

	UTTAR PRADESH STATE ORGANIC CERTIFICATION AGENCY	ISSUE NO.:01
		ISSUE DATE: JUNE 2024
		REVISION NO.: 02
	QUALITY MANUAL (As per NPOP 2024 Guidelines)	REVISION DATE: JUNE 2026
		Page 1 of 2

RIGHTS AND DUTIES OF OPERATORS

Rights:

- UPSOCA International shall share the applicable Organic Standard, Licensing & Labeling Guide latest version with the client.
- UPSOCA shall share the Agreement, Complaint Handling Procedure and Appeal Procedure with the operator.
- UPSOCA shall inform the fees to the client.
- UPSOCA shall update client regularly about the changes in the standards and new standards.
- UPSOCA shall share the application procedure and the renewal procedure with the client.
- UPSOCA shall inform client the required documents to be maintained dependent on the Risk assessment of the company and the operation of the Operator.

Duties:

- Operator shall inform UPSOCA about the scope of the desired certification, including a description of the production, products and facilities and sub-contractors to be certified.
- Operator shall inform UPSOCA as to whether another Certification Body has denied certification and any known reasons for that denial. Additionally, the operator must provide a copy of their last assessment report, if one was performed to the standard, in order to ensure that unresolved non-conformities on the part of the operator are taken into account by UPSOCA.
- Operator shall inform UPSOCA about any past applications made; approvals received; approvals suspended or withdrawn or lapsed.
- Permit on-site inspections with complete access to the production or handling operation, including noncertified production and handling areas, structures, and

Prepared / Checked by		Reviewed By		Approved by	
Quality Manager		Joint Director		Director	

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		Page 2 of 2

offices;

- Allow authorized representatives of UPSOCA, the Secretary of Agriculture, applicable Government Authorities, applicable regulatory Authorities or other applicable government official, access to records during normal business hours for review and copying to determine compliance with the regulations;
- Allow authorized representatives of UPSOCA to take samples of plants, soil, crops, or other substances for testing to be used in the assessment of compliance to certification standards;
- Immediately notify the certifying agent concerning any:
 - Application, including drift, of a prohibited substance to any field, production unit, site, facility, or product that is part of an operation; and
 - Change in a certified operation or any portion of a certified operation that may affect its compliance with the regulations.
- Represent products as being “Certified by UPSOCA” only when those products are listed on a current certification certificate from UPSOCA.
- Any use of the UPSOCA name, without current certification by UPSOCA or written permission from UPSOCA, is strictly prohibited.
- Upon surrender, suspension, or revocation of certification, discontinue use of any labels or advertising materials that contain any reference to certification by UPSOCA and return or destroy all certificates and packaging material containing references to

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