

**Citizen's Charter FSSAI**  
**Food Safety and Standards Authority of India**  
(A Statutory Authority established under the Food Safety and Standards Act, 2006)

**(2025-2026)**

| S.No. | 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                                                                                |
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| 1.    | Development and formulation of Standards for articles of food.                                                                                                            | Submission of Representation or request for formulation of New Standard or amendment in the existing standards | Representation 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                       | Advisor,<br>Science and Standards Division<br>FSSAI<br>011- 23667421<br><a href="mailto:advisor@fssai.gov.in">advisor@fssai.gov.in</a> | Advisor,<br>Science and Standards Division<br>FSSAI<br>011- 23667421<br><a href="mailto:advisor@fssai.gov.in">advisor@fssai.gov.in</a> |
| 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) <a href="https://epas.fssai.gov.in/">https://epas.fssai.gov.in/</a> | 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 recommendation of the Expert Committee                                                                 | 04-06 months                    |                                                                                                                                        |                                                                                                                                        |
| 3.    | Approval of Claims under Food                                                                                                                                             | claims other                                                                                                   | Application                                                                               | As per                                                                                  | 50,000/- +             | Approval/                                                                                                                                                | 06-09                           |                                                                                                                                        |                                                                                                                                        |

| S.No. | 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 |
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|       | Safety 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 | in prescribed format over the email to FSSAI                                 | Annexure A (Application Form for Approval of Claims on Food Products)                                                          | GST                             | Rejection of the application as per the recommendation 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@fssai.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 _____" (the blank to be filled with                                  | Submission of application and dossier to Science & Standards division, FSSAI | Submission of scientific, clinical and epidemiological data                                                                    | NA                              | Approval for the composition and suitability of FSMP product for the management | 09-12 months                    |                                                            |                                                         |

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|       |                                                                                                     | <p>the specific disease, disorder or medical condition for which the product is intended) under the Food for Special Medical Purpose (FSMP) category.</p> <p>2) Submission of application in S&amp;S division, FSSAI.</p> |                                                                                           |                                                                                                                   |                                                                                                                                    | <p>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)</p> |                                 |                                                                                                                                                              |                                                         |
| 6.    | <b>Import Division</b><br>Issuance of NOC/NCR for imported food consignments by Authorised Officers | <p>Consignment s must comply with the FSS Act, 2006, Rules, the FSS (Import) Regulations, 2017, made thereunder. The NOC/NCR is issued</p>                                                                                | FSSAI FICS portal ( <a href="https://fics.fssai.gov.in/">https://fics.fssai.gov.in/</a> ) | As per the FSS (Import) Regulations, 2017 ( <a href="https://fics.fssai.gov.in/">https://fics.fssai.gov.in/</a> ) | <p>1. Visual Inspection Fee – Rs. 2000/-</p> <p>2. Sample Testing Fee – As notified by FSSAI for different categories of Foods</p> | Issuance of NOC/NCR for imported food consignments by Authorised Officers                                                                                                                                                       | 2-10 days                       | <p>Director, Trade and International Cooperation<br/> <a href="mailto:dir-imports@fssai.gov.in">dir-imports@fssai.gov.in</a><br/>           011-23667395</p> |                                                         |

| S.No. | 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 |
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|       |                                                                                   | through a three-tier verification procedure that includes document scrutiny, visual inspection, sampling and laboratory testing.                                                                                     |                                                                                           |                                                                                                                   |                                       |                                                                                   |                                 |                                                            |                                                         |
| 7.    | Issuance of Provisional NOC for imported food consignments by Authorised Officers | 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 imported food articles. | FSSAI FICS portal ( <a href="https://fics.fssai.gov.in/">https://fics.fssai.gov.in/</a> ) | As per the FSS (Import) Regulations, 2017 ( <a href="https://fics.fssai.gov.in/">https://fics.fssai.gov.in/</a> ) |                                       | Issuance of Provisional NOC for imported food consignments by Authorised Officers | 2-3 days                        |                                                            |                                                         |
| 8.    | Review Process                                                                    | 1) Any Food Importer, aggrieved by one or more                                                                                                                                                                       | 1) Jurisdictions of the Regional                                                          | As per the FSS (Import) Regulation                                                                                | 1) Review Application Fee – Rs. 2,000 | 1) Review Order issued                                                            | 2-3 weeks                       |                                                            |                                                         |

