



FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA

Inspiring Trust, Assuring Safe & Nutritious Food
Ministry of Health and Family Welfare, Government of India

Guidance Document for



HYGIENE RATING AND RESPONSIBLE PLACE TO EAT



Hygiene Rating and Responsible Place to Eat Schemes are introduced
under Project Serve Safe



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Key Contact Person

Ms. Heena Yadav

Consultant

Ph: 011-23214643

Email: servesafe@fssai.gov.in

heena.fssai@gmail.com

Website: www.fssai.gov.in/servesafe

Scope and Purpose of Guidance Document

Hygiene Rating Scheme and Responsible Place to Eat are new schemes under Project Serve Safe, initiated with an intent of ensuring that consumer make informed choices while eating out and also encouraging food businesses to showcase and improve their food hygiene standards. It reflects the standards of food hygiene found on the date of inspection by the local authority.

The concept of hygiene Rating is new in India, but has parallels in many countries across the globe. Every country has its own terminologies to explain the idea of ensuring safe and hygienic food to general public, in all catering businesses. Some of the well-known schemes already in place are "Food Hygiene Rating Scheme" (FHRS) in England, Wales and Northern Ireland, and "Scores on Doors" a star rating scheme in Australia, etc.

The guidance document represents the key components to implement the Hygiene Rating Scheme and Responsible Place to Eat in India. The purpose of the document is to ensure consistency in implementation and operation of the Hygiene Rating Scheme by the State and Local Authorities.

The document is divided into 5 chapters and annexures which introduces the schemes and key requirements to implement them. It also discusses in details the process of scoring through self-assessment of compliance with food hygiene and safety procedures and structural requirements by FBOs followed by physical verification by state FDAs. A concept of appeal and reverification is also introduced for helping FBOs in improving their food hygiene and safety and also add their bit to provide Safe and Nutritious Food to citizens.

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Chapter 1: Hygiene Ratings

a. What is Hygiene Rating?

Hygiene rating is a voluntary scheme applicable to food businesses supplying food directly to consumers either on or off the premises and food businesses are rated on the basis of food hygiene and safety conditions found at the time of inspection.

This transparent scoring and rating process will allow FBOs to showcase their level of compliance and excellent food hygiene quality and enable consumers to make informed choices about the foods and the places where they would like to eat. Through these choices, Food businesses will get encouraged to improve their hygiene standards & thus reduce the incidence of food-borne illness. The **main purpose** of the scheme is to:

- Allow consumers to make an informed food choice about where to eat and cultivate responsible eating habits
- Encourage food businesses with high hygiene standards and to continue maintaining them and showcase the same to their consumers.
- Motivate other food businesses-having lower hygiene standards to improve.

The hygiene ratings system designed by FSSAI will be implemented in 2 parts:

A) Hygiene Ratings – will score FBO based on self-assessment questionnaire for compliance with food hygiene and safety procedures and structural requirements followed by the verification of the hygiene rating by physical inspection and validation by the state FDAs. The hygiene rating will be from (0 up to 5) as per the level of compliance.

B) “Responsible Place to Eat” - Hygiene rating of 4 and more and the compliance of voluntary conditions to be adopted by FBO will rate the FBO as Responsible Place to Eat. This will also enhance the commercial viability of an FBO and responsibility towards providing safe and nutritious food to consumers. This scheme will help to bring about the behavioral change in consumers by making them aware of healthy choices and giving them access to such options. This section has been discussed in detail in the next chapter.

Type of Food Businesses Included in Hygiene Rating Scheme

The food establishments falling under this scheme will include: All food establishments that supply food prepared / cooked / served outside of homes, directly to consumers for consumption on or off the premises. Currently, this scheme is being launched for Catering Sector.

b. What Are the Key Requirements to get Hygiene Ratings?

Hygiene rating scheme will be implemented online through Serve Safe Portal (www.fssai.gov.in/servesafe). But prior to enrolling for this scheme FBOs should ensure that they fulfill the following steps

1. FBOs need to have FSSAI License/ Registration and follow Schedule 4 requirements.

This is to provide for adequate measures that are to be adopted to ensure that food being served to the consumers is of good quality and safe to eat.

To get FSSAI License/ Registration FBO should:

Step 1: Log on to <https://foodlicensing.fssai.gov.in/index.aspx>

Step 2: Check eligibility and Apply for license

Once you have logged on you need to check your eligibility depending on the type of business, an FBO will need to apply for Central/ State license.



For Registration

Schedule 4 of Food Safety and Standards Regulations, 2011 provides Good Hygiene Practices (GMP) and Good Manufacturing Practices (GMP) to be followed by Food Business in their premises. All food businesses shall comply with these practices. Schedule 4 is divided into five parts. The parts eligible for catering sector are:

Part I: General Hygienic and Sanitary practices to be followed by Petty Business Operators applying for Registration

For Licensee

Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2018

Section 6: Part V of Schedule 4 relating to good hygienic and manufacturing practices to be followed by licensed food business operators engaged in catering or food service operations.

Online access of Schedule 4:

Logging on to www.fssai.gov.in → home → What's New → Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2018 → Section 6: Part V of Schedule 4.

2. Appoint a certified Food Safety Supervisors and Train all food handlers

- **Who is a food safety supervisor?**

A Food Safety Supervisor is a trained professional to be appointed by a FBO in his/her restaurant to supervise and maintain food hygiene practices and train other food handlers working in the premises. There should be one FSS per 25 food handlers.



- **Responsibilities of a Food Safety Supervisor**

- Supervise and maintain hygiene standards in the restaurant as per Food Safety and Standards regulations
- Train all food handlers in the restaurant about safe food handling practices.

- **How to become a Food Safety Supervisor?**

Register on Food Safety Training and Certification (FoSTaC) Portal of FSSAI by logging on to <https://fostac.fssai.gov.in> → register as trainer → log in → enroll for the eligible course → Generate Admit card and attend training → Fulfill assessment criteria → Log in online and generate certificate.

3. Must have Food Safety Display Boards (FSDBs) prominently displayed in the premises

- Food Safety Display Board (FSDB) with the information to consumers and food handlers about important food safety and hygiene requirements.
- FSDB must provide an options to consumers for sending feedback through WhatsApp, SMS or give feedback on FSSAI App.
- All FSDB must have the FSSAI registration/license number on it for consumers to verify.



