



## 1. Purpose

To ascertain that TICQC publishes every applicable and necessary information regarding the operation of the TICQC Certification Scheme in the public domain, in compliance with relevant standards and scheme-specific requirements. This makes certain the public has access to accurate and timely information about the certification program, nurtures stakeholder trust, and supports transparency.

## 2. Responsibility:

The Scheme Product Manager is in charge of determining the obligations and responsibilities of both TICQC and its clients with regard to the disclosure of public information. The quality manager is responsible for the implementation of this procedure with accuracy.

## 3. Information for Public consumption:

The following information shall be published or made available upon request, in line with ISO/IEC 17065 and relevant scheme requirements.

3.1.1 Impartiality Statement: TICQC shall publicly declare its commitment to impartiality through its website, publications, electronic media, or any other suitable medium.

3.2 Certification Scheme Information: A comprehensive overview of the product/service certification scheme, including:

- Certification procedures
- Rules and conditions for granting, maintaining, extending, reducing, suspending, withdrawing, or refusing certification

3.2.1 Financial Transparency: A general description of how TICQC obtains financial support, along with information on its fee structure for applicants and certified clients.

3.3 Client Rights and Duties: Clear guidance on the responsibilities, rights, and limitations of applicants and clients, including:

- Conditions for the use of TICQC's name and certification mark
- Proper reference to the certification status and scope
- Outsourced laboratory and inspection body

3.3.1 Complaints and Appeals Procedures: Publicly available procedures for submitting and processing complaints and appeals related to certification activities.

3.4 Certification Status Updates: Information (published or made accessible upon request in accordance with the applicable scheme rules) about:

- Applications registered
- Certifications granted
- Certifications suspended or withdrawn

3.5 Access to Non-Confidential Information: Upon request, TICQC will provide individuals or organizations with access to, or disclosure of, non-confidential and



TIC Quality Control Pvt. Ltd.  
PUBLICLY AVAILABLE INFORMATION

non-proprietary information regarding its certifications. The following may be included:

- General information regarding certified systems or services
- Information that is essential to strengthen public trust and stakeholder confidence in the certification system.
- The objective is to guarantee that TICQC' certification activities are perceived as open, trustworthy, and responsible.

#### 4. References

ISO 17065.....



**Revision Control**

The following is a summary of the most recent revisions to this documented information.

<i>Date</i>	<i>Revision No.</i>	<i>Amended By</i>	<i>Description of Changes</i>
04/06/2026	1	Quality Manager	Section 3.3 – Added Outsourced laboratory and inspection body.