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|       |                                | of the following orders of the Authorised Officer, may file a review application to the Review Officer (Regional Director) within 15 working days — (a) rejecting the clearance of the imported articles of food for non-compliance of the conditions specified in regulation 6 of FSS (Import) Regulations, 2017; (b) any order directing the Food Importer to rectify the labeling of the articles of | Director, Regional Office (Ghaziabad, Mumbai, Kolkata, Chennai) | s, 2017                   |                        |                    |                                 |                                                            |                                                         |

| 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 |
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|        |                                                                                         | food; and (c) order of rejection issued on receipt of a non-conformance report from Food Analyst<br><br>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 from the date on which the review order is received. | 2) CEO, FSSAI, New Delhi                                                                             |                                                                      | 2) Second Appeal Application Fee – Rs. 5000       | 2) Appeal order issued |                                                                                                                                                                                                 |                                                                                                         |                                                         |
| 9.     | Quality Assurance Division<br>Recognition and Notification of food testing laboratories | As per office Notice ( <a href="https://www.fssai.gov.in/upload/advisories/2024/06/6">https://www.fssai.gov.in/upload/advisories/2024/06/6</a> )                                                                                                                                                                                                     | The application form has to be submitted in Form-A (APPLICATION FOR NOTIFICATION OF FOOD LABORATORY) | An application processing fee of Rs.1,000/- needs to be paid through | Gazette notification of food testing laboratories | 01 to 09 months        | Joint Director <a href="mailto:gv.srinivasan@fssai.gov.in">gv.srinivasan@fssai.gov.in</a><br><br>InFolNeT 2.0 portal: <a href="https://infolnet.fssai.gov.in">https://infolnet.fssai.gov.in</a> | Advisor Quality Assurance Division <a href="mailto:advisor.qa@fssai.gov.in">advisor.qa@fssai.gov.in</a> |                                                         |

| 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 |
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|        |                                | <a href="#">65db22cd424bIA%20Order%20Dated%2003.06.2024.pdf</a> ) dated 03/06/2024 " FSSAI will only accept fresh proposals from laboratories for FSSAI recognition and notification if the laboratory has obtained accreditation under FSSAI-NABL Integrated Assessment ". | given in FSS (Recognition and Notification of Laboratories) Regulation, 2018 ( <a href="https://www.fssai.gov.in/upload/uploadfiles/files/Gazette_Notification_Labs_16_11_2018.pdf">https://www.fssai.gov.in/upload/uploadfiles/files/Gazette_Notification_Labs_16_11_2018.pdf</a> ) along with required supportive documents. If laboratory is meeting all the requisite documents (scanned/pdf format), then along with duly filled FORM A and Fee receipt (of One thousand only) of FSSAI E-Payment portal, has to be submitted through soft copy via mail ( <a href="mailto:labs@fssai.gov.in">labs@fssai.gov.in</a> ) . |                           | FSSAI ePayment Portal, <a href="https://epay.fssai.gov.in/">https://epay.fssai.gov.in/</a> 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 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 |                    |                                 |                                                            | 011-23217833                                            |

