



CRITERIA FOR AUDIT OF FOOD ESTABLISHMENTS

SECTION I- INTRODUCTION

1.1 Purpose

The objective of this *Criteria* is to provide a set of model requirements to help food business to attain a higher standard of food hygiene and safety through adoption of good practices.

To all intents and purposes, this *Criteria* is not a substitute for the food regulations and the licensing requirements and conditions imposed to individual licences

SECTION II – SCOPE AND DEFINITION

2.1 SCOPE OF APPLICATION

This **Criteria** applies to all food establishments including, but not limited to, the following:

- a) restaurants;
- b) small and medium eating joints
- c) food served in retail outlets;
- d) fresh extracted juice and beverages shops/ outlet;
- e) dispensing outlets
- f) base kitchen
- g) confectionary, bakery and sweet shop serving unlabelled pre-packaged or loose sweets/baked products/confectionary products
- h) frozen desserts

For the purpose of this standard, the above food establishments can be clubbed together into three for the purpose of applying the criteria given in Section III:

Category A	food establishments having processing/cooking& serving (a), b), d) & g))
Category B	food establishments which serve-cooked/processed elsewhere (c), e) & h))
Category C	food establishments which only cook/process but served else where (f).

For the purpose of this Standard, the food establishments shall be assessed as per a Food Safety Rating system (FSRS). Food safety rating shall be done on the basis of;

- a) Category of requirement ; and
- b) Level of implementation and compliance.

Requirements have been categorized on the basis of its significance to food safety as **Highly Critical, Critical and Major**.

The food establishments shall be rated for food safety on the basis of their level of implementation and compliance to these requirements and registered as **Platinum**, Gold, Silver or Bronze under this programme. The criteria for these ratings are as follows;

Categories of Requirements	Categorization on % Compliance/ level of implementation			
	Gold	Silver	Bronze	No certification
Highly Critical	100%	100%	100%	< 100 %
Critical	> 90 %	80 - 90%	70-80 %	<70%
Major	> 85%	75 - 85%	65-75 %	<65%

The food establishments that have implemented food safety management and are certified to any HACCP based standard, scoring compliance to Gold shall be registered as Platinum.

The food establishments scoring less than the stipulated criteria for Bronze shall not be eligible for registration under the programme.

This document shall be read along with the statutory requirements laid down by the Government of India and the respective state Governments including regulations framed by the competent regulatory authorities

2.2 DEFINITIONS

For the purpose of this *Criteria*, the following expressions have the meaning stated:

Clean	Free from dirt, dust, grease, waste, food residues and all other foreign visible materials as well as objectionable odour.
Cleaning	The removal of soil, food residue, dirt, grease or other objectionable matter.
Contaminant	Any biological or chemical agent, foreign matter, or other substances not intentionally added to food which may compromise food safety or suitability.
Contamination	The introduction or occurrence of a contaminant in food or food environment.
Cross-contamination	Transfer of micro-organisms or contaminants from one food (usually raw) to another food either directly when one food touches another, or indirectly through hands or equipment.
Disinfection	The reduction, by means of chemical agents and/or physical methods, of the number of micro-organisms in the environment, to a level that does not compromise food safety or suitability.
Equipment	apparatus, vessels, containers, utensils, machines, instruments or appliances used for storing, handling, cooking and cleaning of food.
Establishment	any building or area in which food is handled and the surroundings under the control of the same management. a) restaurants; b) small and medium eating joints c) food served in retail outlets; d) fresh extracted juice and beverages shops/ outlet; e) dispensing outlets f) base kitchen g) confectionary, bakery and sweet shop serving unlabelled prepackaged or loose sweets/baked products/confectionary products h) frozen desserts
Food contact surfaces	surfaces that will come into contact with food in a food premises.

Food Contact Surfaces of Equipment	Surfaces that will come into direct contact with unprotected foods. Examples are cooking and processing equipment, knives, chopping boards, eating and drinking utensils, containers in which foods are processed or stored, drink dispensing machines, surfaces of food preparation tables, equipment used to wash food, meat mincers, meat slicers and thermometers, etc
Food handler	-any person who directly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces and is therefore expected to comply with food hygiene requirements
Food hygiene	all conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain.
Food premises	any place where food is supplied, prepared, processed, handled, stored, packaged, displayed, served or offered for sale for human consumption.
Food safety	assurance that food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use.
Food suitability	assurance that food is acceptable for human consumption according to its intended use.
Hazard	a biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect.
Open food	uncooked perishable food and food not contained in containers as to exclude risks of contamination.
Pathogen	a disease-causing micro-organism.
Pest	any animal or insect that may contaminate food or a food contact surface. This includes rats, mice, cockroaches and flies.
Potable	suitable for human to drink or ingest.
Potentially hazardous food	food that requires temperature control to minimize the growth of any pathogenic micro-organisms that may be present or to prevent the formation of toxin.
Poultry	any domesticated bird whether live or dead (chickens, ducks, geese, quails, etc.) commonly used for human consumption.
Product withdrawal & Recall	Is the procedure to withdraw food from the sales point where the food has left the immediate control of that initial food business and where the product may have reached the consumer.
Pre-packaged food	Food intended for sale in packed condition with or without visualization of food kept inside.
Ready-to-eat food	food that is ready for immediate consumption at the point of sale. It could be raw or cooked, hot or chilled, and can be consumed without further heat-treatment.

