	COMMUNICATION AND INFORMATION MANAGEMENT	Document No.	CDM-P-01b
		Version	2.3
		Date of Issue	18-05-2026

1.0	**Purpose**
	To establish a procedure for communication with client and other responsible parties and information management.
2.0	**Scope**
	All validation/ verification/ certification activities in all schemes including CDM, PACM, Voluntary schemes, ISO 14064 etc.
3.0	**Responsibility and Authority**
	Manager Validation and Verification
4.0	**Policy & Procedure**
	This procedure consists of three parts: 1. Communication with clients and other responsible parties 2. Information to be made available in public domain 3. Information to be made available to the accreditation board/panel
4.1	**Communication with client**
	KBS provide information and updates the client on the followings:- 1. A detailed description of validation / verification process followed at KBS 2. A schedule of validation or verification activities and tasks 3. Information about the validation / verification fees 4. Any changes to the applicable validation/verification programmes during course of the contract validity through the validation and verification process. (KBS Team working on the project will update the client if there are any changes which affect the validation/ verification activity.) 5. While receiving any documentation from client that contains confidential and proprietary information, request is made for two sets such that one is the marked-up version where all confidential/proprietary parts is made illegible by the client, and second version containing all information which will be treated as strictly confidential by all personnel of KBS handling this documentation
4.2	**Information to be made available in public domain**
	KBS maintains following information/documents and make it public available on KBS website: a. Information related to accredited sectoral scopes, locations of the central office and other offices or outsourced entities b. Information about the validation/verification process in the form of 'Procedure' c. A List of validation/verification activities the validation/verification body provides, including reference to applicable programmes. d. The policy for safeguarding and commitment to impartiality in the form of 'Impartiality Statement' e. A list of all GHG projects activities for which KBS has carried out validation / verification / certification

	f. Information obtained from the client which is not proprietary and / or confidential to be made publicly available as per the requirement of accreditation board/panel g. The procedure for allocation of responsibilities within KBS and names and information on management personnel and their corresponding responsibilities. h. The procedure for handling appeals, complaints and the contact person involved. Manager Quality ensures that whenever there are any changes in the documents (excluding information related to project activities), the changed documents are made available to IT support team for Updating on the website. Manager Quality checks quarterly to verify that the required updated documents are available on the website.
4.3	**Information to be made available to the CDM EB/ A6.4 SB**
	1. The organizational structure, names, qualifications, experience and terms of reference of senior management personnel, such as the senior executive, board members, senior officers, team leaders and other relevant personnel, shall be made available annually to the secretariat by the Manager Quality. 2. Any planned changes in its legal, commercial or organizational status, are to be notified in three months advance in accordance with accreditation procedure. 3. Any planned changes in the organizational structure and/or top management and companies to which KBS will outsource one or more validation and/or verification/certification activities, are to be notified to the secretariat at least 30 days before its implementation. 4. Any unexpected change(s) that may significantly affect the compliance of KBS with Article 6.4 accreditation requirements are to be notified to the secretariat no later than 15 days of the change took place. 5. The annual activity report is to be prepared by the Manager Validation / Verification, and approved by Managing Director.
5.	**Records**
	Annual Activity Reporting Records (R-14) – Server storage **CDM-F-29:** Check of Publicly Available Information Documents on KBS Website

Revision History:

Version	Reason of Change	Prepared by QM (Date)	Approved by MD (Date)
1.00	Original Release as per standard ISO 14065, CDM requirements and Gold Standard	Aug 1, 2009	Aug 1, 2009
1.10	Change in Section 4.3	Mar 17, 2010	Mar 17, 2010
1.20	Change in Section 4.1 and 4.2	Aug 20, 2010	Aug 20, 2010
1.30	Review of procedure to comply with CDM accreditation standard version 02 and include corrective actions based on site assessment.	Oct 1, 2010	Oct 1, 2010
1.40	Provisions for Manager (T&C) uploading the files on the UNFCCC website has been introduced.	Dec 20, 2012	Dec 20, 2012

1.50	Clarity on UNFCCC notification for change in key managerial roles		Feb 27, 2013	Feb 27, 2013
2.0	Revision based on Article 6.4 Accreditation Standard Version 01.0		Sept 10, 2024	Sept 28, 2024
2.1	Correct done as per CDM-D-01		10 Jan 2025	12 Feb 2025
Modification of the Revision History as per Procedure CDM-P-02				
Version	**Reason of Change**	**Prepared by (Date)**	**Reviewed by (Date)**	**Approved by MD (Date)**
2.2	Record storage file no corrected	Nupur Bansal 23-05-2025	Praveen N Urs 24-05-2025	26-05-2025
2.3	Revision based on Article 6.4 Accreditation Standard Version 02.0	Asst. Manager Quality System 15-04-2026	01-05-2026 Manager Quality	18-05-2026