File No: 15(31)2020/FoSCoS/RCD/FSSAI

Food Safety and Standards Authority of India

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

(Regulatory Compliance Division)

FDA Bhawan, Kotla road, New Delhi – 110002

Food Safety Compliance System (FoSCoS – https://foscos.fssai.gov.in)

Dated 25th November 2021

Subject: Introduction of License/Registration or Application number based user IDs on FoSCoS portal reg.

As per Section 31(1) of FSS Act, 2006 every Food Business Operator (FBO) in the country is required to be registered/licensed under the Food Safety & Standards Authority of India. After 2012, with the launch of online system for making applications and grant of FSSAI Licenses/ Registrations, FBOs were required to create name specific login IDs. Many times, FBOs take assistance of third parties for making application for applying Registration/License. In some cases, the third parties give their email ID and mobile number in profile window to receive notifications from FSSAI. Due to non-accessibility of the email id provided at the time of obtaining license/registration, communication from FSSAI therefore does not reach the FBO directly. Due to this reason, food businesses find it difficult to file renewal or modification applications for their existing Licenses/Registrations as they did not have login access to online FoSCoS portal. FBOs also lose access to Consumer Grievances, Improvement Notices, payment of penalties, raising tickets through FBO Help utility etc. which has been made available within FoSCoS. In order to address the issue of control of user-ID by the FBO, FSSAI has introduced a new methodology for providing solution to (i) existing Licensed/Registered FBOs (ii) those FBOs whose applications are under process and (iii) those FBOs who are filing new applications for FSSAI License/ Registration.

2. **For existing Licensed/Registered FBOs,** it has been decided to segregate the existing User-IDs of the system to the new License/Registration number based User-IDs i.e each User-id of FoSCoS has now been linked to single License / Registration. The password of newly created IDs will be same as of existing parent user-ID, which can be updated by the users on initial login to FoSCoS.

Further, while migrating existing User-IDs to new User-IDs [License/Registration number based], the contact details in existing user IDs have been moved to 'Primary' contact details of newly created IDs as a one-time measure while the contact details of person nominated in 'Form IX' as submitted in Form B [application for License] or Contact Person mentioned in Form A [application for registration] have been copied to 'Secondary' contact details of newly created IDs.

[Diagrammatic Representation of Segregation of User-IDs is provided at Annexure – I]

3. **For FBOs whose applications for new license/registration is under processing stage,** the name based user-ids have been converted to 17-digits application number based user-ids. Users can login with the same passwords. Contact Details of existing IDs have been moved to Primary Contact Details. Contact Details as mentioned in application [Form A/Form B] have been moved to Secondary Contact Details.

4. For new FSSAI License/Registration, food businesses are not required to create name-specific user-IDs prior to filing application. Instead, they can apply for FSSAI License/ Registration directly from the FoSCoS homepage. FBO can check their eligibility based on

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the Kind of Business they are involved in and proceed with the selection of food products category/products. After entering the required details, FBOs are assigned a 17-digit application number based user ID on submission of **'Primary'** and **'Secondary'** contact details under the 'Sign Up details' window. The system generated 17-digits User-ID is valid for future login purpose till the generation of License/Registration. After grant of License/Registration, the 14-digits license/registration number becomes the User-ID. The newly created User-ID can also be located through online utility **'Know your new user-id'** available at Login page.

5. Capturing of Primary and Secondary contact details will help in sending the notifications and Password reset OTPs to both the contacts i.e. to food business and to person who has provided any assistance in filing the application. This will also ease the resetting of passwords for User-IDs. FBOs can reset password by entering Application/ License/ Registration number. A password reset OTP would be sent to both primary and secondary phone number/email IDs. After entering OTP, FBOs can reset password of their preference. After login, FBOs shall update the primary and secondary contact details in their profile page.

6. In case, any FBO is still not able to reset the password of the FoSCoS User ID for want of having his/her Email ID and Phone number under primary and secondary contact details, he/she may send request through email to concerned Designated Officer [Licensing Authority] or Registering Authority of the concerned District as per SOP **[Annexure-II].**

7. Further, an online utility **'Know your new user-id'** has been placed on the FoSCoS Login Businesses page to provide ease to FBOs in identifying their newly created User-IDs. Users can access the utility by entering the existing User-ID. Further, FBOs may also call FSSAI Helpline @1800112100 to take assistance in this regard.

