Citizen's Charter FSSAI Food Safety and Standards Authority of India

(A Statutory Authority established under the Food Safety and Standards Act, 2006)

(2024-2025)

S.N o.	Name of Services / Transaction	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
1.	Development and formulations of Standards for articles of food.	Submission of Representatio n or request for formulation of New Standard or amendment in the existing standards	Represent ation to Science and Standards Division, FSSAI	Scientific rationale of the proposal	NIL	The new Standard or amendment in the existing standards will be notified by after approval of Scientific Panel, Scientific Committee and Food Authority.	1-2 years	Dr. Alka Rao Advisor, Science and Standards Division FSSAI 011- 23667421 advisor@fssai.gov.in	Dr. Alka Rao Advisor, Science and Standards Division FSSAI 011- 23667421 advisor@fssai.gov.in
2.	Approval of Non-Specified Foods and Food Ingredients (NSF & FI) under the Food Safety and Standards (Approval of Non- Specified Food and Food Ingredients) Regulation, 2017	Food Product/ Ingredients covered under FSS (NSF & FI) Regulation , 2017	ePAAS (online portal) https://epa as.fssai.go v.in/	As per Form-I of the sub- regulation (1) of regulation 4 of the FSS (NSF & FI) Reg. 2017	50,000/- + GST	Approval/ Rejection of the application as per the recommendat ion of the Expert Committee	04-06 months		
3.	Approval of Claims under Food Safety	claims other	Applicatio	As per	50,000/- +	Approval/	06-09		

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	and Standards (Advertisements and Claims) Regulation, 2018	than those that are defined and for which criteria are laid out under any regulations made under the Food Safety and Standards Act, 2006	n in prescribed format over the email to FSSAI	Annexure A (Applicatio n Form for Approval of Claims on Food Products)	GST	Rejection of the application as per the recommendat ion of the Expert Committee	months		
4.	Approval of Vegan Logo under Food Safety and Standards (Vegan) Regulation, 2022	Submission of Document as per Guidelines on submission of application for Vegan Logo Endorsement	vegan- foods@fss ai.gov.in	Source of ingredients, Certificate of Analysis for absence of cholesterol, lactose, animal DNA from NABL accredited Laboratory	10000/-plus GST per application	Approval of Vegan Logo Endorsement	04-06 months		
5.	Approval of Foods for special medical purposes under the Food Safety and Standards (Health Supplements, Food for Special Dietary Use, Food for Special Medical Purpose, Prebiotic and Probiotic Food) Regulation, 2022	1) For the approval of the statement "For the dietary management of"	Submissio n of applicatio n and dossier to Science & Standards	Submission of scientific, clinical and epidemiolo gical data	NA	Approval for the composition and suitability of FSMP product for	09-12 months		

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		(the blank to be filled with the specific disease, disorder or medical condition for which the product is intended) under the Food for Special Medical Purpose (FSMP) category. 2) Submission of application in S&S division, FSSAI.				the management of medical conditions as claimed by the firm for the statement "For the dietary management of" (the blank to be filled with the specific disease, disorder or medical condition for which the product is intended)			
6.	Import Division Issuance of NOC/NCR for imported food consignments by Authorised Officers	Consignment s must comply with the FSS Act, 2006, Rules, the FSS (Import) Regulations, 2017, made	FSSAI FICS portal (<u>https://fic</u> <u>s.fssai.gov</u> .in/)	As per the FSS (Import) Regulation s, 2017 (<u>https://fics</u> <u>.fssai.gov.i</u> <u>n/</u>)	 Visual Inspection Fee – Rs. 2000/- Sample Testing Fee – As notified by FSSAI for 	Issuance of NOC/NCR for imported food consignments by Authorised Officers	2-10 days	Shri Manvesh Kumar IRS Director <u>dir-imports@fssai.gov.in</u> 9769898250	

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7.	Issuance of Provisional NOC for imported food consignments by Authorised Officers	thereunder. The NOC/NCR is issued through a three-tier verification procedure that includes document scrutiny, visual inspection, sampling and laboratory testing. Provisional NOC issued upon successful completion of document scrutiny, visual inspection, and sampling according to the provisions of the FSS (Import) Regulations, 2017, for the specified	FSSAI FICS portal (https://fic s.fssai.gov .in/)	As per the FSS (Import) Regulation s, 2017 (https://fics .fssai.gov.i n/)	different categories of Foods	Issuance of Provisional NOC for imported food consignments by Authorised Officers	2-3 days		