4. Get food samples tested periodically from any FSSAI approved Lab

- Water samples: to be tested biannually for organoleptic and physiochemical parameters as mentioned in Food Safety and Standards Regulations 2011
- Food samples: to be tested annually for safety parameters (contaminants and microbiological parameters)



A list of suggested test parameters for various food products have been enclosed in Annexure 1.

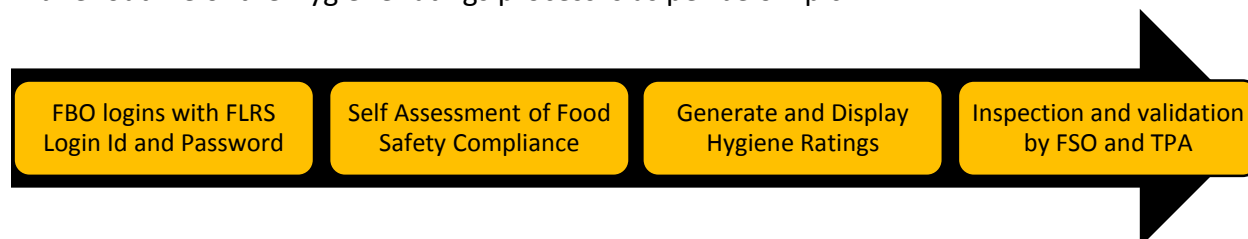
c. How FBOs can Enroll in Hygiene Ratings Scheme?

Once FBO have fulfilled all the set requirements mentioned in the previous section. They may follow the steps given below to enroll in hygiene rating scheme.

Log in using your FLRS credentials at:

- Log on to www.fssai.gov.in/servesafe
- Follow guidelines to implement key requirements and complete self-assessment process.
- Generate “hygiene rating”.
- If your rating is 4 or more that you may enroll for enroll for Responsible Place to Eat.
- Inspection /Verification of ratings will be done by a FSO (Food Safety Officer) from FSSAI, through an on spot inspection either using online checklist (on FoSCoRIS OR Serve Safe Portal) or physical checklist.
- Post Inspection, FBO can generate the **verified(signed) rating certificate**.
- Enroll for “**Responsible place to eat**” if above ratings score is 4 (Good) or more.
(Refer to chapter 2 of this document to know more about Responsible Place to Eat)

A brief outline of the Hygiene ratings process is as per below pic:



d. What is Assessment and Scoring Process?

- Audit Checklist for assessment of the FBO on Hygiene Ratings is same as Schedule 4 checklist used for inspection by FSO (Enclosed in Annexure 2).

How to calculate scores?

- Self-assessment questionnaire to be marked by the FBO
- Indicated marks for each question marked as yes, will be added to arrive at the total score.
- Questions marked with “Asterisk” are critical and which can impact food safety. Failure to comply with these will lead to non-issuance of hygiene ratings.
- Score achieved is converted to percentage by the formula: $\text{Total Score value} * 100 / 114$

e. How to calculate Hygiene Rating?

The score of the checklist is converted in per cent and emoji's (symbols are designated as per the scores obtained. The table below provides detail of percent score wise rating:

Hyg. No.					Category	% Score
					Very Good	81 to 100
					Good	61 to 80
					Fair	41 to 60
					Needs Improvement	21 to 40
					Poor	20 or below

f. What is the validity of Hygiene Rating awarded?

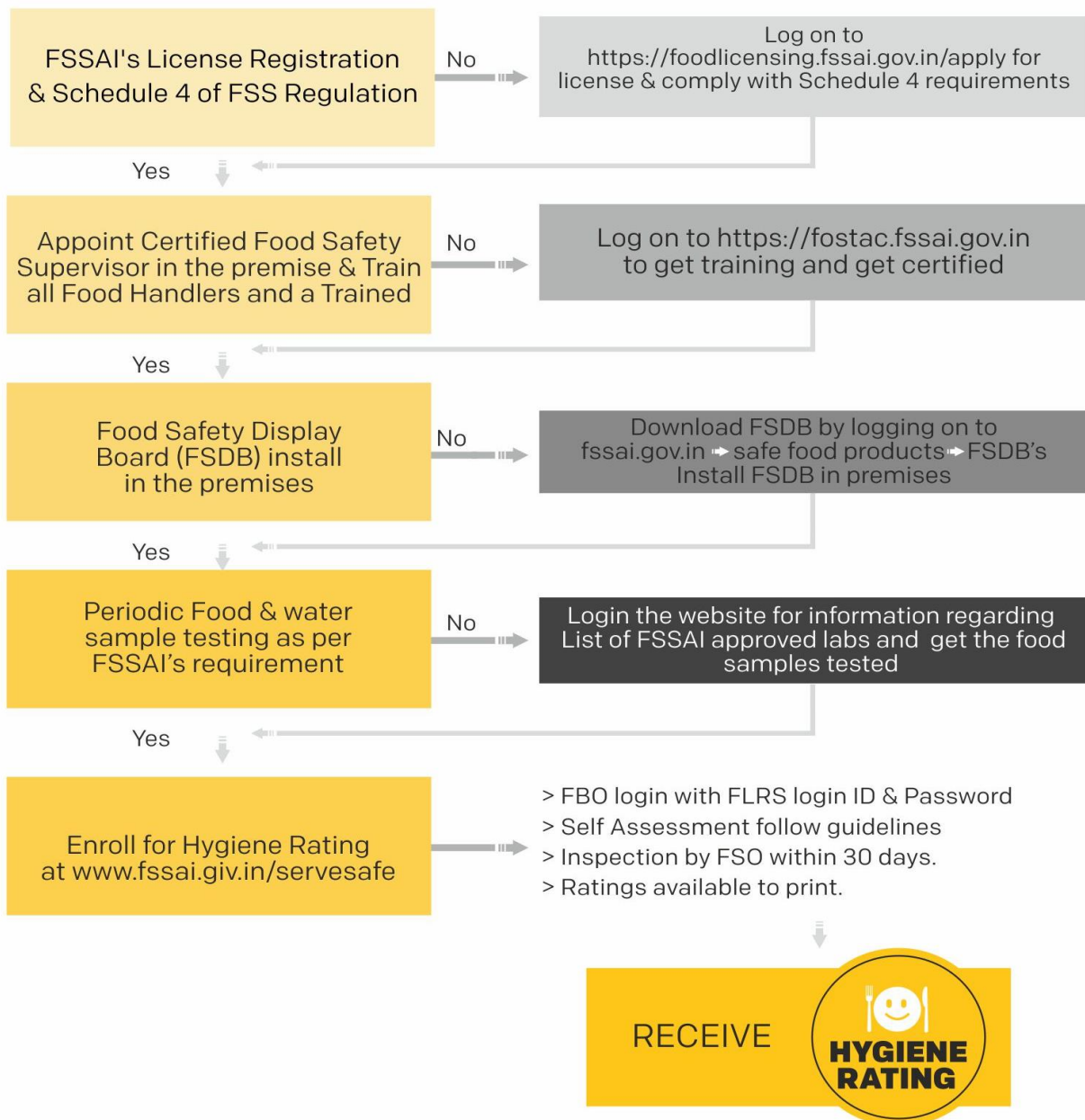
The ratings awarded under Hygiene Rating Scheme will be valid for one year. However, inspecting officer may schedule an audit during this period in case any complaints are received.

g. How to improve your Hygiene Rating?