Refuse	any solid waste not carried by water through the sewage system.
Sanitize	apply heat and / or chemicals to destroy micro-organisms including all pathogens.
Temperature abuse	potentially hazardous food not stored, displayed or transported under proper temperature control for <i>the period specified for particular food product, for e.g. chilled product kept below 4° C to be transported /Kept within 3 hrs.</i>
Traceability	Is the ability to trace the history, application or location of an end product or its ingredients by means of recorded identification.
Utensils	articles, vessels, containers or equipment used in the handling, preparation, processing, packaging, displaying, serving, dispensing, storing, containing or consumption of food.
Ventilating system	a system which is either mechanical or electrical, or both, for introducing or exhausting air, which also means an air-conditioning plant.

SECTION III - ESTABLISHMENT: DESIGN AND FACILITIES		Category of Requirement (Highly Critical / Critical/ Major)	Exclusions marked X		
CI.No.	REQUIREMENTS		A	B	C
3.1	LOCATION				
	They should be located away from open drains, garbage dumps, water logging,	Major			
3.1.1	Establishments				
a)	Food premises/ establishments shall be such that they				
	i) are appropriate to the activities they are used for;	Major			
	ii) provide adequate spaces for food production and preparation, and other ancillary facilities and equipment;	Major		x	
	ii) minimize the likelihood of food contamination	Major			
	iv) facilitate easy cleaning, sanitizing and maintenance;	Major			
	v) prevent access or harbourage of pests	Major			
	vi) keep out dust, dirt, fumes, smoke or other contaminants	Major			
	vii) provide a safe environment for workers and customers	Major			
b)	The layout of food premises shall be such that:				
	i) food flow is in one direction as far as possible (i.e. receiving – storage - preparation - packaging / serving – transportation - retailing);	Major			
	ii) adequate spaces are provided for food preparation, food storage, scullery, storage of equipment / utensils and installation of sanitary fitments, parking of vehicles;	Major		x	

	iii) incompatible areas (such as cloakrooms or toilets) are completely segregated from food rooms; and	<i>Major</i>		x	
	iv) customers do not have to pass through a food room in going to the toilet.	<i>Major</i>		x	
3.1.2	Equipment Equipment shall be located so that it:				
	a) Permits adequate maintenance and cleaning;	<i>Major</i>			
	b) Functions in accordance with its intended use; and	<i>Major</i>			
	c) Facilitates good hygiene practices, including monitoring	<i>Major</i>			
3,2	PREMISES AND ROOMS				
3.2.1	Design and layout The internal design and layout of food establishment shall ensure good food hygiene practices, including protection against cross-contamination between and during operations. <i>Area where food is processed/ cooked should preferably be visible or easily accessible on demand to the consumers.</i>	<i>Major</i>			
3.2.2	Internal structures and fittings Structures within food establishments shall be soundly built of durable materials and be easy to maintain, clean and where appropriate, able to be disinfected. The following specific conditions shall be satisfied so as to protect the safety and suitability of food:	<i>Major</i>			
3.2.2.1	Walls				
	i) Walls shall be of a design and construction that they are easy to clean and prevent harbourage for pests.	<i>Major</i>			
	ii) Internal surfaces of walls and partitions in kitchens and food rooms shall be surfaced with smooth, light coloured, durable, non-absorbent and easily cleaned materials (e.g. glazed tiles or stainless steel) to a height of not less than 2 m. The rest may be lime washed or	<i>Major</i>		x	

	<p>painted in light-colour. Junctions between walls, partitions and floors should be coved (rounded).</p>				
3.2.2.2	Ceilings & False Ceilings				
	Ceilings shall be of continuous construction so that there are no empty spaces or joints.	<i>Major</i>			
	False ceilings in food rooms shall have smooth, easily cleanable and impervious surfaces	<i>Major</i>			
3.2.2.3	Floors				
a)	Floors in kitchens and food rooms shall :				
	i) be surfaced with non-slippery, light coloured, non-absorbent and easily cleaned and durable materials (e.g. mosaic tiles);	<i>Major</i>		x	
	ii) be coved at the junctions with walls; and	<i>Major</i>		x	
	iii) be sloped towards a floor drain and shall allow adequate drainage and cleaning	<i>Major</i>		x	
3.2.2.4	Floor Drains Floor drains in kitchens and food rooms shall :				
	i) be so constructed as to prevent accumulation of waste water	<i>Major</i>		x	
	ii)-be easily accessible for cleaning and clearing if choked; and	<i>Major</i>		x	
	iii) be properly trapped, vented and connected to a proper drainage system.	<i>Major</i>		x	
3.2.2.5	Doors and Windows				
a)	Doors shall have smooth, non-absorbent surfaces, and be easy to clean and, where necessary, disinfect.	<i>Major</i>			
b)	Windows shall be made of material which is easy to clean, minimize the built up of dirt. Where necessary, windows should be fixed;	<i>Major</i>			
3.2.3	Equipment				