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		imported food articles.							
8.	Review Process	1) Any Food Importer, aggrieved by one or more	Jurisdictio ns of the Regional Director, Regional Office (Ghaziaba d,	As per the FSS (Import) Regulation s, 2017	1) Review Application Fee – Rs. 2,000	1) Review Order issued	2-3 weeks		

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		 2017; (b) any order directing the Food Importer to rectify the labeling of the articles of food; and (c) order of rejection issued on receipt of a non-conformance report from Food Analyst 2) The food importer may file a second appeal against the order of the review officer to the Chief Executive Officer, Food Safety and Standards Authority of India, within fifteen days 	2) CEO, FSSAI, New Delhi		2) Second Appeal Application Fee – Rs. 5000	2) Appeal order issued			

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		from the date on which the review order is received.							
9.	Quality Assurance Division Recognition and Notification of food testing laboratories	As per office Notice (https://www. fssai.gov.in/u pload/advisor ies/2024/06/6 65db22cd424 bIA% 20Orde r%20Dated% 2003.06.2024 .pdf) dated 03/06/2 024 "FSSAI will only accept fresh proposals from laboratories for FSSAI recognition and notification if the laboratory has obtained accreditation under FSSAI- NABL Integrated	to be in A (AP FOR NOT OF LABORATO in FSS (Rec Notification Laboratories Regulation, (https://www /upload/uplo Gazette_Not bs_16_11_2 along wit supportive d If laboratory all the documents format), the duly filled F Fee receip thousand on E-Payment j be submitts	s) 2018 v.fssai.gov.in padfiles/files/ tification_La 018.pdf) h required	An application processing fee of Rs.1,000/- needs to be paid through FSSAI ePayment Portal, <u>https:/</u> /epay.fssai.go <u>v.in/</u> under the Fee Category - Sample Testing Lab Recognition application Fee, and generated invoice has to be attached. The food laboratory to be notified shall deposit rupees one lakh as interest-free	Gazette notification of food testing laboratories	01 to 09 months	Ms. SweetyBehra Director <u>sweety.behra@fssai.gov.i</u> <u>n</u> 011-23667205 InFolNeT 2.0 portal: <u>https://infolnet.fssai.gov.i</u> <u>n</u>	Dr.Satyen Kumar Panda (Advisor Quality Assurance Division) advisor.qa@fssai.gov.in 011-23217833

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		Assessment "			security deposit at the time of signing the agreement: Provided that no such security deposit shall be payable by a laboratory owned or controlled or funded or operated by any statutory body or Government institution or Government- aided or funded institution including research institution or University recognised under the University Grants Commission Act, 1956 (3				

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					of 1956).				
10.	Food Analyst Examination and notify Food Analyst	1. The online applications are invited from candidates possessing essential educational qualifications and 3 years' experience in terms of sub- rule (ii) of Rule 2.1.4 of Food Safety and Standards (First Amendment) Rules, 2022 under the Food Safety and Standards Act, 2006. 2. Essential Educational Qualification: The candidate should hold a Bachelor's or Master's or Doctorate	https://fss ai.formsub mit.in/itxl ogin	Candid ates must meet the eligibil ity criteria as prescri bed in the adverti semen. Experien ce will be calculate d from the date of graduatio n until the closing date of applicatio n. Experien ce gained before or	₹ 2000.00 (₹320 for registration and submitting application and ₹1680/- as examination fee. The fee should be submitted through online mode and is non- refundable)	Issuance of Food Analyst certificate and Gazette notification of Food Analyst	01 year		

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		degree in Chemistry or Biochemistry or microbiology or Dairy Chemistry or Agriculture Science or Animal Science or Fisheries Science or Biotechnolog y or Food safety or Food Technology, Food and Nutrition or Dairy Technology or Oil Technology or Veterinary Sciences from a university established in India by law or is an associate		after this period, and during academic program mes (e.g., Post Graduate, Doctoral Program me), will not be considere d.					
		of the							

