

**File No. E-12013/01/2020-HR**  
**Food Safety and Standards Authority of India**  
(A Statutory Authority established under the Food Safety & Standards Act, 2006)  
(HR Division)  
FDA Bhawan, Kotla Road, New Delhi-110 002

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Dated the, 11<sup>th</sup> September, 2020

**OFFICE MEMORANDUM**

**Sub: Uploading of Job Profile of Senior Level posts in FSSAI website-reg.**

I am directed to forward herewith the job profile of under-mentioned Senior Level posts of FSSAI for uploading in FSSAI website in HR Division under Advisory/Order tab:-

- (a) Director (Technical)
  - (b) Principal Manager
  - (c) Chief Technology Officer (IT)
2. This has the approval of CEO, FSSAI.

  
(Pradeep Kumar Jain)  
Assistant Director (HR)

To,

CITO  
FSSAI (HQ), New Delhi.

## Chief Technology Officer

As the Division Head in the Information Technology Division of the Food Safety and Standard Authority of India (FSSAI), major duties and responsibilities of the CTO are as follow:

1. Responsible to usher in an era of e-Government for the transformation of the FSSAI to provide Efficient, Convenient & Transparent Services to the Citizens & Businesses through ICT using digitalization in creating new data ecosystems to help in the following ways using:
  - i. Customer (Food Business Operators) interaction
  - ii. Integrate conventional records or files into a digitalized form, eliminating redundancies and shortening of communications chain
  - iii. Improve and facilitate a better informational exchange
  - iv. Reduce overall operational cost and to prevent human error and transparency
2. To provide IT hardware/software and Cloud Infra support for IT applications, websites, Portals and to the regulatory staff at its Headquarter and Regional Offices across India, for full use of various IT platforms developed or under development by FSSAI in the areas of licensing, compliance, enforcement, training and Lab testing, etc. so that they need not develop such services of their own.
3. To ensure that e-development of all FSSAI operations be managed in efficient and effective way using Internet Governance to make FSSAI as an empowered society by leveraging, if needed, private technical resources from empaneled agencies to achieve the IT vision. Capable of management of empaneled agencies in assigning the task and extracting the work from them.
4. Should be capable of using IT for enhancing Efficiency, 'Ease of doing Business' and Excellence for the Food Business Operators (FBOs) through digital services and ensuring a secured cyber space using cloud-based infrastructure for all websites/ portals/applications.
5. Given the critical importance of technology for a regulatory body with a mandate as broad and overarching as FSSAI, the CTO needs to run the in-house Information Technology (IT) Division to reduce the dependence of FSSAI on external agencies for critical IT systems.
6. To be responsible for smooth running/execution of various initiatives which are supported intensively through IT platforms and systems.
7. To implement various other Government of India applications and roll-out the same and resolve issues on timely basis with coordination with the concerned subject division of the Ministry of Electronics and Information Technology (MeitY), National Informatics Centre (NIC) and National Informatics Centre Services Inc. (NICSI), Government eMarket Procurement Portal (GeM) for the successful implementation of e-Office to make it a paperless office, Aadhar Enabled Biometric Attendance System (AEBAS) for attendance and HRMS of the NIC, etc.



8. To ensure efficient management of the IT Resources in various projects for timely delivery as per roll-out plan on optimal basis. A few IT agencies have been empaneled in the FSSAI to provide IT resources on wet-lease basis for desired skill set and also for the design, development and roll-out of various applications/portals to undertake pre-defined projects and software application development activities to further improve efficiency and effectiveness of the IT Division and reduced turnaround time for new IT projects.

9. To ensure effectiveness of key digital initiatives that include introduction of Software Applications, Portals and Micro-sites such as –

- Food Licenses and Registration System (FLRS)
- Food Import Clearance System (FICS)
- Food Safety Compliance System (FoSCoS)
- Indian Food Laboratories Network (INFoLNET)
- Food Safety Training and Certification (FoSTaC)
- Food Safety Compliance thro' Regular Inspection & Sampling System (FoSCoRIS)
- Eat Right India and other Microsites Digitalization Initiatives

9. FSSAI has undergone collaboration with MyGov team and to technically and technologically collaborate with one another to increase the reach of food safety programme and other initiatives through MyGov platform which has a wider reach. CTO to effectively coordinate the plan to extend the level of collaboration with exciting activities for participation of the masses.