| S.No. | 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                                                                        |
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|       |                                                  |                                                                                                                                                                        |                                                                                                                       |                                                                                                                                         | funded or operated by any statutory body or Government institution or Government-aided or funded institution including research institution or University recognized under the University Grants Commission Act, 1956 (3 of 1956). |                                                                               |                                 |                                                                                            |                                                                                                                                |
| 10.   | Food Analyst Examination and notify Food Analyst | 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 | <a href="https://fssai.formsubmit.in/ep_sessions_web_landing">https://fssai.formsubmit.in/ep_sessions_web_landing</a> | Candidates must meet the eligibility criteria as prescribed in the advertisement.<br><br>Experience for the FAE should not be less than | Fee:<br>₹2500/- (plus GST) for the Computer Based Test<br>₹5000/- (plus GST)                                                                                                                                                       | Issuance of Food Analyst certificate and Gazette notification of Food Analyst | 01 year                         | Director<br><a href="mailto:aggarwal.sharad@fssai.gov.in">aggarwal.sharad@fssai.gov.in</a> | Advisor Quality Assurance Division<br><a href="mailto:advisor.qa@fssai.gov.in">advisor.qa@fssai.gov.in</a><br><br>011-23217833 |



| 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 |
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|        |                                | <p>Food Safety and Standards (First Amendment) Rules, 2022.</p> <p>The candidates should secure a minimum of 50% marks to qualify Computer Based Test (CBT).</p> <p>d. The candidates of FAE-2025 who qualify the Computer Based Test (CBT) will be eligible to appear for Practical Examination. Date, venue and syllabus for Practical Examination will be intimated separately.</p> |                        | <p>three years in food analysis at recognized institutions or research laboratories .</p> <p>Experience will be calculated from the date of graduation until the closing date of application.</p> <p>Experience gained before or after this period, and during academic programmes (e.g., Post Graduate, Doctoral Programme ), will not be</p> | <p>for practical examination</p> <p>The fee should be submitted throughonline mode which is non-refundable.</p> <p>b. The examination fee must be paid online. Fees submitted through any othermodes accepted</p> |                    |                                 |                                                            |                                                         |

| 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 |
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|        |                                | <p><b>Eligibility Criteria:</b> 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.</p> <p>4. Essential Educational Qualification: The candidate should hold a</p> <p>Bachelor's or Master's or Doctorate degree in</p> |                        | considered.               |                        |                    |                                 |                                                            |                                                         |

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|       |                                | Chemistry or Biochemistry or microbiology or Dairy Chemistry or Agriculture Science or Animal Science or Fisheries Science or Biotechnology 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 of the Institution of Chemists (India) by examination |                        |                           |                        |                    |                                 |                                                            |                                                         |

| S.No. | 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 |
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|       |                                | <p>in the section of Food Analysts conducted by the Institution of Chemists (India).</p> <p><b>5. Essential Experience:</b><br/>The candidate should possess not less than three years' experience in the analysis of food in any institution/research institutions/ research laboratory after attaining the minimum essential academic qualification specified above. Age limit: - No upper age limit for appearing in the FAE.</p> |                        |                           |                        |                    |                                 |                                                            |                                                         |

| S.N<br>o. | Name of Services / Transaction | Eligibility<br>Criteria and<br>Procedure to<br>obtain the<br>service                                                                                                                                                                                                                                                                                                                                            | Where<br>and how<br>to apply | List of<br>required<br>document | Applicable<br>fees if any | Success<br>Indicators | Time<br>frame for<br>service<br>delivery | Designation and Contact details<br>of the responsible officer | Grievance<br>redressal<br>authority in<br>case of non-<br>compliance |
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|           |                                | <p>Educational Qualification and Experience:</p> <p>a. No relaxation in educational qualifications or experience is permissible.</p> <p>b. Documents or proof of prescribed educational qualifications include scanned copies of original degree certificates or Provisional Degree Certificates (marksheets will not be accepted).</p> <p>c. Experience for the FAE should not be less than three years in</p> |                              |                                 |                           |                       |                                          |                                                               |                                                                      |

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|           |                                | <p>food analysis at recognized institutions or research laboratories.</p> <p>d. Experience will be calculated from the date of graduation until the closing date of application.</p> <p>e. Experience gained before or after this period, and during academic programmes (e.g., Post Graduate, Doctoral Programme), will not be considered.</p> <p>f. Candidates are required to select the applicable discipline</p> |                              |                                 |                           |                       |                                          |                                                               |                                                                      |