a)	Food contact surfaces of equipment shall:			
	i) be made of materials that are corrosion resistant, smooth, non-absorbent, durable, with no toxic effect, and do not pass on colours, odours, tastes or unsafe substances to food	<i>Critical</i>		
	ii) be impervious to grease, food particles or water	<i>Critical</i>		
	iii) be free from cracks, crevices, open seams, chips, sharp internal angles or corners;	<i>Critical</i>		
	iv) be finished to have smooth welds and joints	<i>Critical</i>		
	v) be easily and effectively cleaned, sanitized; and	<i>Critical</i>		
	vi) be easily accessible for cleaning, sanitizing and inspection (capable of being disassembled if necessary).	<i>Critical</i>		
b)	Separate knives and chopping boards shall be used for cutting up ready-to-eat food and the not ready-to-eat food. They should be clearly and conspicuously distinguished, e.g. by using colour code.	<i>Critical</i>	x	
c)	Food control and monitoring equipment			
	Equipment used to cook, heat treat, cool, store or freeze food shall achieve the required food temperatures as rapidly, allow temperatures to be monitored and controlled and be maintained effectively.	<i>Critical</i>		
	These, equipment should have effective means of controlling and monitoring humidity, air-flow and any other characteristic likely to have a detrimental effect on the safety or suitability of food.	<i>Major</i>		
	Temperature recording devices used for monitoring shall be calibrated at a regular interval.	<i>Major</i>		
3.3	FACILITIES			
3.3.1	Water supply			
a)	Adequate potable water shall be available for the food premises for cleaning and food	<i>Critical</i>		

	preparation purposes <i>and source of water must be displayed.</i>				
b)	Water storage tanks for potable water shall be such that they prevent contamination of water	<i>Critical</i>			
c)	Water storage tanks for potable water should be regularly cleaned and disinfected to prevent contamination.	<i>Critical</i>			
d)	Non-potable water systems shall be identified and shall not connect with, or allow reflux into, potable water systems.	<i>Critical</i>			
e)	Water pipes, either hot or cold, should be maintained in good condition and order at all times to prevent leakage or defects that would result in contamination of food.	<i>Critical</i>			
3.3.2	Drainage and waste disposal The existing drainage and waste disposal systems and facilities shall prevent the contamination of food and / or the potable water supply.	<i>Major</i>			
3.3.2.1	Waste Storage				
a)	All areas of food premises that will generate refuse shall provide waste container for temporary storage of solid waste on the premises.	<i>Major</i>			
b)	Waste storage areas / rooms shall be away from food rooms / kitchens and be well ventilated. The walls, floors and ceilings shall be such that enable ease in cleaning.	<i>Major</i>		x	
3.3.2.2	Sewage and Waste Water Disposal				
a)	All sanitary fitments and hand washing facilities shall be connected to a proper sewage or waste water disposal system.	<i>Critical</i>			
b)	No manhole shall be situated inside any kitchen or food room. All soil / waste / rainwater pipes inside any kitchen, food room or seating accommodation shall be enclosed in pipe ducts constructed of impervious rust-proofing materials.	<i>Critical</i>			
3.3.3	Cleaning				

	Facilities for cleaning food, utensils and equipment shall be adequate and suitably designated, with an adequate supply of hot and cold potable water.	<i>Major</i>			
3.3.4	Personnel hygiene facilities and toilets				
a)	Toilet Facilities - Food premises should have adequate toilets for the use of food handlers and customers.	<i>Major</i>			
b)	Hand washing Facilities	<i>Critical</i>			
	i) Every food establishment shall be equipped with wash hand basin / hand washing facility for use by the staff				
	ii) For drying hands there shall be single use clean paper towel in dispenser or cloth towel which is to be segregated for washing after single use.				
	iii) Hand washing should not be carried out in sinks that are used for washing food and shall be suitably identified for washing food only.				
3.3.5	Temperature control				
	Depending on the nature of the food operations undertaken, adequate facilities shall be available for heating, cooling, cooking, refrigerating and freezing food, for storing refrigerated or frozen foods, monitoring food temperatures and when necessary, controlling ambient temperatures to ensure the safety and suitability of food.	<i>Major</i>			
3.3.6	Air quality and ventilation				
a)	Adequate means of natural or mechanical ventilation shall be in place	<i>Major</i>			
b)	Ventilation systems shall ensure that air does not flow from contaminated areas to clean areas and, where necessary, they can be adequately maintained and cleaned.	<i>Major</i>			
c)	Ventilating Systems for Food Rooms and Kitchens	<i>Major</i>			
	i) Cooking range inside kitchens and food rooms shall be equipped with an exhaust system that can efficiently and effectively remove all fumes, smoke, steam or any vapour arising				

	from food operations.				
	ii) The exhaust system should be installed with a metal hood properly connected to an air-duct fitted with an extraction fan of sufficient capacity.				
	iii) Fresh air supply system fitted with propulsion fans with adequate capacity should be installed in food rooms and kitchens.				
3.3.7	Lighting				
a)	Adequate natural and / or artificial lighting shall be provided in food premises to ensure safe production of food and facilitate cleaning of premises.	<i>Major</i>			
b)	Where necessary, lighting should not be such that the resulting colour is misleading. The intensity shall be suitable for the purpose	<i>Major</i>			
c)	All lighting and light fixtures should be designed to avoid accumulation of dirt and be easily cleaned. Lighting fixtures in food preparation areas shall be protected with shatter-proof covers to prevent broken glass from falling onto the food, food utensils or food equipment in the event of a breakage	<i>Critical</i>			
3.3.8	Storage				
a)	Adequate facilities for the storage of food, ingredients and non-food chemicals (e.g. cleaning materials, lubricants, fuels) shall be provided.	<i>Major</i>			
b)	Food and related products, and other hazardous materials like cleaning materials, pest chemicals shall be segregated and stored separately.	<i>Major</i>			
SECTION IV - CONTROL OF OPERATION					
4.1	ASPECTS OF HYGIENE CONTROL SYSTEMS				
4.1.1	Time and temperature control - Food business operators shall control temperature and maintain records for the same of the processes as indicated below:				
a)	Receiving temperature				