Any FBO desirous of improving their ratings can do so by taking following steps:

- Check for non compliant food hygiene and safety practices as per the checklist.
- Take clear, concrete steps to ensure and demonstrate compliance for each of these issues.
- Redo self-assessment, but only 3 **months** after the previous inspection and print certificate.
- Apply for re-verification by filling in the re-verification form.
- Once, inspecting officer re-audit the premises and submit results. Print the new verified rating certificate online.

Process Flow for Receiving Hygiene Rating



Chapter 2: Responsible Place to Eat

a. What is Responsible Place to Eat?

This is a distinguishing mark granted to Food Businesses with hygiene rating of 4 or more and to encourage FBOs in promoting nutrition, and to bring about the behavioral change in consumers by making them aware of healthy choices and giving them access to such options.

This scheme aims to bring about the behavioral change among the people and ensure Food Security and Food Availability across every sector and thereby enriching every life. FBO with 4+ in hygiene rating, may volunteer for becoming a “Responsible place to eat”. It is a voluntary initiative that can be undertaken by an FBO to add value to society and thereby increasing its own commercial viability.

b. What are the Key Requirements to become ‘Responsible Place to Eat’?

Following are the various criteria identified to become a responsible place to eat. Each criterion is independent of the other. The FBO may voluntarily choose and implement the one, or more of all the requirements.

1. Promote Personal Hygiene

- FBOs must have sanitary facilities for guests and its staff like toilets, hand wash and footbath.
- Food handlers must wear clean clothes (washed daily) and where necessary, shall wear head cover, apron, mouth mask and use gloves
- Staff must be medically examined once in six months to ensure that they are free from infections and other contagious diseases.
- Staff suffering from any contagious disease must not be allowed to work or handle food
- All food handlers must be inoculated against the enteric group of microorganisms.



Personal Hygiene

2. Promote Healthy Eating

- Promote awareness on healthy and balanced diets through SNF sample posters, standees, display screen, messages on menu, etc. (as per availability)
- Advise consumers against adding extra salt and sugar in their food and include healthy alternatives in the menu
- Use fortified raw ingredients such as flour, oil, etc. and—create awareness about importance of eating fortified foods through SNF display boards



Healthy Eating

- Create awareness about importance of drinking water to stay hydrated throughout the day.
- Promote food hygiene practices and safety habits like hand wash before having the meals and have demarcated area for the same.
- Must print nutritional labels and requisite information on all packaged foods as per regulations.
- Communication tools are available at www.fssai.gov.in/servesafe → Resources → Responsible Place to Eat.

Note: FSSAI has started various SNF initiatives to promote Safe and Nutritious Food. You may visit www.snfportal.in for more information.

3. Promote Safe Water Handling

- Ensure appropriate facilities for storage and safety of water
- Use potable water for all beverages and cooking methods
- Get water tested, both for chemical and microbial parameters by NABL Accredited laboratory and whenever the potential for contamination or an outbreak of disease is identified. Maintain all records.
- Potable water should be used for Ice and steam wherever in use during processing.



Safe water handling practices

4. Effective Complaint Handling

- Appoint a nodal person to address consumer complaints
- Have an effective consumer redressal mechanism with easy to reach modes of contact such as a contact number, WhatsApp number, email, online portal, etc. (as per availability).
- Timely redressal of complaints.

Note: Visit www.foodsmart.fssai.gov.in to register and get further details.



Effective complaint handling

5. Open Kitchens or Kitchen Visits

- Have an open kitchen to ensure transparency about your cooking procedures, ingredients used and food safety procedures
- Visitors must be encouraged to wear protective clothing, footwear and adhere to other personal hygiene practices as followed by the restaurant staff while visiting the kitchen/storage areas.
- Other alternate methods like viewing through transparent glass, scheduled kitchen visits and CCTV cameras can be followed.



Open kitchen/ Kitchen visits

6. Donate Surplus Food

- **Prevent Food Loss in Food Production**
 - Institute food waste tracking systems to monitor the amount, causes, and costs of food waste. The Standard Operating Procedures (SOPs) for timely use or donation of food before it spoils.
 - Store food based on first in first out (FIFO) principle
 - Optimize cold chain management to minimize losses
- **Handling and Management of Surplus Food and Waste Water**
 - Establish partnerships with food collection agencies to donate surplus food by being part of FSSAI's Save Food Share Food Share Joy initiative.
 - Establish a waste water management system for proper disposal of waste water.
- **Managing Unavoidable Food Waste**
 - Reduce the amount of food sent to landfills by directing food scraps to agricultural partners that can use it as animal feed.
 - Compost food scraps or use anaerobic digestion, either on- or off-site.
- **Consumer Education**
 - Adjust portion sizes and help consumers to order an appropriate portion size to reduce wastage
 - Encourage diners to take leftovers home and guide them on storage for the food parceled.



Donate food

Note: To know more about prevention of food loss, food waste and food donations, visit <http://sharefood.fssai.gov.in>. Also, to register for food donation follow the steps given below.