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|        |                                | <p>(Chemical or Biological) while filling out the application form for the Computer Based Test (CBT) as well as for the Practical Examination. Once discipline selected, which can not be changed till completion of examination.</p> <p>The personal, academic, and experience documents of candidates who qualify the practical examination will be subjected to scrutiny.</p> <p>b. Only those</p> |                        |                           |                        |                    |                                 |                                                            |                                                         |

| S.No. | 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 |
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|       |                                | <p>candidates who qualified the practical examination and fulfill all prescribed eligibility criteria, as evidenced by the submitted documents, will be eligible to undergo the mandatory two-week Food Analyst Training at the venue decided by FSSAI.</p> <p>c. All training-related expenses shall be borne by the FSSAI.</p> <p>d. Candidates who successfully complete the Food Analyst Training shall</p> |                        |                           |                        |                    |                                 |                                                            |                                                         |



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|       |                                                                                                                                                                                                                                              | be issued Food Analyst Certificates by hand at the FSSAI Training Centres.                                                                                                                                                     |                                                                                                                                     |                                                                                                   |                                                                                                                                               |                                                                                      |                                                           |                                                                                              |                                                                                                |
| 11.   | <b>Training Division</b><br>Training of Food Business Operators (FBOs) and regulatory staff (FSOs/CFSOs/ Dos/AOs of States / UTs / India Railway and APHOs/ PHOs under DGHS, MoHFW)<br><br>All training of FSSAI officers/officials of FSSAI | <b>For FBOs-</b><br>For obtaining Food Safety Supervisor certificate the eligibility criteria is attached in the below link<br><a href="https://fostac.fssai.gov.in/doc/pdf2.pdf">https://fostac.fssai.gov.in/doc/pdf2.pdf</a> | <b>For FBOs-</b><br>Can be applied through FoSTaC portal at <a href="https://fostac.fssai.gov.in/">https://fostac.fssai.gov.in/</a> | <b>For FBOs-</b><br>Aadhaar Card, Mobile Number and documents to prove the eligibility/experience | <b>For FBOs-</b><br>For applicable fees visit <a href="https://fostac.fssai.gov.in/doc/pdf3.pdf">https://fostac.fssai.gov.in/doc/pdf3.pdf</a> | <b>For FBOs-</b><br>Issuance of Food Safety Supervisor Certificate valid for 2 years | <b>For FBOs-</b><br>Within 7 days of the date of training | Joint Director<br><a href="mailto:fostac@fssai.gov.in">fostac@fssai.gov.in</a><br>7388798888 | Director<br><a href="mailto:Director.training@fssai.gov.in">Director.training@fssai.gov.in</a> |
| 12.   |                                                                                                                                                                                                                                              | <b>Regulatory official-</b><br>As mentioned in FSS Act, Rules/Regu                                                                                                                                                             | <b>For Regulatory Official s: through O/o</b>                                                                                       | <b>For Regulatory Officials</b><br>As requisite                                                   | For Regulatory Officials NA.                                                                                                                  | For Regulatory Officials- Certificates obtained.                                     | ITP for FSO-40 Days (14 classroom+26                      |                                                                                              |                                                                                                |

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|       |                                | ation/orders.                                                                                                                                                                                                                        | CFS, States/UTs.                                                                                                                                                    | by O/o CFS of State/UTs   |                                                                                                                                |                    | OJT) ITP for Dos- 05 Days       |                                                                                |                                                         |
| 13.   |                                | <b>For FSSAI Officials-</b> Eligibility as per the Staff Training Policy 2023 for Need Based Trainings, Induction Trainings, Orientation Training, Mid-Career Advancement Training.<br><u>Training offered by other institutions</u> | <b>For FSSAI Officials-</b> <u>Need Based Training</u> s: Needs from division s/ROs/NFLs are collected via email.<br><u>Residential trainings</u> = For Residential | NA                        | No fees for trainings conducted by Staff Training Unit. However, fees is prescribed by other institutions for various courses. | NA                 | NA                              | Joint Director<br><a href="mailto:fostac@fssai.gov.in">fostac@fssai.gov.in</a> |                                                         |