	i) Temperature of raw chill products on receiving shall be 4° C or below.	<i>Highly Critical</i>		x	
	ii) Temperature of frozen raw material on receiving shall be -18 °C or below	<i>Highly Critical</i>		x	
b)	Storage temperature – Potentially hazardous food shall be stored:				
	i) at or below 4°C or at or above 60°C; and	<i>Highly Critical</i>			
	ii) frozen if they are intended to be stored frozen (at -18°C or below).	<i>Highly Critical</i>			
c)	Thawing				
	i) When thawing is carried out as an operation separated from cooking, this shall be performed in:	<i>Highly Critical</i>		x	
	-a refrigerator or thawing cabinet maintained at 8°C or below;				
	-cold running potable water; or				
	-a microwave oven.				
	ii) Unless thawed food is processed immediately, it shall be held at 8°C or below (preferably at 4°C or below until being used. Food thawed in microwave ovens should be cooked immediately.	<i>Highly Critical</i>		x	
d)	Cooking - The time and temperature of cooking should be sufficient to reduce any food borne pathogen that may be present in the food to an acceptable level.	<i>Highly Critical</i>		x	
	i) When cooking raw animal food (e.g. poultry, pork, minced meat), the centre of the food shall reach a temperature of at least 75°C for 15 seconds, or an effective time / temperature combination (e.g. 65°C for 10 minutes, 70°C for 2 minutes).	<i>Highly Critical</i>		x	
	ii) Microwave Cooking - Raw animal food cooked in a microwave oven shall be:			x	
	-rotated or stirred throughout or midway during cooking to compensate for uneven distribution of heat;	<i>Highly Critical</i>			
	-heated to a temperature of at least 75°C for 15 seconds in all parts of the food; and	<i>Highly Critical</i>			

	-allowed to stand covered for a minimum of 2 minutes after cooking to obtain temperature equilibrium	<i>Highly Critical</i>			
e)	Hot Holding - Food that has been prepared, cooked, and is to be served hot, should be held at a temperature of at least 60°C	<i>Highly Critical</i>			
f)	Cooling after Cooking - Food that has been cooked, and is intended to be kept under refrigerated storage prior to serving, should be cooled:	<i>Highly Critical</i>		X	
	i) from 60°C to 20°C within 2 hours or less; and	<i>Highly Critical</i>			
	ii) from 20°C to 4°C within 4 hours or less.	<i>Highly Critical</i>			
g)	Reheating of Food	<i>Highly Critical</i>			
	i) Potentially hazardous food that has been previously cooked and cooled, when reheated, shall be reheated to 75°C or above as quickly as possible. Normally, this reheating time shall not exceed 2 hours.	<i>Highly Critical</i>			
	ii) Potentially hazardous food that has been reheated shall not be cooled and reheated for a second time.	<i>Highly Critical</i>			
h)	Freezing temperature				
	i) Refrigerators for storing perishable food should be kept at a temperature not exceeding 10°C, preferably at or below 4°C. A thermometer should be provided to each refrigerator indicating the temperature at which the food is being stored.	<i>Highly Critical</i>			
4.1.2	Temperature recording devices shall be checked at regular intervals and shall be calibrated and their records shall be maintained at appropriate frequency.	<i>Critical</i>			
4.1.3	Microbiological cross-contamination				
a)	When processing food, adequate steps shall be taken to prevent it from contamination. They may include:				

	i) access to food processing / preparation areas shall be restricted or controlled. Where risks are particularly high, access to processing areas should be only via a changing facility. Personnel shall put on clean protective clothing including footwear and wash their hands before entering	Major		x	
	ii) For visitors including management and maintenance staff, all practicable measures shall be taken to ensure that they will not contaminate food when visiting food preparation areas;	Major		x	
	iii) food handlers should avoid contacting the exposed areas of ready-to-eat food with their bare hands; and use, as much as practicably possible, clean and sanitized utensils such as tongs, spatulas or other food dispensing apparatus in handling such food;	Critical			
	iv) raw or unprocessed food shall be kept separate from ready-to-eat food;	Highly Critical		x	
	v) raw fruits and vegetables shall be thoroughly washed in potable water to remove soil and other contaminants before being cut, mixed with other ingredients, cooked and served and those that are offered for human consumption in ready-to-eat form shall be disinfected with 50ppm chlorinated water;	Highly Critical		x	
	vi) Dairy products like paneer, white butter etc when shall be thoroughly washed in potable water to remove soil and other contaminants before being mixed with other ingredients, cooked and served, and those that are offered for human consumption in ready-to-eat form shall be disinfected with 50ppm chlorinated water;	Highly Critical		x	
	vii) food contact surfaces (Surfaces, utensils, equipment, fixtures and fittings) shall be kept clean and, where necessary, disinfected after raw food, particularly when meat and poultry, has been handled or processed.	Critical			
	viii) foods shall not come into contact with surfaces of utensils and equipment that have not been cleaned and disinfected;	Critical			
	ix) Periodic swab test shall be undertaken of food contact surfaces including hands of food handlers, walls of cooking/processing areas and analysis to be carried out by Rapid detection kits or analysis in food labs and proper record to be maintained.	Critical			