Log on to <http://sharefood.fssai.gov.in> → Donors → Register as Donor

Note: A set of posters have been developed for the points above the same is available on the Serve Safe Portal at <http://sharefood.fssai.gov.in> → Responsible Place to Eat → Resources

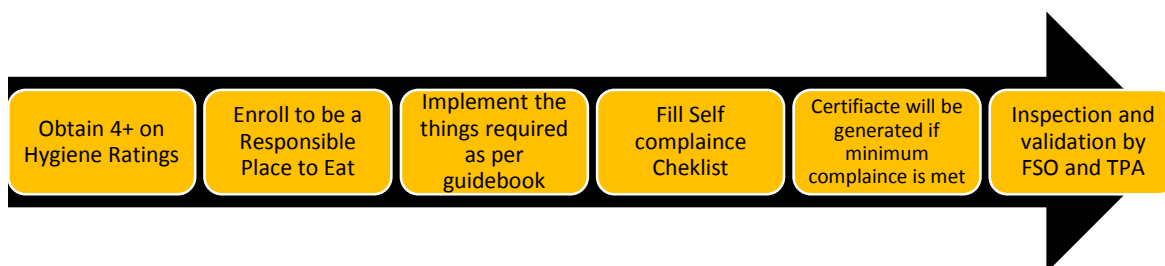
c. How to Enroll to become “Responsible place to eat”?

Follow the steps below to enroll:

- Log in using your FLRS credentials at: <http://fssai.gov.in/hygieneRating/registerNlogin>
- Follow Guidelines and complete self-assessment
- Generate “hygiene rating” and achieve a score of “4” – “Good” and above

- Enroll for “Responsible place to eat” and complete self-assessment.
- Verification will be done by a FSO (Food Safety officer) from FSSAI, through an inspection.
- **Once minimum requirements for relevant criteria mentioned are fulfilled, the FBO can fill the self-assessment”. The same information will be shared with the FSO and Third Party Audit for validation at time of the inspection.**

Post Inspection, FBO can generate the verified(signed) certificate with the valid logo/sticker added for each category FBO enrolled for.



d. What is the Assessment and Scoring process?

- An “audit checklist” similar to checklist developed for hygiene rating assessment has been prepared for assessment of the FBO on various parameters for “Responsible Place to eat”. (Enclosed at Annexure 3).
- The FBO may self-assess using the same checklist.
- Similar to hygiene ratings, FSO will also inspect the implementation of Responsible Place to Eat using the assessment checklist developed.

e. How to calculate scores?

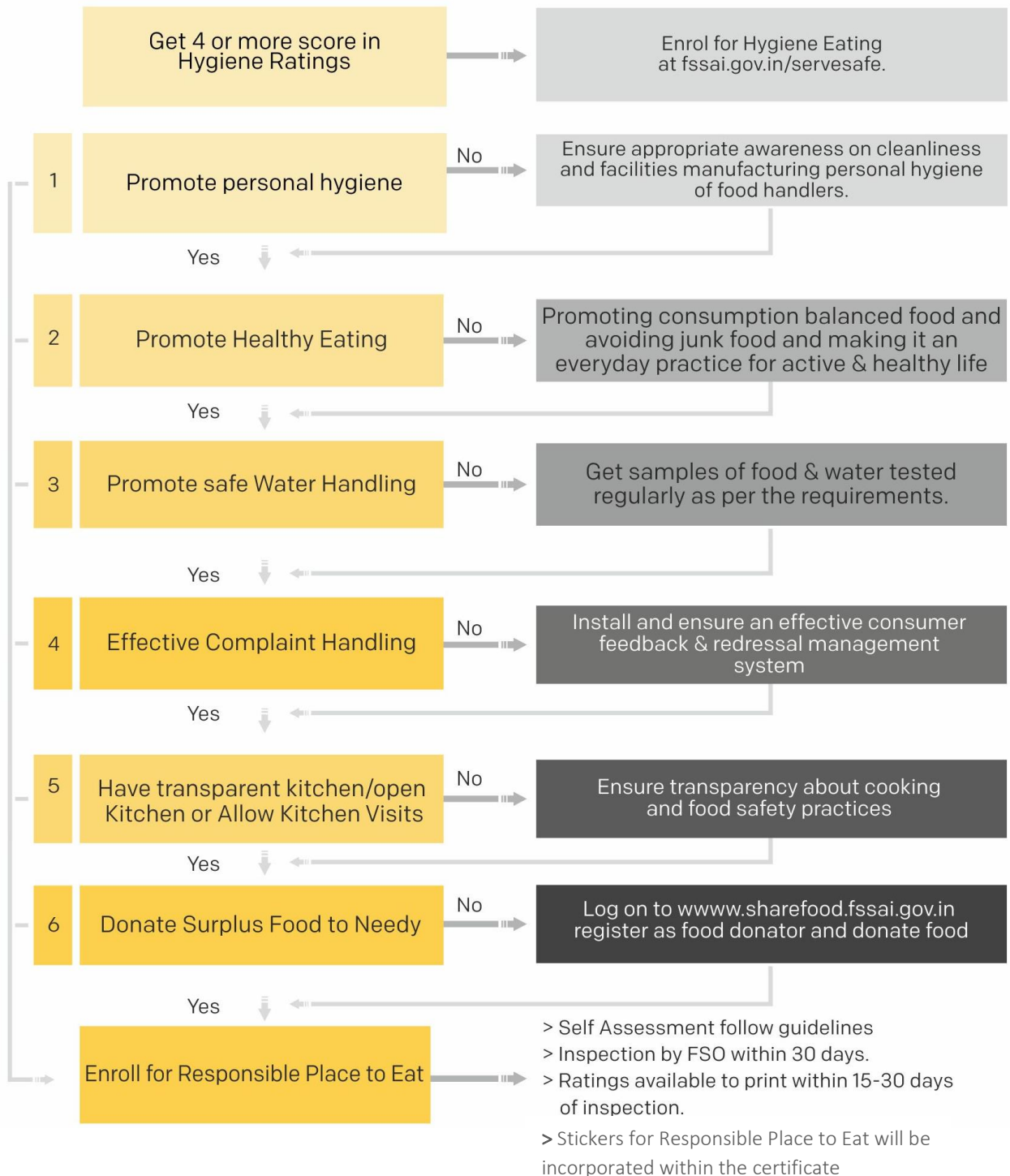
- The checklist used for self-assessment have 6 sections (one for each key requirement mentioned).
- Indicated marks for each question marked as yes, will be added to arrive at the total score for each of the six sections.
- The FBO have to score at least 60 percent in each category enrolled to get sticker(s). The stickers added to the certificate are same as the logos on previous pages of the chapter.

f. How to achieve a higher grade in being a “Responsible place to eat”?

Any FBO desirous of achieving a higher mark in being a “Responsible place to eat” can do so by taking following steps:

- Check the practices not followed as per the above audit checklist and arrive at the issues.
- Take clear, concrete steps to ensure and demonstrate compliance for each of these issues.
- Redo the self-assessment, 3 months after the previous inspection and print certificate.
- Re-inspection will be done automatically as per the first in – first out queue with the FSO.
- Print the new verified certificate online.