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|       |                                | = Eligibility prescribed by the institutions.                     | trainings at NPC, ISTM, FOIR, etc., nominations are received via email at <a href="mailto:training@fssai.gov.in">training@fssai.gov.in</a> and submitted as per the organizer's prescribed format/google forms. |                                       |                                                                 |                                                |                                                  |                                                                                                                    |                                                         |
| 13.   | Right to Information (RTI)     | Only citizens of India are eligible to file an RTI application. A | One may submit a written application to the                                                                                                                                                                     | To file an RTI (Right to Information) | The standard fee for filing an RTI application is ₹10. This fee | Application/ Appeals received under RTI Act in | (i) RTI Applications: CPIOs / Public Authorities | Joint Director<br><a href="mailto:mishra.ankeshwar@fssai.gov.in">mishra.ankeshwar@fssai.gov.in</a><br>011-23667342 |                                                         |

| 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 |
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|        |                                | citizen may approach the designated PIO for accessing the information | relevant Public Information Officer (PIO) of the public authority seeking information from, either online or offline. One may also file an online application through the RTI Online portal | application, one generally need: a written application, the application fee, and potentially proof of your identity and address, especially for online applications or if requested by the public authority. The application should be addressed to the Public Information Officer (PIO) of the relevant public authority and clearly | can be paid by cash (against proper receipt), 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. | physical mode as well in online mode are provided to the concerned CPIOs/ First Appellate Authorities within 5 days. | s to dispose of RTI Applications within 30 days of receipt of applications as per RTI Act, 2005 (as amended).<br><br>(ii) RTI First Appeal: First Appellate Authority to dispose of Appeal within 30 days of receipt of the appeal and within 45 days of receipt of the appeal in exceptional circumstances as per |                                                            |                                                         |

| S.No. | 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 |
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|       |                                                                                                                                                                                                                                                                                                                                                                                            |                                                          |                                                                                                                                                                                                                                  | state the information one is seeking                                                                                                                                                           |                               |                                                                                                                                                   | provisions under Section 19 of RTI Act, 2005 (as amended). |                                                                                                                                   |                                                         |
| 14.   | <p>CPGRAMS</p> <p>CPGRAMS, the Centralized Public Grievance Redress and Monitoring System, is a digital platform in India that enables citizens to lodge complaints and track their progress online. It enhances transparency, accountability, and efficiency in addressing grievances, promoting citizen-centric governance and better service delivery through data-driven insights.</p> | Only citizens of India are eligible to file a grievance  | To apply for a complaint through CPGRAMS, the applicants need to register on the CPGRAMS portal and then submit the grievance through the provided online form. The portal is accessible 24/7 and is connected to all Ministries | To apply for a VPGRAMS (Centralized Public Grievance Redress and Monitoring System) grievance, the applicant generally need your personal details, grievance details, and supporting documents | There are no application fees | <p>(i) Time taken in redressal of public grievances received through CPGRAMS portal</p> <p>(ii) Monitoring of grievances (by Senior Officers)</p> | 21 days                                                    | <p>Joint Director</p> <p><a href="mailto:mishra.ankeshwar@fssai.gov.in">mishra.ankeshwar@fssai.gov.in</a></p> <p>011-23667342</p> |                                                         |