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		Institution of							
		Chemists							
		(India) by							
		examination							
		in the							
		section of							
		Food							
		Analysts conducted by							
		the Institution							
		of Chemists							
		(India).							
		3. Essential							
		Experience:							
		The candidate							
		should							
		possess not							
		less than							
		three							
		years'							
		experience in							
		the analysis							
		of food in any institution/res							
		earch							
		institutions/							
		research							
		laboratory							
		after attaining							
		the minimum							
		essential							
		academic							
		qualification							

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		specified above. The qualified Junior Analysts after acquiring 3 years' mandatory experience in analysis of food can appear only in Practical Examination of The opportunity for appearing in Practical examination for Junior Analysts after acquiring 3 years of experience will be provided only once. Upon qualifying the practical							
		examination, the Junior Analyst will							

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		become eligible to be declared as Food Analysts. This opportunity is available to qualified JAE only once in a life time. 4. Age limit: - There is no age limit for appearing FAE. 5. Reservation: - There is no reservation in whatsoever form since this is not for employment. 6. The candidates who qualify Computer Based Test (CBT) as per							
		the laid down criteria							

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		and fulfil the requirement as mentioned in the eligibly criteria will only be allowed to appear in Practical Examination.							
	Fraining Division Fraining of Food Business Dperators (FBOs) and egulatory staff (FSOs/CFSOs/ Dos/AOs of States / UTs / India Railway and APHOs/ PHOs under DGHS, MoHFW) All trainings of FSSAI officers/ officials of FSSAI	For FBOs- For obtaining Food Safety Supervisor certificate the eligibility criteria ia attached in the below link https://fosta c.fssai.gov. in/doc/pdf2 .pdf	For FBOs- Can be applied through FoSTaC portal at https://f ostac.fss ai.gov.in ∠ For FSSAI Official s- Need	For FBOs- Aadhaar Card, Mobile Number and document s to prove the eligibility /experien ce NA For	For FBOs- For applicable fees visit https://fosta c.fssai.gov. in/doc/pdf3 .pdf No fees for trainings conducted by Staff Training Unit.	For FBOs- Issuance of Food Safety Supervisor Certificate valid for 2 years NA	For FBOs- Within 7 days of the date of training NA ITP for	Shri Ankeshwar Mishra Joint Director mishra.ankeshwar@fssai. gov.in 7388798888	

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		For FSSAI Officials- Eligibility as per the Staff Training Policy 2023 for Need Based Trainings, Induction Trainings, Orientation Training, Mid-Career Advancem ent Training. <u>Training</u> offered by other institutions = Eligibility prescribed	Training <u>s:</u> Needs from division s/ROs/N FLs are collecte d via email. <u>Resident</u> <u>ial</u> trainings <u>z</u> For Resident ial trainings at NPC, ISTM, FOIR, etc., nominati ons are received via	y Officials As requisite by O/o CFS of State/UT s	fees is prescribed by other institutions for various courses. For Regulatory Officials NA.	Certificates obtained.	Days (14 classroo m+26 OJT) ITP for Dos- 05 Days		

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		by the institutions.	email at training @fssai.g ov.in and						
		Regulator y official- As mentioned in FSS Act, Rules/Regu lation/order s.	submitte d as per the organize						
			For Regulat ory Official s: through O/o CFS, States/U Ts.						

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12.	HQ/Regional Offices/ NFLs etc. Such as Induction Training Programme, Training for Deputationists, short refresher courses, competency based MDPs Training etc. Empanelment of Training partners/ Trainers/ NRPs.	For the empanelme nt of TPs- 2 years of training experience. For more information visit- <u>https://fosta</u> <u>c.fssai.gov.</u> <u>in/notificati</u> <u>on</u>	Can be applied through the designat ed link availabl e in the EoI docume nt publishe d in the FoSTaC Portal	List of document s is attached at the below link- https://fo stac.fssai. gov.in/no tification	Applicable as mentioned in the EoI	Issuance of FoSTaC Training Partner Certificate valid for 2 years	Within the schedule d timeline mention ed in the EoI		
13.	Right to Information (RTI)	Only citizens of India are eligible to file an RTI application. A citizen may approach the designated PIO for accessing the	One may submit a written applicatio n to the relevant Public Informatio n Officer (PIO) of	To file an RTI (Right to Informatio n) application, one generally need: a written	The standard fee for filing an RTI application is ₹10. This fee can be paid by cash (against proper receipt),	Application/ Appeals received under RTI Act in physical mode as well in online mode are provided to	(i) RTI Ap plications: CPIOs / P ublic Auth orities to d ispose of RTI Appli cations wi thin 30 da ys of recei	Shri Ankeshwar Mishra Joint Director <u>mishra.ankeshwar@fssai.</u> <u>gov.in</u> 011-23667342	