	x) ready-to-eat food under refrigerated storage shall be stored above raw meat and fish products;	<i>Critical</i>		X	
	xi) during thawing, drips from thawing food shall be prevented from contaminating other food; and	<i>Critical</i>		X	
	xii) Chemicals should be kept separate from food processing areas.	<i>Major</i>			
b)	Food under display shall be properly protected from all risks of contamination as in the following ways :				x
	i) Operators of food premises shall, when displaying packaged food and unpackaged ready-to-eat food : <ul style="list-style-type: none"> securely wrap the packaged food; and cover unpackaged ready-to-eat food with lids or protect it with food guards. 	<i>Critical</i>			x
	ii) Operators of food premises shall, when displaying unpackaged ready-to-eat food for self service:	<i>Critical</i>			x
	<ul style="list-style-type: none"> ensure the display of the food is effectively monitored by employees trained in safe operation procedures; 	<i>Critical</i>			x
	<ul style="list-style-type: none"> provide separate and suitable utensils (e.g. tongs, scoops, etc.), or other effective means of dispensing, for each type of food to protect the food from cross-contamination. These utensils should be regularly replaced by clean ones; 	<i>Critical</i>			x
	<ul style="list-style-type: none"> provide display cases, food guards (e.g. salad bar sneeze guards) or other appropriate barriers that can effectively protect the food from contamination by customers; and 	<i>Critical</i>			X
	<ul style="list-style-type: none"> ensure ice used to cool open food in buffet displays be made from potable water 	<i>Critical</i>		x	x
c)	Operators of food premises shall, when displaying potentially hazardous food				
	i) display the food at 4°C or below, or at 60°C or above; and	<i>Highly Critical</i>		x	x

	ii) ensure the food intended to be displayed frozen remain frozen (preferably at –18°C or below	<i>Highly Critical</i>			x
d)	Food handlers serving food to consumers shall observe the following hygiene practices:				
	i) wash hands properly and frequently;	<i>Critical</i>			
	ii) keep hot food at 60°C or above and cold food at 4°C or below;	<i>Highly Critical</i>			
	iii) minimize bare-hand contact with ready-to-eat food.	<i>Major</i>			
	iv) hands shall be properly washed before putting on gloves;	<i>Major</i>			
	v) food displays shall be refreshed with completely fresh batches of food. Mixing old food with fresh batches shall be avoided as far as possible;	<i>Critical</i>			
	vi) fingers shall be kept away from rims of cups, glasses, plates and dishes, etc	<i>Major</i>			x
	vii) cutlery shall be held (i.e. knives, forks and spoons) by the handles;	<i>Major</i>			
	viii) stacking of glasses, cups or dishes on one another shall be avoided when serving food as far as possible;	<i>Major</i>			
	ix cracked or chipped dishes, utensils, glasses, etc shall be discarded and	<i>Critical</i>			
e)	Once served to a consumer, portions of leftover food shall not be served again	<i>Critical</i>			
f)	Customers of restaurants should be provided with additional chopsticks or spoons for the common serving of food.	<i>Major</i>		x	x
4.1.4	Time as a Safety Control				
a)	Food premises may display or hold for service potentially hazardous food that is intended for immediate consumption at temperatures between 4°C and 60°C for a period of not more than 4 hours.	<i>Highly Critical</i>			
4.1.5	Physical and chemical contamination				

	Prevent contamination of foods by foreign bodies such as glass or metal shards from machinery, dust, harmful fumes and unwanted chemicals.	<i>Critical</i>			
4.2	INCOMING MATERIAL REQUIREMENTS				
4.2.1	Food Sources				
a)	Food establishments shall obtain foods and food ingredients from approved sources	<i>Critical</i>		x	
b)	All fresh meat (e.g. pork, beef, mutton, etc.) must be obtained from approved sources. All meat products (e.g. meat balls, hams and sausages, etc.) should be obtained from licensed sources. Records (e.g. invoices) supporting that the meat or meat product is obtained from such an approved source shall be maintained.	<i>Highly Critical</i>		x	
4.2.2	Food receiving and Inspection				
a)	Only sound, suitable raw materials or ingredients shall be used.	<i>Highly Critical</i>		x	
b)	Raw materials or ingredients shall, be inspected as they are received and records shall be maintained and sorted before processing to ensure that they are protected from contamination	<i>Critical</i>		x	
c)	Contact details of supplier with raw material procured by them to be recorded	<i>Critical</i>		<i>x</i>	
4.3	FOOD PACKAGING				
a)	Packaging materials should be appropriate for the food to be packed and sufficiently durable to withstand the conditions of processing, storage and transportation	<i>Major</i>			
b)	Packaging materials should not pose a threat to the safety of the food to be packed.	<i>Major</i>			
c)	Packaging materials and design should provide adequate protection to the food packed to minimize contamination and prevent damage.	<i>Major</i>			
d)	Packaging materials and design should provide for incorporation of proper labelling.	<i>Major</i>			
e)	Packaging and wrapping of food should be carried out by trained staff under	<i>Major</i>			