10. Running regular checks on network and data security for two different service providers of PGCIL and NIC Network; Identifying and acting on opportunities to improve and update software and systems of all hardware and cloud infrastructure; should have knowledge and be able to configure and allocate resources dynamically through Clouds Virtual Management Services and look into issues pertaining to Dockers and Micro-services on cloud infrastructure, etc.

11. Setting up of Cloud Environment for hosting major applications of FSSAI on National Cloud with state-of-the art infrastructure and facilities, with valid VPN accounts, back-up and DR facility. To coordinate time-to-time with NIC for effective implementation of email policy, VPN policy, requisition of Cloud Infrastructure including SAN storage, etc.

12. Developing and implementing IT policy and best practice guides for the FSSAI; Designing training programs and workshops for staff, Food Business Operators, Regional Offices, etc. as and when asked by the subject divisions to do so.

13. Conducting regular system audits of all major applications periodically; running and sharing regular operation system reports with senior officials; Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages; Managing and reporting on allocation of IT budget; to provide direction to IT team members; identifying opportunities for team training and skills advancement, etc.



14. Having knowledge of deployment of FSSAI Payment Gateways for various PAN India applications of FLRS, FoSCoS and other applications and reconciliation of payments on weekly basis with daily scheduler services.

15. Should be capable to generate queries and derive data and generate analytic reports for RTIs, MIS reporting and generation of APIs in different platforms. Sufficient knowledge of major databases and SQL queries, optimization techniques to periodically check the slow responses of running applications. Knowledge of testing and optimizing of application code and queries. Have experience of coding during his/her career and have ability to guide the development team effectively.

16. Utilising the experience in technology to research, design, prototype, and help build systems and also to co-ordinate with agencies and OEM so that time and equipment dependencies are optimally managed and revamped accordingly to make sure that the development and delivery of project happens well within the budget with optimum utilization of the resources.

17. Coordination of formulation, development and implementation of Software projects for e-governance throughout FSSAI and its Regional Offices. The officers are required to coordinate continuously in the systems study, interaction for design, development and Implementation of MIS in the respective subject divisions assigned from time to time.

18. To be responsible for providing Network Infrastructure through available network of present service providers at headquarter and regional offices for successful implementation of the Project and to ensure network(LAN/WAN), Systems Analysis, Computer Maintenance Management so as to guide the team in the IT Division.

20. To exercise overall control on all kind of technical activities of the IT Division relating to the Project Management & Monitoring, Expert Systems, Data Base Management, Management Information Systems, System Software Design, Computer Maintenance Management disciplines.

21. Responsible for formulation, planning, implementation, coordination and supervision of the ICT activities and the service activities of the division. To design and give guidance on preparation of specialized training modules for staff of the headquarter and regional offices as and when required.

22. In general, giving leadership and innovative thrust for all technical and field level activities falling within the charter of responsibilities given from time to time.

- Supervision, design, development and roll-out of ideal IT system with optimizing developers' resource within the IT team.
- Involve in testing integrity and performance of various information networks and software applications as per Software Requirement Specification (SRS) document and Functional Requirement Document (FRD).

- Regular review meetings with all the key stake holders to update on IT actions plan. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels.
- Review Backup and security manager role of major applications. Empaneled Vendors/Agencies Management Control the computer systems budgets and expenditures.
- To identifies, communicates and implement new technologies to enhance the long-term operational and strategic requirement of the FSSAI; Train staff about new and potential use of the system and also to provide orientation to new users of implemented technology along with User Training on various business applications and application software.
- Scheduling upgrades and security backups of hardware and software systems by troubleshoot all technology issues.Maintain log and/or list of required repairs and maintenance.
- To make available analytical reports with graphics and diagrams, using statistical analysis and future forecasting models, regression analysis, etc.
- To have the knowledge for creating complex queries from multiple tables and optimize codes as and when required.
- Has the capability of project management skill to run the Division efficiently and to create an IT Roadmap and Action plan for future growth of the FSSAI as and when asked for.
- Provide direction, consulting, approve, administration and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance of the team and applications, portals, websites etc.
- Regular Periodic review and evaluate how current systems and applications are meeting the needs of the FSSAI. Coordinate with all Subject Divisions Head and take their inputs to improve further the technology solutions, implementation and adoption.