| S.No. | 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                                                                                    |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                 | and Departments of the Government of India and States.                                 |                                                                                                                                                                          |                                                                                                              |                    |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                            |
| 15.   | <b>Regulation Division</b><br><br>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. |                                                                                                                                 |                                                                                        |                                                                                                                                                                          |                                                                                                              |                    |                                 | Consultant,<br><a href="mailto:regulation@fssai.gov.in">regulation@fssai.gov.in</a><br>011-23210538                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                            |
| 16.   | <b>Regulatory Compliance</b><br>FSSAI License                                                                                                                                                                                                                                                                                                                                                                                                                     | The eligibility criteria for Central or State License is defined through Schedule 1 of the Food Safety and Standards (Licensing | The process is completely online and applicant need to apply on Food Safety Compliance | The revised list of Kind of Business wise document is specified in FSSAI Order dated 19th March 2021.<br><a href="https://foscos.fssai.gov">https://foscos.fssai.gov</a> | The applicable fees is prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration | Issued             | 60 days                         | Director<br><a href="mailto:sweetty.behera@fssai.gov.in">sweetty.behera@fssai.gov.in</a><br>011-23231679<br><br><b>Central License:</b><br>Director, Regional Office Link:<br><a href="https://fssai.gov.in/cms/regionaldirectors.php">https://fssai.gov.in/cms/regionaldirectors.php</a><br><br><b>State License:</b><br>Commissioner of Food safety Link:<br><a href="https://fssai.gov.in/cms/commission">https://fssai.gov.in/cms/commission</a> | <b>Central License:</b><br>FSSAI order dated 11 <sup>th</sup> January 2023 for Escalation matrix related to central licenses/applications: |

| S.No. | 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                                                                                                                                                                                                                                                                                                                                       |
|-------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                | and Registration of Food 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 the Annexure-1 along with | System (FoSCoS ) URL: <a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a> | .in/assets/docs/DocumentListMarch.pdf | of FoSCoS The details are available on the homepage of the FoSCoS URL: <a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> |                    |                                 | <a href="https://fssai.gov.in/upload/advisories/2023/01/63be60bc618842023011114427675.pdf">ers-of-food-safety.php</a> | <a href="https://fssai.gov.in/upload/advisories/2023/01/63be60bc618842023011114427675.pdf">https://fssai.gov.in/upload/advisories/2023/01/63be60bc618842023011114427675.pdf</a><br><b>StateLicense:</b> Escalation Matrix related to State License: <a href="https://www.fssai.gov.in/cms/commissioners-of-food-safety.php">https://www.fssai.gov.in/cms/commissioners-of-food-safety.php</a> |

| S.No. | 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                                                                                                                                 |
|-------|--------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                |                             | the applicable fees prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011.<br><br>Eligibility Criteria:<br>Link:<br><a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> |                                                                                      |                                                                                                                                                                                                                                                                                            |                                                                                                              |                    |                                 |                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                         |
| 17.   | FSSAI Registration             | If inspection not required. | Every petty Food Business Operator shall register themselves with the Registering Authority by submitting an application                                                                                                                                                                                                                                       | The process is completely online and applicant need to apply on Food Safety Complain | The revised list of Kind of Business wise document is specified in FSSAI Order dated 19 <sup>th</sup> March 2021.<br><a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> | The applicable fees is prescribed in Schedule 3 of the Food Safety and Standards (Licensing and Registration | Issued             | 07 days                         | Commissioner of Food Safety<br>Link:<br><a href="https://fssai.gov.in/cms/commissioners-of-food-safety.php">https://fssai.gov.in/cms/commissioners-of-food-safety.php</a><br>Commissioner of Food Safety<br>Link:<br><a href="https://fssai.gov.in/cms/commissioners-of-food-safety.php">https://fssai.gov.in/cms/commissioners-of-food-safety.php</a> | Escalation Matrix related to Registration:<br><a href="https://www.fssai.gov.in/cms/commissioners-of-food-safety.php">https://www.fssai.gov.in/cms/commissioners-of-food-safety.php</a> |