	hygienic conditions to protect the food from risks of contamination.				
f)	Packaging materials should be stored and handled under hygienic conditions to minimize the risks of contamination and deterioration.	Major			
4.4	WATER & ICE QUALITY				
a)	Only potable water shall be used for:				
	i) cleaning and processing / preparing food;	Critical			
	ii) cleaning surfaces that may come into contact with food or hands of food handlers; and	Critical			
	iii) hand washing	Critical			
b)	All ice to be used in food and drinks shall be made from potable water. Ice used to cool open foods in buffet displays shall also be made from potable water. Ice for drinks shall not be handled with bare hands.	Highly Critical			
c)	Ice and steam shall be produced from potable water, handled and stored to protect them from contamination. <i>If procured from outside, it shall be procured from licensed vendors.</i>	Highly Critical			
4.5	STORAGE				
a)	Prepared foods served hot shall be kept at a temperature of at least 60°C to prevent microbial growth, particularly if the sales period extends over 4-5 hours.	Highly Critical			
b)	Prepared foods which are to be served cold and which may support the growth of pathogens shall, be stored at less 4 °C	Highly Critical			
c)	Chemical preservatives shall not be used unless they are specifically approved	Critical		x	
d)	Handling of cooked foods shall be kept to a minimum to reduce the likelihood of introducing pathogens.	Critical			
e)	Food establishment shall plan food preparation in so that prepared or semi prepared items	Highly Critical			

	are consumed by the end of the daily business period, If cold storage facilities are available, the left over food may be kept for sale after re-heating (>70 °C) on the following day.				
f)	Stocks of raw materials and ingredients shall be subject to effective stock rotation.	Critical		x	
4.6	TRACEABILITY				
4.6.1	Food establishments shall through maintenance of records of purchase, inspection, storage, processing/preparation, and delivery, ensure an effective mechanism for traceability of the incoming materials to the supplier until the delivery of finished food product to the consumer.	Critical			
4.6.2	<i>Products received or processed in suspected manner as to food safety in question should be kept in holding room, clearly labelled with yellow band. In case of confirmed contamination, it should be discarded immediately.</i>	Critical			
4.7	MANAGEMENT AND SUPERVISION Managers and supervisors shall be competent to handle food hygiene principles and practices to be able to judge potential risks, take appropriate preventive and corrective action, and ensure that effective monitoring and supervision takes place.	Critical			
4.8	DOCUMENTATION AND RECORDS Relevant records of processing, production and distribution shall be kept and retained for a period of 15 days beyond the shelf-life of the product.	Critical			
4.9	PRODUCT WITHDRAWAL AND PRODUCT RECALL Food establishments shall be able to deal with any incident relating to food safety hazard, and undertake product withdrawal and product recall of the implicated or suspected batch of the food product, through product identification, date of processing, labelling in case of pre-packaged foods and traceability. The product withdrawal and product recall procedure shall be tested at least annually to ensure their effective operation. Records indicating timings of key activities of product withdrawal and product recall shall be maintained. .	Critical			
SECTION V - ESTABLISHMENT: MAINTENANCE AND SANITATION					
5.1	MAINTENANCE AND CLEANING				

5.1.1	Premises and Physical Facilities				
a)	Food premises, their fixtures, fittings, equipment and utensils shall be maintained clean, and in a good state of repair and working condition	<i>Major</i>			
b)	Cleaning shall remove food residues and dirt which may be a source of contamination.	<i>Major</i>			
c)	Disinfection may be necessary after cleaning in high hygiene areas.	<i>Major</i>			
5.1.2	Cleaning procedures and methods				
a)	Cleaning procedures will involve, where appropriate	<i>Major</i>			
	i) removing gross debris from surfaces;				
	ii) applying a detergent solution to loosen soil and bacterial film and hold them in solution or suspension;				
	iii) rinsing with water which complies with potable water, to remove loosened soil and residues of detergent;				
	iv) dry cleaning or other appropriate methods for removing and collecting residues and debris;				
5.1.3	Cleaning programmes				
5.1.3.1	Cleaning and disinfection shall be carried out as per cleaning schedule (See Annex A)	<i>Major</i>			
5.1.3.3	Cleaning and disinfection programmes shall be continually and effectively monitored for their suitability and effectiveness once in six months and records maintained.	<i>Major</i>			
5.2	PEST CONTROL SYSTEMS				
5.2.1	Preventing access				
a)	Any holes or crevices at ceilings and on walls and floors shall be sealed by cement or metal plates.	<i>Major</i>			

b)	The threshold clearance of doors shall be lowered to not more than 6 mm and metal or rubber kicking plates / reducers should be affixed at the lower edges of doors and doorframes to prevent entry of rats and mice	<i>Major</i>			
c)	Windows, ventilation openings and doors shall be installed with mesh screens. Doors / screen doors shall be self-closing and kept closed at all times.	<i>Major</i>			
d)	Any missing or damaged gratings of drains shall be installed or replaced immediately	<i>Major</i>			
e)	<i>Air curtains at main entrances shall be affixed</i>	<i>Major</i>			
5.2.2	Harbourage and infestation				
a)	Any defects on walls, floors, ceilings, woodwork and all other parts of the structure of food premises should be promptly repaired.	<i>Major</i>			
b)	Disused articles or equipment shall not be stored in food premises	<i>Major</i>			
5.2.3	Monitoring and detection				
a)	Regular inspection shall be conducted at least once in a fortnight for early detection of pest and to apprehend pest situations at the premises.	<i>Major</i>			
5.2.4	Elimination of Food Sources to Pests				
a)	All foods as well as condiments shall be covered and stored properly by using sealed containers.	<i>Major</i>			
b)	Floors of food premises shall be kept clean and free from food remnants, especially overnight.	<i>Major</i>			
c)	Refuse should be stored in refuse containers with well-fitted cover. Refuse bags should be tied up before disposal to prevent spilling and attraction of pests. Refuse or food remnants shall not be exposed. They shall be cleared at least once a day, preferably every night to avoid leaving refuse overnight.	<i>Major</i>			

