

Procedure for Issue of Food Licences for premises involving inspections.

Food Licences are granted online through Food Licensing and Registration System. URL- <https://foodlicensing.fssai.gov.in>

1. Applicant is required to submit the application on-line by visiting the above portal. Thereafter he takes a printout of the application and attaches the enclosures and submits the hard copy of the application, enclosures and the original copy towards the fees paid at the help desk on the counter to the Food Safety Officer (FSO); for scrutiny. Those applicants who are not computer literate; submit directly the hard copy of the application at the help desk and make payment of fees by cash and obtain the receipt. The data entry operator of this Directorate; then enters such applications on-line on behalf of FBOs.
2. FSO scrutinises the documents for the correctness and passes the remark to accept the fees as applicable and gives back the file to the applicant.
3. Applicant with this file goes to the adjacent cash counter and makes the payment/ obtain receipt for the demand draft submitted.
4. Cashier puts the remark on the application mentioning the fee amount accepted and the receipt number issued to the applicant; and then forwards the file to the Director for perusal and marking to the dealing hand.
5. The concerned dealing hand registers the application, gives the file number and puts up a note in the file mentioning the documents submitted and forwards it to the area Designated Officer (D.O.).
6. The area Designated Officer on-line allots the file to the Food Safety Officer for Inspection; and sends the file to the dealing hand who puts it up to the concerned FSO.
7. FSO inspects the premises and submits the report on-line; as well as hard copy through the file to the DO with; recommendation for either grant of licences or calling for compliance of deficiencies observed.
8. DO peruses the report and either a) issues the licences on-line and generates print and forwards to the dealing hand or b) calls for the compliance of deficiencies from the applicant and sends back the file to the FSO on-line and hard copy to the dealing hand.
9. Depending upon the action of the DO; the dealing hand prepares either the licences with covering letter or the draft of the letter calling for the compliances of deficiencies and puts up to DO through the physical file.
10. DO signs the licences or approves the draft of the letter conveying deficiencies and send to the dealing hand.
11. If it is the case of signed licences; dealing hand writes the details of licences issued on a register maintained for the purpose and sends it to the dealing hand at the counter for issue of same to the applicant. The system also sends SMS to the applicant regards the status of his application.
12. Dealing hand who had prepared the licences telephones the applicant and asks him to collect his licences by producing original receipt towards the fees paid.
13. In continuation to the step 10 if the draft of the deficiency letter is approved; then the dealing hand types the fair letter and puts up to the DO for signature.
14. DO signs the letter and sends it to the despatch clerk for despatch.
15. The applicant after rectifying the deficiencies submits the compliance letter to the entry clerk.
16. Entry clerk puts it up to Director for marking.

17. Director marks it to the dealing hand.
18. Dealing hand puts up the said correspondence to the DO.
19. Depending upon the type of deficiencies noted and complied; DO either issues the licence online or marks it to FSO for re-inspection.
20. Steps 7 to 12 are repeated.