

No. 15(31)2020/FoSCoS/RCD/FSSAI
Food Safety and Standards Authority of India
(A Statutory Authority established under the Food Safety and Standards Act, 2006)
(Regulatory Compliance Division)
FDA Bhawan, Kotla Road, New Delhi – 110002
Food Safety Compliance System (FoSCoS) – <https://foscoss.fssai.gov.in>

Dated, the 12th January 2021

To,

Commissioners of Food Safety of all States/UTs and all Regional Directors, FSSAI

Subject: Food Safety Compliance System (FoSCoS) – present status - reg.

The Food Safety Compliance System (FoSCoS), the new licensing and compliance portal of FSSAI, has been launched pan-India wef 1st November 2020, replacing an aging and outdated Food Licensing and Registration System (FLRS). FoSCoS is cloud based, developed on latest technologies, open source environments. There are some migration and mapping issues/bugs being encountered. Most of the issues have been attended and those left, are being dealt on utmost priority and the system is expected to be free from all major issues soon. Some key developments wrt FoSCoS achieved till date are as under:

- I. **Informative User Interfaces** to avoid applicants making common mistakes while filing of application for FSSAI license and registration
- II. **Clean list of KOB-wise required mandatory documents**
- III. **Simplifying the payment mechanisms –**
 - a. **Integrated with pan-India online payment gateway** (at present 1 - RazorPay) for smoother online payments.
 - b. **Closure of Cash and Demand Draft payment options** for bring more transparency and accountability in the system - Option for making payments through Cash and Demand Drafts have been closed wef 17th August, 2020.
 - c. **Closure of Treasury Challan option for making license fee** – The treasury challan option for license fee has been discontinued wef 1st Jan 2021. The option for making payment through treasury challan is available only for petty FBOs/ applicants of Registration Certificate.
- IV. **New version of FoSCoRIS App – FoSCoRIS 2.0 – has been launched with FoSCoS.**

FoSCoRIS 2.0 is fully integrated with FoSCoS that means if a DO allocates an inspection on FoSCoS, it will be visible to the concerned FSO on the FoSCoRIS mobile app. If an FSO conducts inspection through FoSCoRIS mobile app, concerned DO can view it on FoSCoS. Clarifications can now be sought from the concerned FBOs on inspection observations through FoSCoS.
- V. **Mandatory Inspections through FoSCoS/FoSCoRIS App** - End-to-end integrated with Food Safety Compliance through Regular Inspection and Sampling (FoSCoRIS) for conducting the inspections. Inspection Reports are simultaneously available to all concerned authorities and the concerned food business. All State Authorities have been advised to conduct inspections only through FoSCoRIS App. Any inspection conducted without FoSCoRIS app shall be fed into the system within 48 hours of completion of inspection. This would help in building national database of the inspections conducted and would lay foundation for risk based inspection scheduling in the time to come.

- VI. **Availability of Customised reports for enforcement agencies** - With the launch of FoSCoS, a comprehensive search tool has been provided to authorities through which they can search for applications at any stage, issued licenses and registrations. They also have easy access to database of expired licenses and registrations for initiating enforcement activities.
- VII. **Availability of Audit Reports on FoSCoS** - Audit Management System (AMS) has been developed by FSSAI for submission of Audit Reports of audits conducted by FSSAI recognised Third Party Auditing Agencies (at present 30). To make the availability of these audit reports to the enforcement authorities for further action (if any), AMS has been integrated with FoSCoS. All audit agencies has been requested to feed the reports of audit conducted in 2019-20 and 20-21 in the portal by end of January 2021. Thus now onwards the audit reports of third party audit agencies will be available to FBO and Regulator instantly and seamlessly through FOSCOS interface.
- VIII. **Online Submission of Annual Returns** - Functionality for online submission of Annual Returns is fully operational. Further, Food Authority in its 31st meeting held on 20th October 2020 has already approved the mandatory online submission of Annual Returns wef FY 2020-21.
- IX. **Interactive help - key word based search tools** have been provided on the FoSCoS Homepage for -
- a. Searching Standardised Food Products – its Food Product category and Regulation number
 - b. Searching the eligibility of a food business for applying FSSAI License/Registration
- X. **Change from system of free text licensing which was human check dependent to a listing approach to ensure zero error and a structured database** – With the launch of FoSCoS, manufacturer applicants are not required to write the name of the Standardised food products, as in FLRS. Applicants have to choose the correct food category and select the standardised food products from the available list of products in that food category.
- XI. **Food Consumer Grievance System version 2.0** – A new version of Food Consumer Grievance has been launched which is fully integrated with FoSCoS.
- XII. **Format of FSSAI License and Registration has been made common across the country.** The Licenses and Registrations have been converted to PDF form and are being directly dispatched online to the email IDs of FBO.
- a. The major enhancement in License Format is enclosing the details of 'Person in-charge of Operations' and 'Person responsible for complying the condition of License (Form –IX Nominee) in Non-form C Annexure.
 - b. Registration Certificates are now enclosed with System Generated Registration ID Cards. (As per clause 2.1.1 (5) of FSS (Licensing and Registration of Food Businesses) Regulations, 2011.
- XIII. **Facility for reinstating of application** – An online module has been developed within FoSCoS for making request by FBOs for reactivation of their rejected applications. Designated Officers or Commissioners of Food Safety (as the case may be) may consider the online request and reinstate the rejected application for license and registration.

- XIV. **Know your Officer facility has been provided on the FoSCoS Homepage.** This facility lets FBOs to know the details of officer (Name, Designation, Email ID and Authority) for a particular jurisdictional area.
- XV. **Separate flow has been created for applying licenses/registration for critical food products such as Nutraceuticals, Proprietary Foods and Substances added to food.**
- XVI. **Number of steps involved in processing of License by authorities has been reduced.**

The above is for information.

2. Commissioners of Food Safety and Regional Directors, FSSAI are requested to form a Licensing/ Registration Helpdesk at their Headquarters and provide their details to FSSAI Hq to publish on its website. These helpdesks are very useful for the food businesses in answering their queries especially during the transition phase and help them in reducing the avoidable hasslement. Further, CoFS and RDs shall also ensure that helpdesk personnel shall be trained and remain updated with the latest developments of FoSCoS.



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Copy for information to -

1. Head (RCD)
2. CITO, FSSAI – for uploading on FSSAI website.
3. PPS to Chairperson, FSSAI
4. PS to CEO, FSSAI