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## Principal Manager

Division: Social & Behavioural Change Division

Organisation: Food Safety & Standards Authority of India

Location: FSSAI Headquarters, New Delhi

As per the Food Safety and Standards Act, 2006, FSSAI is mandated to ensure provision of safe and wholesome food to the citizens of the country. Sections 16 of the FSS Act, 2006 specifically directs the Food Authority to take all such steps to ensure that the public, consumers, interested parties and all levels of panchayats receive rapid, reliable, objective and comprehensive information through appropriate methods and means.

### **Job Description:**

The primary objective of this position is to ensure timely dissemination of scientific and accurate information (in an easy synthesized manner) pertaining to food safety and nutrition through various modes in the interest of public at large. The role of a principal manager envisages:

1. Creation of an ecosystem of trust and cooperation with various stakeholders associated with FSSAI to share equal responsibility on food safety. Focus on various collaborative approaches, partnerships and programs for creating mass awareness around food safety and empower people to make informed choice, modify their behaviour towards adopting right food choices
2. Ensure presence in various strategy-level meetings internally as well as other line Ministries
3. Determining the best media/outlet mix for promotional strategies. Monitoring online ad campaigns (e.g. on radio, TV, websites, magazines and billboards) and offline mediums including events/ exhibitions, melas and trade fairs etc., for mass outreach
4. Regular updating of advertising campaign budgets (including revenues and costs) as well as utilization
5. Plan and execute various events/ workshops/webinars and ensure coordination with other divisions as well as the Ministry of Health & family Welfare

6. Empanelment and renewal of creative agencies for ensuring timely execution of deliverables
7. Engagement and supervision for
  - (a) creation and updation of content like resource books, guidance documents, brochures and flyers, articles, OPEDs/ interviews from senior management
  - (b) designing of the content in a user friendly format
  - (c) identification of various media and other modes for dissemination
8. Manage and supervise day to day information dissemination to the media along with queries from the media while also leading the process of strategic media planning/execution and serving as a key resource for the team
9. Lead Eat Right campaigns of FSSAI
10. Ensure monthly communication to the stakeholders on the key activities of the Organisations through Newsletters etc.
11. Develop annual budgets, plan of action and roadmap for the division
12. Supervisory Responsibilities:

- Manage a team of diverse talents, ensuring utilization of each team member upto optimal level of skill set
- Design the team structure
- Delegate tasks and responsibilities to ensure that team achieve targets as designed
- Responsible for performance reviews of the team

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## Job Profile of Director (Technical) at FSSAI

Food Safety and Standards (FSS) Act, 2006 was enacted with the objective to consolidate the laws relating to food and for laying down science based standards for articles of food. This was also to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption and for matters connected therewith or incidental thereto.

To facilitate various functions of FSSAI, officers with deep understanding of national and international food safety regime work at various levels grouped in Divisions. Director (Technical) is the leader of the group/ Division. In addition, FSSAI has two national food laboratories where the Director are the heads. Some of the assignments that the officer is expected are as follows:

- Giving technical inputs in decision making regarding various aspects of food standards/ food safety pertaining to the Division.
- Develop/ review the activities of the Division including supervision of staff.
- Coordinate on technical issues with the States / UTs for successful implementation of various FSSAI projects / schemes.
- Develop MoUs with different research organisations and academia.
- If posted to a national food lab, function as the administrative and professional head of the lab.
- Develop training module for the laboratory staff / State FSOs / DOs with whom FSSAI liaison.
- Involve in business development and promotion activities of the organization.
- Participate in technical / scientific committee meetings, Advisory Board, Seminars, Conferences, etc. representing the organisation.
- Handle public as well as staff grievance pertaining to the Division.
- Assign work schedule and set work target for the staff in-line with the roadmap of the organisation.
- Respond to parliamentary / inter-ministerial technical queries from time to time.
- Respond / Coordinate to any other technical work as assigned by the CEO, FSSAI.