Process Flow for Becoming A Responsible Place to Eat



Chapter 3: Role of State FDA

a. What is the Role of FDA in implementing these schemes?

FDA will have a crucial role in rolling out Hygiene rating and Responsible Place to Eat schemes in their respective states. These schemes are in line with the objective of state FDAs, that are to provide safe and nutritious food to the citizens, help them to make informed food choices and, promoting high food safety standards amongst the food businesses.

b. How FDA can adopt these schemes?

1. FDA may select city/cities where they want to implement hygiene rating and/or responsible place to eat schemes
2. The FBOs (Restaurants/ QSRs / Hotels, etc. catering establishments) may be informed about these schemes and provide intervention to adopt these schemes.

Note: The guidance document may be circulated. The pdf version of this guidance document and all relevant resources are available on Serve Safe Website at www.fssai.gov.in/servesafe.

3. Once the FBOs of the city has enrolled himself for these schemes, the regulatory staff will receive the notification in their FLRS Dashboard/ Serve Safe Dashboard. The area wise list of FBOs enrolled for these schemes can also be generated on the serve safe portal.
4. An inspection/ audit can be scheduled for the enrolled FBOs to verify the self-assessed ratings. Once the FSOs score is uploaded on the website, the FBO may generate the verified version of hygiene rating certificate.

Note: Various method of inspections are discussed in next section.

c. Who can carry out Inspections?

State FDA can use various methods for inspecting the premises of the FBOs enrolled for Hygiene Rating and Responsible Place to Eat

A. Inspection through FSOs

Food Safety Officers carry out their usual inspection of food premises. The same inspection score is valid for hygiene ratings. The FSO additionally may also audit to assess the criteria laid down for Responsible Place to Eat.

B. Third Party Audit (TPA)

FSSAI has empaneled Third Party Auditors (TPA)s who can be utilized for auditing Hygiene Rating and Responsible Place to Eat.

The list of TPAs are enclosed at Annexure 4.

C. Empaneling Trained Professionals

FDA may look for options for empaneling trained professionals of FoSTaC or may train Food Technology/ Food and Nutrition/ Hotel Management Graduates and train them in inspection processes. These trainers may be utilized only for hygiene rating and responsible place to eat schemes. The formal inspection may be done by regulatory staff later.

e. What is the Inspection Procedure?

Serve Safe portal is being integrated with the Food Safety Compliance through Regular Inspection & Sampling (FoSCoRIS) System. The inspection can be conducted through **FoSCoRIS** and the scores for the same will be converted into ratings and stickers on submission of inspection results FSO.

Alternate Procedure:

A FSO Dashboard is being created on Serve Safe Portal. The FSO may login to Serve Safe Portal using FLRS credential and conduct on spot inspection using a checklist available on the Serve Safe portal. The scores submitted will be converted into the ratings and stickers.

OR

It is preferred that inspections are conducted online. But in case of unavailability of an online option for inspection, physical inspections maybe carried out using the assessment checklist available on Serve Safe Portal. The same results may be uploaded later by filling the assessment checklist on Serve Safe Portal. To submit scores inspecting officer may login through Serve Safe Website (FSO may login by using FLRS credentials and TPA by registering and creating login on Serve Safe Portal). The scores maybe entered and a copy of inspection checklist may also be uploaded for FBOs reference and for keeping records.

Chapter 4: Appeal and Reverification

a. When to raise an appeal?

When the self-assessment hygiene rating score drops down the scale, after the inspection or audits or when the scores change following routine enforcement action by the state FDA, the FBO may be aggrieved. The FBO can dispute the rating and should be given a chance to file an appeal for reverification within 15 days of the notification of the previous food hygiene rating. State FDA must have an appeal procedure in place for FBOs to dispute the food hygiene rating given in respect of their establishment.

b. How to Raise an Appeal?

If FBO wishes to dispute the food hygiene rating given by the “inspecting officer” (i.e. the officer undertaking the inspections on behalf the local authority), the FBO may appeal with sufficient evidence. The appeal should be considered either by Food Safety Officer or a Designated Officer of the district. The officers involved in the procedure of previous hygiene rating or in the inspection processes should not look into the appeal. A format for raising an appeal is enclosed at **Annexure 5**. Currently, the appeal procedure will be made in writing (including email). However, in future, appeal can be made through online mode using Serve Safe Portal.

b. What is the reverification procedure?

To ensure fairness of businesses, State FDAs must have procedures in place for undertaking inspections at the request of FBOs for re assessing the food hygiene rating of their establishment. Time for re-inspection / revisit for reverification of hygiene rating will be 3 months from the date of request made by the FBO. The re -inspection / re visit to the establishment should be unannounced unless it is necessary to ensure that certain staff are to be present at the time if inspection.

Reverification can be done in cases, such as

- FBO scoring ‘less than 4 Hygiene Rating’ have made the necessary improvements to address non-compliances identified during the previous inspection.
- FBO desires to enroll for Responsible Place to eat and FBO has adopted for one or more criteria for certification of becoming-Responsible Place to Eat.

A format for requesting for reverification or re-inspection is enclosed at Annexure 6.

Decision of the officers determining the appeal for reverification should be communicated to the FBO within 15 days’ after the date of re inspection/ re visit by state FDA

The guidance document represents the key components to implement the Hygiene Rating and Responsible place to eat schemes in India. The purpose of the document is to ensure consistency in implementation and operation of the Hygiene Rating and responsible place to eat schemes by the State and Local Authorities.

Chapter 5: Branding of Schemes

a. What does the scheme branding include?

The branding comprises of

- Hygiene Rating Scheme Certificate
- Hygiene Rating Scheme Certificate with Stickers of Responsible Place to Eat
- Logos
- Food Safety Display Boards (FSDBs)
- Posters
- Information brochures/ pamphlets/ advertisements etc. printed for awareness of citizens and FBOs
- Serve Safe Website

b. What are the key considerations while branding?

Proper use of branding is critical to ensure that the credibility and integrity of the Food Hygiene Rating and Responsible Place to Eat Schemes are maintained.

FBO should ensure that certificate, logos, stickers are printed as per the design and sizes as specified. Hygiene Rating Certificate should be preferably printed on A3 size sheet in the colors, defined in the design. Though flexibility is provided in the designs, content and branding space being used for disseminating information about various criteria of Responsible Place to Eat Scheme. It is permitted to use various branding objects at spaces such as walls, doors, television, website, napkins, table mats, etc. for promotion of scheme and dissemination of key messages.