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		information	the public authority seeking informatio n from, either online or offline. One may also file an online applicatio n through the RTI Online porta	application, the application fee, and potentially proof of your identity and address, especially for online application s or if requested by the public authority. The application should be addressed to the Public Informatio n Officer (PIO) of the relevant public authority and clearly state the information one is	demand draft, banker's cheque, or Indian Postal Order, payable to the Senior Accounts Officer of the public authority. However, applicants who are below the poverty line (BPL) are exempt from paying this fee, but they must provide proof of their BPL status, such as a certificate from the appropriate government.	the concerned CPIOs/ First Appellate Authorities within 5 days.	pt of appli cations as per RTI A ct, 2005 (a s amended). (ii) RTI Fi rst Appeal : First Ap pellate Au thority to dispose of Appeal wi thin 30 da ys of recei pt of the a ppeal and within 45 days of re ceipt of th e appeal i n exceptio nal circum stances as per provisi ons under Section 19 of RTI Ac t, 2005 (as amended).		

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				seeking				-	
14.	CPGRAMS CPGRAMS, the Centralized Public Grie vance Redress and Monitoring System, is a digital platform in India that enabl es citizens to lodge complaints and trac k their progress online. It enhances tran sparency, accountability, and efficienc y in addressing grievances, promoting citizen-centric governance and better s ervice delivery through data-driven ins ights.	Only citizens of India are eligible to file a grievance	To apply for a complaint through CPGRAM S, the applicants need to register on the CPGRAM S portal and then submit the grievance through the provided online form. The portal is accessible 24/7 and is connected to all Ministries and Departme nts of the Governme nt of India	To apply for a VPGRAM S (Centrali zed Public Grievance Redress and Monitoring System) grievance, the applicant generally need your personal details, grievance details, and supporting documents	There are no application fees	 (i) Time take n in redressal of public grie vances receiv ed through C PGRAMS po rtal (ii) Monitorin g of grievanc es (by Senior Officers) 	21 days		

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			and States.						
15.	Regulation Division Regulations division issues notification of regulations following a systematic process of approval by Food Authority, legal vetting by Department of Legislative Affairs (DoLA) and approval by Ministry of Health and Family Welfare (MoH&FW); and laying of the notified regulations before the each House of Parliament as specified in the FSS Act, 2006 and as per directives of the Committee on Subordinate Legislation.							Shri Anil Mehta Director <u>anilmehta@fssai.gov.</u> <u>in</u> 011-23210538	
16.	Regulatory Compliance FSSAI License	The eligibility criteria for Central or State License is defined through Schedule 1 of the Food Safety and Standards (Licensing and Registration of Food	The process is completel y online and applicant need to apply on Food Safety Complian ce Systtem (FoSCoS) URL:	The revised list of Kind of Business wise document is specified in FSSAI Order dated 19 th March 2021. https://fosc os.fssai.gov .in/assets/d ocs/Docum entListMar	The applicable fees is prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011.	Issued	60 days	Shri Rakesh Kumar, Director rakeshkr.yadav@fssai.gov .in 011-23231679 Central License: Director, Regional Office Link: https://fssai.gov.in/cms/re gionaldirectors.php State License: Commissioner of Food safety	Central License: FSSAI order dated 11 th January 2023 for Escalation matrix related to central licenses/applications: https://fssai.gov.in/upload /advisories/2023/01/63be6 0bc618842023011111442 7675.pdf State License: Escalation Matrix related to State License: https://www.fssai.gov.in/c ms/commissioners-of-

