

Citizen's Charter

FSSAI

Food Safety and Standards Authority of India

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

(2023-2024)

S.No.	Services / Transaction	Success Indicators	Service Standards (Tentative Working Days)	Nodal Officer Designation, Contact No. Email id
1.	Development and formulations of Standards for articles of food.		1-2 years	Shri. Sunil Bakshi Head, Science and Standards Division, FSSAI. 011-23237418 advisor@fssai.gov.in standards@fssai.gov.in
2.	Approval of Non-Specified Foods and Food Ingredients (NSF & FI) under the Food Safety and Standards (Approval of Non-Specified Food and Food Ingredients) Regulation, 2017		04-06 months	Shri. Sunil Bakshi Head, Science and Standards Division, FSSAI. 011-23237208 advisor@fssai.gov.in productapp@fssai.gov.in epaas.fssai.gov.in
3.	Approval of Claims under Food Safety and Standards (Advertisements and Claims) Regulation, 2018		06-09 months	Shri. Sunil Bakshi Head, Science and Standards Division, FSSAI. 011-23237418 advisor@fssai.gov.in standards@fssai.gov.in
4.	Approval of Vegan Logo under Food Safety and Standards (Vegan) Regulation, 2022		04-06 months	Shri. Sunil Bakshi Head, Science and Standards Division, FSSAI. 011-23237418 advisor@fssai.gov.in vegan-foods@fssai.gov.in
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, Probiotic and Probiotic Food) Regulation, 2022		09-12 months	Shri. Sunil Bakshi Head, Science and Standards Division, FSSAI. 011-23237418 advisor@fssai.gov.in standards@fssai.gov.in
	Regulatory Compliance Division FSSAI License	Issued	60 days 07 days	Shri Rakesh Kumar, Director rakeshkr.yadav@fssai.gov.in 011-23231679
7.	FSSAI Registration			Central License: Director, Regional Office; Link: https://fssai.gov.in/cms/regionaldirectors.php
8.	Framing / setting limits for			

	horizontal and vertical standards.			State License: Commissioner of Food Safety; Link: https://fssai.gov.in/cms/commissioners-of-food-safety.php
9.	Registration/State License			Commissioner of Food Safety; Link: https://fssai.gov.in/cms/commissioners-of-food-safety.php
10.	Central License			Commissioner of Food Safety; Link: https://fssai.gov.in/cms/commissioners-of-food-safety.php
11.	Training of Regulatory staff Mandatory or need based.			
	Quality Assurance (QA) Division Recognition and Notification of food testing laboratories Food Analyst Examination and to create a pool of food analysts for testing of food samples	To create a pool of food analysts for testing of food samples	01 to 09 months	Ms. Sweetie Behera Director sweetie.behra@fssai.gov.in 9878436738
	Imports Division 1. Issuance of NOC/NCR for imported food consignments by Authorised Officers 2. Issuance of Provisional NOC for imported food consignments by Authorised Officers 3. Review process.	1. Issuance of NOC/NCR for imported food consignments by Authorised Officers 2. Issuance of Provisional NOC for imported food consignments by Authorised Officers 3. Review Process	02 to 10 days	Shri Manvesh Kumar IRS Director dir-imports@fssai.gov.in 9769898250
	Regulation Division			Dr. Amit Sharma Director dramit.sharma@fssai.gov.in 8505979000
	SBCD Division			Siddhartha Roy Director roy.sidhartha@fssai.gov.in
	Rajbhasha: हिंदी प्रभाग के मुख्य कार्य निम्नानुसार हैं प्रभागों हिंदी की तिमाही रिपोर्टें मंगवाकर उन्हें समेकित करके मंत्रालय, राजभाषा विभाग और नगर राजभाषा कार्यान्वयन समिति को समेकित रिपोर्ट भेजना राजभाषा कार्यान्वयन समिति की बैठकों का		Disposal of work within 15 days.	Shri Ankeshwar Mishra Joint Director mishra.ankeshwar@fssai.gov.in

	<p>आयोजन करना, हिंदी कार्यशालाएँ करना, प्रभागों और क्षेत्रीय कार्यालयों में हिंदी कार्य की प्रगतिका निरीक्षण करना, हिंदी पखवाड़े का आयोजन करना, हिंदी की प्रोत्साहन योजनाओं का क्रियान्वयन करना, संसदीय राजभाषा समिति के निरीक्षणों से संबंधित कार्य करना, प्रभागों से अनुवाद के लिए प्राप्त सामग्रियों का हिंदी अनुवाद करना, हिंदी कार्यान्वयन के संबंध में मंत्रालय, राजभाषा विभाग, संसदीय राजभाषा समिति आदि से प्राप्त निर्देशों का अनुपालन कराना, नगर राजभाषा कार्यान्वयन समिति की बैठकों में भाग लेना</p>			
	<p>Training Division Training of Food Business Operators (FBOs) and regulatory staff (FSOs/CFSOs/ Dos/AOs of States / UTs / India Railway and APHOs/ PHOs under DGHS, MoHFW) All trainings of FSSAI officers/ officials of FSSAI</p>			<p>Shri Ankeshwar Mishra Joint Director mishra.ankeshwar@fssai.gov.in 7388798888</p>
18.	<p>HQ/Regional Offices/ NFLs etc. Such as Induction Training Programme, Training for Deputationists, short refresher courses, competency based MDPs Training etc. Empanelment of Training partners/ Trainers/ NRPs.</p>			
	<p>Nodal appellate authority for Public Grievances petitions/appeals and applications under RTI Act.</p>			<p>Shri Ankeshwar Mishra Joint Director mishra.ankeshwar@fssai.gov.in 7388798888</p>