The awareness material both in digital and print format, prepared for purpose of generating awareness should have the- logo of FSSAI, Hygiene Rating, and Responsible Place to Eat. The key facts included should only come from the key resources created for the schemes.

FDA should ensure that the branding of the schemes is done as per the set criteria only.

Note: All the necessary branding material is available on website www.fssai.gov.in/servesafe

Annexures

Annexure 1

List of Microbial and Biochemical Test suggested for Catering Sector

S. No.	Food group	Microbiological Parameters	Physic-chemical Parameters
1.	All Food Products and swab samples Food contact Material	- Total Plate Count - E.Coli - Coliform count - Staphylococcus spp - Salmonella spp	
2.	Raw veg and cooked Veg	<i>Bacillus cereus</i> - Listeria monocytogens	
3.	Meat and meat products	- Staphylococcus aureus - Shigella spp. - Salmonella spp. - Listeria monocytogenes	- Acidity (pH) - Temperature - Water activity - Water holding capacity - Moisture - Protein - Fat - Total ash
4.	Poultry	- Enterobacteriaceae - Clostridium perfringens - Staphylococcus aureus - Shigella spp. - Salmonella spp.	- Acidity (pH) - Meat Colour - Temperature - Water activity - Water holding capacity - Moisture - Protein - Fat - Total ash
5.	Sea foods	- Vibrio parahaemolyticus - Staphylococcus aureus - Shigella spp. - Salmonella spp - Listeria monocytogenes - Faecal streptococci	- TMA (Tri Methyl Amine) - Acidity (pH) - Formalin - Moisture - Protein - Fat - Total ash - TVBN (Total Volatile Base Nitrogen) - Peroxide value - Salt content - Viscosity

6.	Milk and milk products	• Total Plate Count • Escherichia coli • Coliform • Listeria monocytogenes	• Titratable acidity (pH) • Nitrogen content • Total casein/Protein • Lactose content • Specific gravity • Fat & SNF
		• Staphylococcus aureus • Faecal streptococci • Salmonella spp • Yeast & Mould • Enterobacteriaceae • Shigella spp.	
7.	Bakery products	• Yeast & Mould • Clostridium botulinum (for canned foods)	• pH • Bulk density • Gelation capacity • Fat content • Moisture content • Total ash • Loaf volume (Bread) • Specific volume (Bread) • Thickness (Cookies) • Diameter (Cookies) • Spread ratio (Cookies)
8.	Water	• Aerobic Microbial count/Standard plate count • Coliforms, E coli • Enterococci • Salmonella, • Shigella • Vibrio Cholera • Parasites	Organoleptic • Colour • pH • acidity • Odour Turbidity • Total Dissolved Solids Physiochemical • General chemicals , Metals • Pesticides

Annexure 2
Inspection Checklist for Hygiene Rating Scheme

Date		FBO Name	
Food Safety Officer		FBO's representative	
FBO License No.		Address	

Indicate the following – Compliance (C), Noncompliance (NC), Partial Compliance (PC) or Not Applicable(NA)

S. No.	Audit Question	Scoring	
1	Food establishment has an updated FSSAI license and is displayed at a prominent location.	2	
I.	Design & facilities		
2	The design of food premises provides adequate working space; permit maintenance & cleaning to prevent the entry of dirt, dust & pests.	2	
3	The internal structure & fittings are made of non-toxic and impermeable material.	2	
4	Walls, ceilings & doors are free from flaking paint or plaster, condensation & shedding particles.	2	
5	Floors are non-absorbent, non-slippery & sloped appropriately.	2	
6	Windows are kept closed & fitted with insect proof screen when opening to external environment.	2	
7	Doors are smooth and non-absorbent. Suitable precautions have been taken prevent entry of pests.	2	
8*	<i>Potable water (meeting standards of IS:10500 & tested semi-annually with records maintained thereof) is used as product ingredient or in contact with food or food contact surface.</i>	4	
9	Equipment and containers are made of non-toxic, impervious, non- corrosive material which is easy to clean & disinfect.	2	
10	Adequate facilities for heating, cooling, refrigeration and freezing food & facilitate monitoring of temperature.	2	
11	Premise has sufficient lighting. Lighting fixtures are protected to prevent contamination on breakage .	2	
12	Adequate ventilation is provided within the premises.	2	
13	An adequate storage facility for food, packaging materials, chemicals, personnel items etc. is available.	2	
14	Personnel hygiene facilities are available including adequate number of hand washing facilities, toilets, change rooms for employees.	2	
15	Food material is tested either through internal laboratory or through an accredited lab. Check for records.	2	
II.	Control of operation		
16	Incoming material is procured as per internally laid down specification from approved vendors. Check for records (like certificate of analysis, Form E, specifications, name and address of the supplier, batch no., mfg., use by/expiry date, quantity procured etc.)	2	

17	Raw materials are inspected at the time of receiving for food safety hazards.(Farm produce like vegetables, fruits, eggs etc. must be checked for spoilage and accepted only in good condition)	2	
18	Incoming material, semi or final products are stored according to their temperature requirement in a hygienic environment to avoid deterioration and protect from contamination. FIFO & FEFO is practiced. (Foods of animal origin are stored at a temperature less than or equal to 4°C)	2	
19	All raw materials is cleaned thoroughly before food preparation.	2	
20	Proper segregation of raw, cooked; vegetarian and non-vegetarian food is done.	2	
21	All the equipment is adequately sanitized before and after food preparation.	2	
22*	Frozen food is thawed hygienically. No thawed food is stored for later use. (Meat, Fish and poultry is thawed in refrigerator at 5 °C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15 °C or below within 90 minutes.	4	
23*	<i>Vegetarian items are cooked to a minimum of 60°C for 10 minutes or 65°C for 2 minutes core food temperature. Non vegetarian items are cooked for a minimum of 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 15 seconds core food temperature.</i>	4	
24*	Cooked food intended for refrigeration is cooled appropriately. (High risk food is cooled from 60°C to 21°C within 2 hours or less and further cooled to 5° C within two hours or less.)	4	
25	Food portioning is done in hygienic conditions. High risk food is portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food is portioned below 15 °C.	2	
26*	Hotfood intended for consumption is held at 65° C and non-vegetarian food intended for consumption is held at 70°C. Cold foods are maintained at 5°C or below and frozen products are held at -18° C or below. (*Hot food is kept above 65°C and cold food is kept below 5°C but below 10 °C upto 42 hours for not more than two hours only once.)	4	
27*	Reheating is done appropriately and no indirect of reheating such as adding hot water or reheating under bainmaire or reheating under lamp are being used. (The core temperature of food reaches 75°C and is reheated for at least 2 minutes at this temperature.)	4	
28	Oil being used is suitable for cooking purposes is being used. Periodic verification of fat and oil by checking the color, the flavour and floated elements is being done.	2	
29*	Vehicle intended for food transportation are kept clean and maintained in good repair & are maintain required temperature. (Hot foods are held at 65° C, cold foods at 5° C and frozen item -18°C during transportation or transported within 2 hours of food preparation).	4	
30	Food and non-food products transported at same time in the same vehicle is separated adequately to avoid any risk to food.	2	
31	Cutlery, crockery used for serving and dinner accompaniments at dining service are clean and sanitized free form unhygienic matters.	2	
32	Packaging and wrapping material coming in contact with food is clean and of food grade quality.	2	