8. Any incomplete applications [without payment] would be deleted by the system after 30 days of non-activity. Successively login ID generated by the system would also be deleted.

9. This issues with the approval of Competent Authority.

Enclosures: **Annexure – I and Annexure – II**

(Inoshi Sharma)
Executive Director (CS)
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To -

1. All Food Business Operators, Associations, Stakeholders, Food Safety Mitra
2. Commissioners of Food Safety of all States/UTs
3. Directors of all Regional Offices, FSSAI
4. All Divisional Heads, FSSAI
5. CITO, FSSAI – for uploading on FSSAI website

Copy for information to -

1. PS to Chairperson, FSSAI
2. PS to CEO, FSSAI

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ANNEXURE I – Diagrammatic Representation of Migration of Existing FoSCoS User-IDs to New License/ Registration/ Application number based User-IDs

FoSCoS ID (XYZ) with Password (**Example@123**) having

02 Issued Licences (14-digits)
100XXXXXXXXXX1
100XXXXXXXXXX2

01 Issued Registration (14-digits)
2XXXXXXXXXXXX1

02 Submitted Applications (17-digits)
2XXXXXXXXXXXXXXX1
2XXXXXXXXXXXXXXX2

03 Incomplete applications (17-digits)
2XXXXXXXXXXXXXXX9
3XXXXXXXXXXXXXXX1
3XXXXXXXXXXXXXXX2

Profile Email: abc123@gmail.com
Profile Phone No.: 8888888888

Conversion of Existing User-ID to New User- IDs

User ID: 100XXXXXXXXXX1 (14-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. of person responsible (Form B)

User ID: 2XXXXXXXXXXXXXXX2 (17-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. of person responsible (Form B)

User ID: 100XXXXXXXXXX2 (14-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. of person responsible (Form B)

User ID: 2XXXXXXXXXXXXXXX9 (17-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. of person responsible (Form B)

User ID: 2XXXXXXXXXXXX1 (14-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. from contact details (Form A)

User ID: 3XXXXXXXXXXXXXXX1 (17-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. from contact details (Form A)

User ID: 2XXXXXXXXXXXXXXX1 (17-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. of person responsible (Form B)

User ID: 3XXXXXXXXXXXXXXX2 (17-digits)
Password: Example@123
Primary Email: abc123@gmail.com
Primary Phone No.: 8888888888
2° Email/Phone no. from contact details (Form A)

A single FoSCoS User-ID has been segregated into different IDs having License/Registration/Application number as Login/User ID. Passwords of new User-IDs have been kept same as of existing User-ID as a one-time measure. Users are advised to update their passwords and email ids/phone numbers after first login into FoSCoS

Annexure – II

Standard Operating Procedure

for

Updation of Email ID and Phone number in FoSCoS User ID

Only for FBOs who are not able to reset password due to non-accessibility of Email ID or Phone number mentioned under Primary and Secondary details for FoSCoS User-id.

How to Apply

Such FBOs are required to represent their case through email or written letter to concerned Designated Officer [Licensing Authority] or Registration Authority. The email ids of concerned officers are available under **'Know your officer' section** on FoSCoS Homepage - https://foscos.fssai.gov.in/ in the following manner –

a. Request for updating of Phone number and Email ID should be on the **letterhead of the firm/company duly signed by authorized person of the firm**, clearly stating the reason of non-accessibility of login credentials.
b. A copy of photo identity card such as Aadhar Card, Voter ID card of the authorised signatory etc.
c. A copy of existing license (s), registration certificate (s)/application (s) in form A or B as applicable.

Processing of Request by Authority

A utility for updation of Primary and Secondary Contact Details of FBO [FoSCoS User-id] has been provided to Licensing/Registration Authorites under their FoSCoS Window.

On receipt of request from the concerned FBO through email or written letter, concerned Licencing/Registration Authorities, shall verify the FBO on the basis of submitted documents as mentioned above before updating the contact details.

After updation of email and mobile number for mentioned FoSCoS user-id, the FBO can reset the password through Forgot password link.