| 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                                                                                                 |
|--------|--------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                |                            | <p>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.</p> <p>Eligibility Criteria:<br/>Link:<br/><a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a></p> | ce System (FoSCoS) URL:<br><a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a> | <a href="https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf">os.fssai.gov.in/assets/docs/DocumentListMarch.pdf</a> | of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL:<br><a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> |                    |                                 |                                                            |                                                                                                                                                         |
| 18.    |                                | If inspection is required. | Every petty Food Business Operator shall register themselves                                                                                                                                                                                                                                                                                                                                                                        | The process is completely 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             | 30 days                         |                                                            | Escalation Matrix related to Registration:<br><a href="https://www.fssai.gov.in/cms/commisioners-of-">https://www.fssai.gov.in/cms/commisioners-of-</a> |

| 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 |
|--------|----------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|------------------------------------------------------------|---------------------------------------------------------|
|        |                                  |                        | <p>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.</p> <p><b>Eligibility Criteria:</b><br/>Link: <a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a></p> | <p>need to apply on Food Safety Compliance System (FoSCoS) URL: <a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a></p> | <p>in FSSAI Order dated 19<sup>th</sup> March 2021. <a href="https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf">https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf</a></p> | <p>Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: <a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a></p> |                    |                                 | <a href="http://food-safety.php">food-safety.php</a>       |                                                         |
| 19.    | Instant (Tatkal) issuance of new | W.e.f 28 <sup>th</sup> | The                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | The revised                                                                                                                                 | The                                                                                                                                                                                               | Issued                                                                                                                                                                                                                                                                                                                           | Immediate          | Chief Technology                | Chief                                                      |                                                         |

| S.No. | 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 |
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|       | License/Registration<br><br><b>Eligible Kind of Business (KoB) List</b><br>1. Importer<br>2. Merchant-Exporter<br>3. Wholesaler<br>4. Distributor<br>5. Retailer<br>6. Transporter<br>7. Storage without Atmospheric Controller + Cold<br>8. Food Vending Agencies<br>9. Petty Retailer of snacks/tea shops<br>10. Hawker (Itinerant / Mobile food vendor)<br>11. Direct Seller | June 2024, instant issuance of license/registration is enabled for specific categories through digital verification<br><b>Eligible Kind of Business (KoB) List</b><br>1. Importer<br>2. Merchant-Exporter<br>3. Wholesaler<br>4. Distributor<br>5. Retailer<br>6. Transporter<br>7. Storage without Atmospheric Controller + Cold<br>8. Food Vending Agencies<br>9. Petty | process is completely online and applicant need to apply on Food Safety Compliance System (FoSCoS) URL: <a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a> | list of Kind of Business wise document is specified in FSSAI Order dated 19 <sup>th</sup> March 2021. <a href="https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf">https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf</a> & FSSAI Order dated 01 <sup>st</sup> July 2024 <a href="https://fssai.gov.in/uploads/advisories/2024/07/668531ea91cb7Eae%20of%20doing%20Business-%20Launching%20of%20provision%20for%20instant Takeal issuance%20of%20">https://fssai.gov.in/uploads/advisories/2024/07/668531ea91cb7Eae%20of%20doing%20Business-%20Launching%20of%20provision%20for%20instant Takeal issuance%20of%20</a> | 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: <a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> |                    |                                 | Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a><br><br>Technology Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a> |                                                         |

| S.No. | 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                              |
|-------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------|---------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|       |                                                                                                               | <p>Retailer of snacks/tea shops</p> <p>10. Hawker (Itinerant / Mobile food vendor</p> <p>11. Direct Seller</p> <p>FSSAI Order dated 11<sup>th</sup> Sep 2024 &amp; 01<sup>st</sup> July 2024<br/> <a href="https://fssai.gov.in/upload/advisories/2024/09/66e1775de531cFSSAI%20Order%20Nationwide%20Extension%20of%20Instant Tatkal%20Provision.pdf">https://fssai.gov.in/upload/advisories/2024/09/66e1775de531cFSSAI%20Order%20Nationwide%20Extension%20of%20Instant Tatkal%20Provision.pdf</a></p> |                                                             | <a href="#">20lic%20and%20reg.pdf</a>                                    |                                                                         |                    |                                 |                                                                                      |                                                                                      |
| 20.   | Instant Renewal of License/Registration subject to no change in the existing details of license/registration. | Any application for the renewal of a registration or license granted                                                                                                                                                                                                                                                                                                                                                                                                                                  | The process is completely online and food business operator | The revised list of Kind of Business wise document is specified in FSSAI | The applicable fees are prescribed in Schedule 3 of the Food Safety and | Issued             | Immediate                       | Chief Technology Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a> | Chief Technology Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a> |