d)	Surface channels and gratings shall be kept clean, clear of food remnants and free from choking.	<i>Major</i>			
5.2.5	Eradication of Pests				
a)	Places equipment contaminated by pests shall be cleaned and disinfected	<i>Major</i>			
b)	Insect Electrocuting Device (IED) equipped with catch pans can be used to eliminate flying insects in food premises. IED shall be placed at least 1.5m (preferably 4.5 – 6 m) away from a food handling area	<i>Major</i>			
c)	Rodenticides and insecticides shall be applied in such a manner as not to contaminate foods – they shall not be applied while food preparation is taking place, and all open foods should be well covered and protected.	<i>Major</i>			
5.2.6	Proper records of pest control activities and inspections, in respect of their premises shall be maintained.	<i>Major</i>			
5.3	WASTE MANAGEMENT				
a)	Suitable provision shall be made for the removal and storage of waste. Waste shall not be allowed to accumulate in food handling, food storage, and other working areas and the adjoining environment. Adequate waste containers shall be provided, kept properly covered and emptied daily	<i>Major</i>			
b)	Containers for waste, by-products and inedible or dangerous substances, shall be specifically identifiable, suitably constructed and, where appropriate, made of impervious material.	<i>Major</i>			
c)	Containers used to hold dangerous substances shall be identified and, where appropriate, be kept under lock and key.	<i>Major</i>		x	
SECTION VI - ESTABLISHMENT: PERSONAL HYGIENE					
6.1	HEALTH STATUS				

6.1.1	Personal Health and Illnesses				
a)	Operators of food premises should ensure that all staff engaged in food handling are				
	i) free from any symptomatic signs of illnesses or communicable diseases such as jaundice, diarrhoea, vomiting, fever, sore throat with fever, abdominal pain etc.;	<i>Highly Critical</i>			
	ii) not carriers of food-borne diseases e.g. cholera, hepatitis type A; and	<i>Critical</i>			
	iii) not suffering from discharging wounds or sores on any exposed part of their bodies; or from discharge from their ears, eyes or noses.	<i>Critical</i>			
b)	Food handlers suffering or suspected to be suffering from a communicable disease should immediately report their illness to the management	<i>Critical</i>			
	They should not be engaged in any work that may allow them to come into contact with food, food contact surfaces, food utensils and equipment.	<i>Critical</i>			
c)	Food handlers ordered by authority to cease working or taking part in food business should have written clearance from health officers before returning to handle food.	<i>Critical</i>			
6.1.2	Illness and Injuries				
a)	Food handlers with open cuts or wounds on the exposed parts of their bodies should not be allowed to handle food or to come into contact with food utensils, equipment and food contact surfaces, unless such cuts / wounds are completely protected by impermeable or waterproof gloves or dressings.	<i>Critical</i>			
b)	Bandages or dressings should preferably be coloured, so that they can be easily detected on falling off.	<i>Critical</i>			
c)	Bandages and dressings should be changed regularly	<i>Critical</i>			
6.2	PERSONAL CLEANLINESS				
6.2.1	Clothing and Personal Effects				

a)	Food handlers shall wear disposable gloves when handling ready-to-eat food. They should be discarded if damaged, soiled, or when interruptions occur in the operation.	Major			
b)	No pockets above the waist. Buttons should preferably be avoided on the clothing as they may come off and fall on the food.	Major			
c)	Street Shoes should not be worn when handling food.	Major			
d)	Personal belongings such as handbags, footwear, umbrellas and dirty clothing, shall not be stored or left in any food preparation area. They shall be put inside lockers or cloakrooms away from food preparation areas	Major			
6.2.2	Hands				
a)	Hands of food handlers should be kept clean at all times. Nails should be kept short and unpolished.	Major			
b)	Food handlers should wash their hands: i) before commencing work; ii) before handling food; iii) after visiting the toilet; iv) after handling raw food; v) after handling soiled equipment or utensils; vi) after coughing, sneezing, smoking, eating, drinking or blowing nose, <i>scratching</i> ; or vii) after engaging in any activities that may contaminate hands.	Critical			
d)	Staff engaged in food handling should not be allowed to handle cash simultaneously.	Critical			
e)	Hand washing shall be frequent and thorough and should be performed in wash hand basins. The following proper procedures should be adopted for washing hands: i) wet the hands with running water, ii) apply soap;	Major			