	<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. The grievances are generally time bound and should be responded in 30 days.</p>			
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The Right to Information Act, 2005

The Right to Information Act, 2005, grants Indian citizens access to government-held information, promoting transparency and accountability. It empowers citizens to request information, ensuring informed decision-making. The act's provisions emphasize timely responses, exceptions for sensitive matters, and penalties for delays, fostering effective governance through information sharing. The RTI should be disposed of within 30 days and the appeal should be disposed of within 30 days disposing of original RTI.

Divisions	Units under various Divisions	CPIO	Email ID of CPIO	Appellate Authority	Email ID of FAA
Trade and International Cooperation Division	(a) Imports Unit	Dr. Sujata Singh, AD	sujata.2021@fssai.gov.in	Sh. Manvesh Kumar, Director Dr. Amit Sharma, Director	dir-imports@fssai.gov.in dramit.sharma@fssai.gov.in
Trade and International Cooperation Division	(b) Exports Unit	Dr. Sujata Singh, AD	sujata.2021@fssai.gov.in	Dr. Amit Sharma, Director	dramit.sharma@fssai.gov.in
Trade and International Cooperation Division	(c) International Cooperation Unit	Dr. Sujata Singh, AD	sujata.2021@fssai.gov.in	Dr. Amit Sharma, Director	dramit.sharma@fssai.gov.in
Regulation Division	Regulation	Ms Sakshee Pipliyal, AD(T)	regulation@fssai.gov.in	Shri Sunil Bakshi, Head (Regulation)	sbakshi.fssai@gmail.com
General Administration and Policy Coordination Division	(a) GA	Shri Pankaj Gera	gadmin@fssai.gov.in	Col Sujay Kumar, Director	sujay.kumar71@gov.in
General Administration and Policy Coordination Division	(b) Rajbhasha Cell	Shri Ankeshwar Mishra, JD	mishra.ankeshwar@fssai.gov.in	Col Sujay Kumar, Director	sujay.kumar71@gov.in
General Administration and Policy Coordination Division	(c) Protocol Cell	Shri Pankaj Gera	gadmin@fssai.gov.in	Col Sujay Kumar, Director	sujay.kumar71@gov.in

Policy Coordination Division					
General Administration and Policy Coordination Division	(d) Parliament Cell	Shri Ankeshwar Mishra, JD	7388798888	Col Sujay Kumar, Director	sujay.kumar71@gov.in
General Administration and Policy Coordination Division	(e) RTI and Grievance Cell	Shri Ankeshwar Mishra, JD	7388798888	Col Sujay Kumar, Director	sujay.kumar71@gov.in
General Administration and Policy Coordination Division	(f) Policy Co-ordination and Authority Meeting Cell	Shri Ankeshwar Mishra, JD	7388798888	Col Sujay Kumar, Director	sujay.kumar71@gov.in
General Administration and Policy Coordination Division	(g) Legal Services Unit	Shri Manish Kumar Bhaskar, Dy Dir	manish.bhaskar@fssai.gov.in	Shri Umesh Kumar Jain, Joint Director	umesh.jain@nic.in
Human Resource & Finance Division	(a) Recruitment Cell	Sh. Pradeep Kumar Jain, AD	pradeepk.jain@fssai.gov.in	Shri Sharad Aggarwal, Director	aggarwal.sharad@fssai.gov.in
Human Resource & Finance Division	(b) Establishment Unit- I	Shri BipinParcha, Deputy Director	bipin.parcha@gov.in	Shri Mukesh Kumar, Joint Director	mukesh.kumar.dopt@nic.in
Human Resource & Finance Division	(c) Establishment Unit- II	Shri BipinParcha, Deputy Director	bipin.parcha@gov.in	Shri Mukesh Kumar, Joint Director	mukesh.kumar.dopt@nic.in
Human Resource & Finance Division	(d) Knowledge Resource Center and Document Cell	Shri BipinParcha, Deputy Director	bipin.parcha@gov.in	Shri Mukesh Kumar, Joint Director	mukesh.kumar.dopt@nic.in
Human Resource & Finance	(e) Vigilance Unit	Sh. Madan Mohan Khantwal, AD	madan.khantwal@fssai.gov.in	Shri Anil Ranga, Director	ranga.anil@gov.in