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		Businesses) Regulation, 2011 and subsequent directions issued by FSSAI from time to time. An application for the grant of a license shall be made in Form B of Schedule 2 to the concerned Licensing Authority as specified in Regulation 2.1.2 (3) and 2.1.2 (4) and shall be accompanied by a self- attested declaration in the format provided in	https://fos cos.fssai.g ov.in/	<u>ch.pdf</u>	The details are available on the homepage of the FoSCoS URL: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat est.pdf			Link: https://fssai.gov.in/cms/co mmissioners-of-food- safety.php	<u>food-safety.php</u>

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		alon with appl fees press Sche the Safe Stan (Lice and Regi of Busi Regy 2011 Elig Crit Link https fssai ssets	h the licable scribed in edule 3 of Food ety and ndards censing gistration Food sinesses) gulation, 1. gibility teria:							
		Eligi est.p	<u>gibilityLat</u> pdf							
17.	not	uired. Busi Oper shall	d siness erator Il register	The process is completel y online and applicant	The revised list of Kind of Business wise document is specified	The applicable fees is prescribed in Schedule 3 of the Food	Issued	07 days	Commissioner of Food Safety Link: <u>https://fssai.gov.in/cms/co</u> <u>mmissioners-of-food-</u> <u>safety.php</u>	Escalation Matrix related to Registration: <u>https://www.fssai.gov.in/c</u> <u>ms/commissioners-of-</u> <u>food-safety.php</u>

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		with the Registering Authority by submitting an application for registration in Form A under Schedule 2 of the regulation along with a fee as provided in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. Eligibility Criteria: Link: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat	need to apply on Food Safety Complian ce System (FoSCoS) URL: https://fos cos.fssai.g ov.in/	in FSSAI Order dated 19 th March 2021. <u>https://fosc os.fssai.gov</u> <u>.in/assets/d</u> <u>ocs/Docum</u> <u>entListMar</u> <u>ch.pdf</u>	Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat est.pdf			Commissioner of Food Safety Link: https://fssai.gov.in/cms/co mmissioners-of-food- safety.php	

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18.		If inspection is required.	est.pdf Every petty Food Business Operator shall register themselves with the Registering Authority by submitting an application for registration in Form A under Schedule 2 of the regulation along with a fee as provided in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. Eligibility	The process is completel y online and applicant need to apply on Food Safety Complian ce System (FoSCoS) URL: <u>https://fos</u> <u>cos.fssai.g</u> <u>ov.in/</u>	The revised list of Kind of Business wise document is specified in FSSAI Order dated 19 th March 2021. <u>https://fosc os.fssai.gov</u> .in/assets/d <u>ocs/Docum</u> <u>entListMar</u> <u>ch.pdf</u>	The applicable fees is prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat est.pdf	Issued	07 days		Escalation Matrix related to Registration: https://www.fssai.gov.in/c ms/commissioners-of- food-safety.php

S.N o.	Name of Services / Transaction	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
19.	Instant (Tatkal) issuance of new	Criteria: Link: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat est.pdf W.e.f 28 th	The	The revised	The				
19.	 Instant (Takar) issuance of new License/Registration Eligible Kind of Business (KoB) List Importer Merchant-Exporter Wholesaler Distributor Retailer Transporter Storage without Atmospheric Controller + Cold Food Vending Agencies Petty Retailer of snacks/tea shops Hawker (Itinerant / Mobile food vendor) 11. Direct Seller 	 w.e.i 28 June 2024, instant issuance of license/registr ation is enabled for specific categories through digital verification Eligible Kind of Business (KoB) List 1. Importer 2. Merchant -Exporter 3. Wholesal er 4. Distributo r 5. Retailer 6. Transport 	rite process is completel y online and applicant need to apply on Food Safety Complian ce System (FoSCoS) URL: <u>https://fos</u> <u>cos.fssai.g</u> <u>ov.in/</u>	list of Kind of Business wise document is specified in FSSAI Order dated 19 th March 2021. https://fosc os.fssai.gov .in/assets/d ocs/Docum entListMar ch.pdf & FSSAI Order dated 01 st July 2024 https://fssai .gov.in/upl oad/advisor ies/2024/07 /668531ea9	applicable fees are prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness	Issued	Immediate	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>