III.	Maintenance & sanitation		
33	Cleaning of equipment, food premises is done as per cleaning schedule & cleaning programme. There should be no stagnation of water in food zones.	2	
34	Preventive maintenance of equipment and machinery are carried out regularly as per the instructions of the manufacturer. Check for records.	2	
35	Measuring & monitoring devices are calibrated periodically.	2	
36	Pest control program is available & pest control activities are carried out by trained and experienced personnel. Check for records.	2	
37*	<i>No signs of pest activity or infestation in premises (eggs, larvae, faeces etc.)</i>	4	
38	Drains are designed to meet expected flow loads and equipped with grease and cockroach traps to capture contaminants and pests.	2	
39	Food waste and other refuse are removed periodically from food handling areas to avoid accumulation.	2	
IV.	Personal Hygiene		
40	Annual medical examination & inoculation of food handlers against the enteric group of diseases as per recommended schedule of the vaccine is done. Check for records.	2	
41	No person suffering from a disease or illness or with open wounds or burns is involved in handling of food or materials which come in contact with food.	2	
42*	<i>Food handlers maintain personal cleanliness (clean clothes, trimmed nails & water proof bandage etc.) and personal behavior (hand washing, no loose jewellery, no smoking, no spitting etc.)</i>	4	
43	Food handlers are equipped with suitable aprons, gloves, headgear, etc.; wherever necessary.	2	
V.	Training & records keeping		
44	Internal / External audit of the system is done periodically. Check for records.	2	
45	Food Business has an effective consumer complaints redressal mechanism.	2	
46	Food handlers have the necessary knowledge and skills & trained to handle food safely. Check for training records.	2	
47*	<i>Appropriate documentation & records are available and retained for a period of one year, whichever is more.</i>	4	

Total points/114

Asterisk mark (*) questions may significantly impact food safety & therefore must be addressed as a priority. Failure in any of the asterisk mark questions, will lead to Non-compliance

Annexure 3
Inspection Checklist for Responsible Place to Eat Scheme

S.No.	Criteria	Yes/No
I.	Promote Personal Hygiene	
1	I have displayed health and hygiene related posters at prominent locations	
2	I ensure adequate facilities like toilets, footbath, soap, hand drying facility and nail cutter in the premise	
3	I ensure that the food handlers wear clean clothes, head cover, apron, mouth mask and use gloves.	
4	I ensure availability of hand wash stations for consumers	
5	I have displayed messages around food hygiene and safety habits like hand wash before meal at relevant places	
II.	Promote healthy eating	
7	I have put SNF logo on fortified foods and healthy eating practices at various positions	
8	I have displayed appropriate messages on safe food handling at relevant places	
9	I offer low salt, low sugar and low fat options in the menu	
10	I provide nutritional value of the food items in the menu	
11	I have included healthy alternative in the menu	
12	We print nutritional labels and requisite information on all our packaged foods	
III.	Promote safe water handling practices	
13	I create awareness regarding safe water consumption amongst the visitors	
IV.	Effective complaint handling	
14	I have implemented a consumer redressal and feedback management system	
V.	Open kitchen or kitchen visits	
15	I have an open kitchen and allow consumers to walk-in freely anytime.	
VI.	Donate Food	
16	I have partnership with food recovery organizations to donate surplus food	
17	I have adopted a waste tracking system	
18	I offer options in portion size in menu	
19	I encourage diners to take leftovers home	

Scoring:

- I. 3 out of 5
- II. 3 out of 6
- III. All
- IV. All
- V. All
- VI. 2 out of 4

Annexure 4

List of Third Party Audit Agencies Recognized by FSSAI for Catering Sector

S. NO.	NAME OF AUDITING AGENCY	KEY CONTACT	CONTACT NO.	E-MAIL	ADDRESS
1.	Bureau Veritas (India) Private Limited (FSSAI/FSA/PR-002/2017)	Shri Ramesh Koregave	8881874332	ramesh.koregave@in.bureauveritas.com	Marwah Centre, 8th Floor, Opp Ansa Industrial Estate, Marwah Marg, Andheri(E), Mumbai-400 072
2.	BSI Group India Private Limited (FSSAI/FSA/PR-003/2017)	Shri Aviekal Kakkar	011-2692900 + 91 9810511516	aviekal.kakkar@bsigroup.com	The Mira, A-2, Plot 1&2, Ishwar Nagar, Mathura Road, Delhi-110065
3.	DNV GL Business Assurance (FSSAI/FSA/PR-005/2017)	Shri Purushottam Bhat	+91 9008998110	Purushottam.Bhat@dnvgl.com	Equinox Business Park, Tower 3, 6th Floor, Off Bandra-Kurla Complex, LBS Marg, Kurla(West), Mumbai- 400 070.
4.	Intertek India Pvt Limited (FSSAI/FSA/PR-006/2017)	Shri Neeraj Gupta	9971856236	neeraj.gupta@intertek.com	Intertek, E-20, Block B1, Mohan Cooperative Industrial Estate, Mathura Road, ND 110044
5.	IRCLASS Systems and Solutions Private Limited (FSSAI/FSA/PR-007/2017)	Shri Shashinath Mishra	022-30519802	shashinath.mishra@irclass.org	52A, AdiShankaracharya Marg, 2nd Floor, New Wing, Opp. Powai Lake, Powai, Mumbai-400 072
6.	RIR Certification Private Limited (FSSAI/FSA/PR-008/2017)	Mr. Anwar Mohammad	011-49901487	anwar.mohammad@rircert.com	A-210, Unitech Archadia, South City-II, Sec-49, Gurgaon-122018
7.	TUV India Private Limited (FSSAI/FSA/PR-009/2017)	Ms. Asha Sridhar	+91 9967433260	asha@tuv-nord.com	TUV NORD Group, 801, Raheja Plaza I, LBS Marg, Ghatkopar(W), Mumbai 400086, Maharashtra
8.	TUV Rheinland (India) Private Limited (FSSAI/FSA/PR-010/2017)	Mr. Bernd Hagen	9538866444	bernd.hagen@tr.tuv.com	#82/A, West Wing, 3rd Main Road, Electronics City Phase-1, Bengaluru 560100.
9.	MS Certification Services Pvt Ltd (FSSAI/FSA/PR-011/2017)	Shri Surajit Majumder	9433098380	hq@mscertification.org	3/23, RK Chatterjee Road, Kolkata-700042
10.	SGS India Pvt Ltd (FSSAI/FSA/PR-012/2017)	Shri Nilesh Jadhav	+91 9903839874	nilesh.jadhav@sgs.com	Eco Space, Block 3A, 2nd Floor, East Wing I, Premise 11F/11, Kolkatta-700001
11.	Lloyds Register Quality Assurance Limited (FSSAI/FSA/PR-013/2017)	Shri Nitin Mangale	9819881988	nitin.mangale@lr.org	Unit63&34, 6th Floor, Level-5, Kalpataru Square, Kondivita Lane, Off Andheri-Kurla Road, Andheri(east), Mumbai-400 059
12.	URS Certification Ltd (FSSAI/FSA/PR-015/2017)	Shri Ankur Sangal	0120-6404223	ankur@ursindia.com	F-3, Sector-6, Noida- 201301, UP
13.	TUV SUD South Asia Pvt Ltd (FSSAI/FSA/PR-016/2018)	Shri Munish Kumar	124-6199699, 124-6199639	munish.kumar@tuv-sud.in , pradeep.gupta@tuv-sud.in	373 UdyogVihar Phase II, Sector 20, Gurgaon, Haryana 122016
14.	Sai Global Limited (FSSAI/FSA/PR-017/2018)	Shri Raju Bhoite	011-25744880	raju.bhoite@sai-global.com	408,4th Floor, Deepshikha Building 17, Rajendra Place, N Delhi 110008
15.	OSS Certification Services Pvt Ltd (FSSAI/FSA/PR-020/2018)	Shri Yogendra Pratap	9818700579	info@oss-certification.com	Plot#4, 3rd Floor, Block A, SBI Building, Sector-23, Dwarka, New Delhi 110075
16.	OneCert International Private Limited (FSSAI/FSA/PR-001/2017)	Ms Shuchi Arya	9414014812/ 0141-2395481	shuchi@onecertasia.in	H-08, Mansarovar Industrial Area, Mansarovar, Jaipur, Rajasthan 302020

Annexure 5



Appeal Form

For Hygiene Rating and Responsible Place to Eat

Business Details

Name of Food Business: _____

FSSAI License No.: _____

Business Address: _____

Telephone No. _____ Business Email: _____

Inspection Details

Date of Inspection: _____ Inspection Officer: _____

Food Hygiene rating given: _____ Date of Notified Rating: _____

Appeal

I am aggrieved with the food hygiene rating/ responsible place to eat sticker(s) awarded by inspecting Officer because. (Please explain below under each of the three headings).

A. Compliance with food hygiene and safety procedures Yes/No

Give Reason why?

B. Implementation of Responsible Place to Eat Requirements Yes/ No

Give Reasons why?

Signature _____

Name of Nodal Officer _____

Designation _____

Date _____



Reverification Form
For Hygiene Rating and Responsible Place to Eat

Business Details

Name of Food Business: _____

FSSAI License No.: _____

Business Address: _____

Telephone No. _____ Business Email: _____

Inspection Details

Date of Last Inspection: _____ Inspection Officer: _____

Date of Notified Rating: _____

Reverification

I am requesting for reverification for food hygiene rating/ responsible place to given by the inspecting officer because (please explain below under each of the three headings).

A. I have implemented non-compliant food hygiene and safety procedures Yes/No
Give details?

B. I have implemented Responsible Place to Eat Scheme or included more components of it.
Yes/ No
Give details of the points included?

Signature _____ Date _____

Name of Nodal Officer _____

Designation _____

Annexure 7

Sample Templates

HYGIENE RATING CERTIFICATE SAMPLE



FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA
Inspiring Trust, Assuring Safe & Nutritious Food
Ministry of Health and Family Welfare, Government of India



HYGIENE
RATING

HYGIENE RATING



Need Improvement

Sample Name

Location

“Is a Responsible Place to Eat”

This restaurant adds value to society by promoting:



Personal Hygiene



Healthy Eating



Safe water handling practices



Effective complaint handling



Open kitchen/ Kitchen visits



Donate food

Date of inspection:
Valid upto:

Authorized Signature

www.fssai.gov.in/servesafe

Food Safety Display Boards

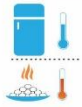


(Please Mention Your License no.)

■ Restaurant

License No. _____

With Us You Will Get Safe Food We Follow These 12 Golden Rules

Hygiene Rule Codes		Hygiene Rule Codes	
1	Keep premise clean and have regular pest control 		Wear clean clothes/ uniform 7
2	Use potable water for food preparation 		Wash hands before & after handling food and after using toilets, coughing, sneezing, etc. 8
3	Cook food thoroughly. Keep hot food above 60°C and cold food below 5°C 		Use water proof bandage to cover cuts or burn wounds 9
4	Store veg & non veg food, raw & cooked food in separate containers 		Do not handle food when unwell 10
5	Store cold food below 5°C and frozen products at -18°C or below 		Use clean and separate dusters to clean surfaces and wipe utensils 11
6	Use separate chopping boards, knives, etc. for raw/ cooked & veg/non veg food 		Keep separate & covered dustbins for food waste 12

If any concern

Give your Feedback to Company Name

Call toll free
1800 112 100

SMS or Whatsapp
9868686868

Always quote FSSAI Number for quick action

(Company Name)

(Contact Details)



Download FSSAI APP

or Logon to <https://foodlicensing.fssai.gov.in/cmsweb>

Connect with us:

- Food Safety and Standards Authority of India
- fssaiindia

One of the Posters designed for Responsible Place to Eat
(More available at www.fssai.gov.in/servesafe)