| S.No. | 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 |
|-------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|------------------------------------------------------------|---------------------------------------------------------|
|       |                                | 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 <sup>th</sup> Jan 2023, renewal of license and registration is instant without the scrutiny of concerned authority. FSSAI Order dated 08 <sup>th</sup> Nov 2023 & 11 <sup>th</sup> Nov 2023<br><a href="https://fssai.gov.in/upload/advisories/2023/11/654cca7d1465fFSSAI%20OrderRevising%20the%20optio">https://fssai.gov.in/upload/advisories/2023/11/654cca7d1465fFSSAI%20OrderRevising%20the%20optio</a> | need to apply on Food Safety Compliance System (FoSCoS ) URL: <a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a> | Order dated 19 <sup>th</sup> March 2021.<br><a href="https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf">https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf</a> | Standards (Licensing and Registration of Food Businesses) Regulation, 2011. The details are available on the homepage of the FoSCoS URL: <a href="https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf">https://foscos.fssai.gov.in/assets/docs/KindofBusinessEligibilityLatest.pdf</a> |                    |                                 |                                                            |                                                         |

| S.No. | 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                              |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|       |                                                                                                                                                                                                                          | <a href="#">n%20for%20selecting%20the%20validity%20period.pdf</a>                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                  |                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                          |                    |                                 |                                                                                      |                                                                                      |
| 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. | The Food Business Operator shall submit the original license to the Licensing Authority along with applicable fee for effecting necessary changes. W.e.f 23 <sup>rd</sup> Dec 2022, the process for modification is instant without scrutiny of concerned authority. <a href="https://fssai.gov.in/upload/advisories/2022/12/63ad6fef02453Order_High_Risk_Food_29_12_2022_compre">https://fssai.gov.in/upload/advisories/2022/12/63ad6fef02453Order_High_Risk_Food_29_12_2022_compre</a> | The process is completely online and food business operator need to apply on Food Safety Compliance System (FoSCoS) URL: <a href="https://foscos.fssai.gov.in/">https://foscos.fssai.gov.in/</a> | The revised list of Kind of Business wise document is specified in FSSAI Order dated 19 <sup>th</sup> March 2021. <a href="https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf">https://foscos.fssai.gov.in/assets/docs/DocumentListMarch.pdf</a> | Applicable fee of Rs. 1000 along with differential amount of annual fee in case of upgradation of license. FSSAI Direction dated 27 <sup>th</sup> March 2020 regarding operationalisation of the Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2020 <a href="https://fssai.gov.in/upload/advisories/202">https://fssai.gov.in/upload/advisories/202</a> | Issued             | Immediate                       | Chief Technology Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a> | Chief Technology Officer<br><a href="mailto:cito@fssai.gov.in">cito@fssai.gov.in</a> |

| S.No. | 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 |
|-------|--------------------------------|----------------------------------------------------------|------------------------|---------------------------|---------------------------------------------------------------------------------------------------|--------------------|---------------------------------|------------------------------------------------------------|---------------------------------------------------------|
|       |                                | <a href="#">ssed.pdf</a>                                 |                        |                           | <a href="#">0/03/5e7f45376a88aDirection Operation alisation Licence Regulation 27 03 2020.pdf</a> |                    |                                 |                                                            |                                                         |