S.N o.	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
	er 7. Storage without Atmosph eric Controlle r + Cold 8. Food Vending Agencies 9. Petty Retailer of snacks/te a shops 10. Hawker (Itinerant / Mobile food vendor 1. Direct Seller FSSAI Order dated 11 th Sep 2024 & 01 st July 2024 https://fssai.g ov.in/upload/ advisories/20 24/09/66e177 5de531cFSS AI%20Order		1cb7Ease%20of%20doing%20Business-%20Launch%20of%2Oprovision%20for%2Oinstant_Tatka1tka1issuance%20of%20lic%20and%20reg.pdf	<u>EligibilityLat</u> <u>est.pdf</u>				

S.N 0.	Name of Services / Transaction	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
20.		<u>Nationwide</u> <u>%20Extensio</u> <u>n%20of%20I</u> <u>nstatnt_Tatka</u> <u>1%20Provisio</u> <u>n.pdf</u> Any	The	The revised	The				
	Instant Renewal of License/Registration subject to no change in the existing details of license/registration.	application for the renewal of a registration or license granted shall be made in Form A or B of Schedule 2 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. W.e.f 12 th Jan 2023, renewal of license and registration is instant without the scrutiny of	process is completel y online and food business operator need to apply on Food Safety Complian ce System (FoSCoS) URL: <u>https://fos</u> <u>cos.fssai.g</u> <u>ov.in/</u>	list of Kind of Business wise document is specified in FSSAI Order dated 19 th March 2021. <u>https://fosc os.fssai.gov</u> .in/assets/d <u>ocs/Docum</u> <u>entListMar</u> <u>ch.pdf</u>	applicable fees are prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: https://foscos. fssai.gov.in/a ssets/docs/Ki ndofBusiness EligibilityLat est.pdf	Issued	Immediate	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>

S.N 0.	Name of Services / Transaction	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
		concerned authority. FSSAI Order dated 08 th Nov 2023 & 11 th Nov 2023 <u>https://fssai.g</u> <u>ov.in/upload/</u> <u>advisories/20</u> <u>23/11/654cca</u> <u>7d1465fFSS</u> <u>AI%20Order</u> <u>Revising%2</u> <u>0the%20optio</u> <u>n%20for%20</u> <u>selecting%20t</u> <u>he%20validit</u> y%20period.p							
21.	Instant Modification of License for addition of any of the standardized food products under Vegetable oil and processing units KoB & General Manufacturing KoB except the High Risk Food Categories 01, 08, 09, 13 & 99.	dfThe FoodBusinessOperatorshall submitthe originallicense to theLicensingAuthorityalong withapplicable feefor effectingnecessarychanges.	The process is completel y online and food business operator need to apply on Food Safety Complian ce	The revised list of Kind of Business wise document is specified in FSSAI Order dated 19 th March 2021. https://fosc os.fssai.gov .in/assets/d	Applicable fee of Rs. 1000 along with differential amount of annual fee in case of upgradation of license. FSSAI Direction dated 27 th	Issued	Immediate	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>	Ms. Lily Prasad, Chief Technology Officer <u>cito@fssai.gov.in</u>

S.N o.	Name of Services / Transaction	Eligibility Criteria and Procedure to obtain the service	Where and how to apply	List of required document	Applicable fees if any	Success Indicators	Time frame for service delivery	Designation and Contact details of the responsible officer	Grievance redressal authority in case of non- compliance
		W.e.f 23 rd Dec 2022, the process for modification is instant without scrutiny of concerned authority. <u>https://fssai.g</u> <u>ov.in/upload/</u> advisories/20 22/12/63ad6f ef02453Order <u>High Risk</u> Food_29_12_ 2022_compre <u>ssed.pdf</u>	Systtem (FoSCoS) URL: <u>https://fos</u> <u>cos.fssai.g</u> <u>ov.in/</u>	ocs/Docum entListMar ch.pdf	March 2020 regarding operationalisa tion of the Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2020 <u>https://fssai.g</u> <u>ov.in/upload/</u> <u>advisories/20</u> <u>20/03/5e7f45</u> <u>376a88aDirec</u> tion_Operatio nalisation_Li cense_Regula tion_27_03_2 <u>020.pdf</u>				