Division					
Human Resource & Finance Division	(f) Fin and Acc	Sh. Manish Kumar Mishra, DD	manishk.mishra@fssai.gov.in	Shri Sharad Aggarwal, Director	aggarwal.sharad@fssai.gov.in
Human Resource & Finance Division	(g) Internal Audit Cell	Sh. Manish Kumar Mishra, DD	manishk.mishra@fssai.gov.in	Shri Sharad Aggarwal, Director	aggarwal.sharad@fssai.gov.in
Information Technology Division	(a) Application Development & Support Unit	Sh. D V G Hari Prasad, Manager (IT)	hariprasad.korupolu@fssai.gov.in	Ms Lily Prasad, Chief Technology Officer	lily@fssai.gov.in
Information Technology Division	(b) Data Analytics Unit	Sh. D V G Hari Prasad, Manager (IT)	hariprasad.korupolu@fssai.gov.in	Ms Lily Prasad, Chief Technology Officer	lily@fssai.gov.in
Social Behavioral Change Division	(a) Public Relation, Media & Outreach Unit (b) Social & Behavioral Change Unit (c) Fortification Cell	Sh. Vishwas Sharma, Deputy Manager	vishwas@fssai.gov.in	Ms Inoshi Sharma, Executive Director	director@fssai.gov.in
Science & Standards Division - I	a) Codex/SPS Unit (b) Food of Plant Origin Unit (c) Food of Animal Origin Unit (d) Packaging & Processed Food Unit (e) Nutrition and	Sh. Harish Kumar RK, AD(T)	harish.rk@fssai.gov.in	Sh. Pushp Vanam, Joint Director	pushpvanam.fssai@gmail.com

	Fortification Unit (f) Animal Feed Unit				
Science & Standards Division - II	a) FSMS Unit (b) Research & Risk Assessment Unit (c) Claim Approval Unit (d) Product Approval Unit	Sh. Harish Kumar RK, Assistant Director (T)	harish.rk@fssai.gov.in	Sh. Pushp Vanam, Joint Director	pushpvanam.fssai@gmail.com
Quality Assurance Division - I	a) Laboratory Inspection and Recognition Unit (b) Lab Staff Training Unit (c) Surveillance Unit	Ms Pritha Ghosh, Deputy Director	pritha@fssai.gov.in	Sh. Ajai Prakash Gupta, Director	ajaiprakash.gupta@fssai.gov.in
Quality Assurance Division - II	(a) Food Laboratory Unit (b) Method Sampling and Analysis Unit (c) Rapid testing, innovation and outreach Unit	Ms Pritha Ghosh, Deputy Director	pritha@fssai.gov.in	Sh. Ajai Prakash Gupta, Director	ajaiprakash.gupta@fssai.gov.in
Regulatory Compliance Division	a) Licensing Unit	Sh. Akhilesh Gupta, Assistant Director	enforcement1@fssai.gov.in	Sh. Rakesh Kumar, Director	rakeshkr.yadav@fssai.gov.in
Regulatory Compliance Division	(b) Enforcement Unit	Sh. Jitendra Singh, Assistant Director	s.jitendra@fssai.gov.in	Sh. Vikas Talwar,	vikas.talwar@fssai.gov.in

				Deputy Director	
Regulatory Compliance Division	(c)) Consumer Grievance Unit	Ms. Vinita Verma, Assistant Director	compliance@fssai.gov.in	Sh. Vikas Talwar, Deputy Director	vikas.talwar@fssai.gov.in
Regulatory Compliance Division	(d) State Coordination Unit	Ms. Sreela Bandyopadhyay, AD(T)	sreela.bandopadhyay@fssai.gov.in	Sh Pawan Kumar, Deputy Director	Pawan.singh81@fssai.gov.in
Regulatory Compliance Division	(e) Regulatory Audit Unit	Ms. Sreela Bandyopadhyay, AD(T)	sreela.bandopadhyay@fssai.gov.in	Sh Pawan Kumar, Deputy Director	<u>pawan.singh81@fssai.gov.in</u>
Regulatory Compliance Division	(f) PIMU	Ms. Sreela Bandyopadhyay, AD(T)	sreela.bandopadhyay@fssai.gov.in	Sh Pawan Kumar, Deputy Director	<u>pawan.singh81@fssai.gov.in</u>
Training Division	(a) Regulatory Staff Training Unit	Sh. Manish Nigam, Assistant Director	manishnigam@fssai.gov.in	Sh. Umesh Kumar Jain, Joint Director	umesh.jain@nic.in
Training Division	(b) Food Businesses Training Unit	Sh. Manish Nigam, Assistant Director	manishnigam@fssai.gov.in	Sh. Umesh Kumar Jain, Joint Director	umesh.jain@nic.in
Training Division	(c) Staff Training Unit	Sh. Manish Nigam, Assistant Director	manishnigam@fssai.gov.in	Sh. Umesh Kumar Jain, Joint Director	umesh.jain@nic.in