certification Body, is reasonable. Certification Body will accept specification changes only from the committee, which is responsible for Specification Development.