	iii) rub hands for 20 seconds (wash all surfaces thoroughly, including forearms, wrists, palms, back of hands, fingers and under fingernails); iv) rinse hands thoroughly; v) dry hands with a clean paper towel/drier or cloth towel				
6.2.3	Personal Behaviour				
a)	Inside food preparation areas, food handlers shall not: i) smoke or chew tobacco; ii) spit; iii) touch ready-to-eat food with bare hands; iv) taste food with fingers; v) reuse a sampling spoon without washing; and vi) touch hair or other parts of bodies such as noses, eyes or ears.	<i>Critical</i>			
b)	When sneezing or coughing inside food preparation area is unavoidable, food handlers should turn away from food and cover their noses and mouths with tissue paper or handkerchieves. Hands should then be thoroughly cleaned at once.	<i>Major</i>			
6.2.4	Hair				
	a) Food handlers should preferably keep their hair short. Long hair should be tied back as well	<i>Major</i>			
	ii) While handling food hair shall be covered with a clean cap or a hair net.	<i>Critical</i>			
	iii) Combing of hair shall not be conducted in food handling areas	<i>Critical</i>			
6.2.5	Jewellery and Perfume				
	i) Food handlers shall remove their watches, rings and jewellery before they work with food or else keep the same covered. Studded Jewellery or dangling jewellery which may easily become detached shall not be worn while handling food.	<i>Critical</i>			

	ii) Heavy make-up, strong perfume or aftershave should be avoided.	<i>Major</i>			
6.3	VISITORS Visitors to food manufacturing, processing or handling areas shall adhere to the personal hygiene provisions applicable for employees	<i>Major</i>			
SECTION VII - TRANSPORTATION					
7.1	REQUIREMENTS				
7.1.1	Food shall be adequately protected during transport.	<i>Major</i>			
7.1.2	Conveyances and bulk containers shall be designed and constructed so that they:				
a)	do not contaminate foods or packaging;	<i>Major</i>			
b)	can be effectively cleaned and, where necessary, disinfected;	<i>Major</i>			
c)	provide effective protection from contamination, including dust and fumes;	<i>Major</i>			
d)	can effectively maintain when needed the temperature, humidity, atmosphere and other conditions necessary to protect food from harmful or undesirable microbial growth and deterioration likely to render it unsuitable for consumption; and	<i>Critical</i>			
e)	allow any necessary temperature, humidity and other conditions to be checked.	<i>Major</i>			
7.2	USE AND MAINTENANCE				
7.2.1	Conveyances and containers for transporting food shall be kept in an appropriate state of cleanliness, repair and condition.	<i>Major</i>			
7.2.2	For bulk transport, containers and conveyances shall be designated and marked for food use only and be used only for that purpose.	<i>Major</i>			
7.2.3	The vehicle used for transport shall not carry animals, toxic substances or contaminating materials along with the prepared food.	<i>Major</i>			

7.2.4	Prepared foods served hot shall be kept at a temperature of at least 60°C to prevent microbial growth, particularly if the sales period extends over 4-5 hours.	<i>Highly Critical</i>			
7.2.5	Prepared foods which are to be served cold and which may support the growth of pathogens shall, if cooling capacity (ice of appropriate quality, refrigeration etc.) is available, be stored at less 4°C. If cooling capacity is unavailable to <i>food establishment</i> they must regulate transportation time prior to consumption to limit the opportunity for pathogens to reproduce.	<i>Highly Critical</i>			
SECTION VIII - PRODUCT INFORMATION AND CONSUMER AWARENESS					
8.1	Food should be identified and date of processing indicated	<i>Critical</i>			
8.2	<i>Complaint/ Suggestions and Inspection Book available</i>	<i>Critical</i>			
8.3	<i>Phone No. /Address of food establishment Manager/ Nearest Food Inspector/ Auditor displayed at prominent places.</i>	<i>Critical</i>			
8.4	<i>All licences and certificates displayed.</i>	<i>Critical</i>			
8.4	<i>Menu card should indicate allergens present (if any)with the products</i>	<i>Critical</i>			
SECTION IX - TRAINING					
9.1	Awareness and Responsibilities				
9.1.1	All personnel involved in food businesses shall be aware of their role and responsibility in protecting food from contamination or deterioration. They shall:				
a)	put the health and safety of customers first and regard this as a social responsibility;	<i>Critical</i>			
b)	study and adopt the best hygiene practices in food handling;	<i>Critical</i>			
c)	exercise constant care and vigilance in supervising the preparation, production, handling and serving of food;	<i>Critical</i>			
9.1.2	Training Programmes				

a)	Persons engaged in food operations shall be trained or instructed in food hygiene and safety to a level appropriate to the operations they are to perform	<i>Critical</i>			
b)	The management of food premises shall promote food safety training to their employees by conducting on-going in-house courses for them or arranging them to participate in courses run by various organizations.	<i>Critical</i>			
c)	Periodic assessment of the effectiveness of training and instruction programmes shall be made. Refresher training may be required shall deterioration in safe food handling practices to pre-trained level be detected after a certain period of time.	<i>Critical</i>			
d)	Records indicating those employees who have been trained and their relevant particulars shall be maintained by the management.	<i>Critical</i>			
9.1.3	Supervision Food business shall always be supervised by a person who has attended a recognized food hygiene course. He shall keep his certificate or other relevant documentary proof at the food premises and be readily available for inspection on demand.	<i>Critical</i>			
SECTION X – SELF INSPECTION					
	Food establishment shall exercise constant care and vigilance in supervising the preparation, production, handling and serving of food by conducting “self-inspection”, with a view to ensuring compliance with the food hygiene and safety laws and the adoption of the best hygiene practices. <i>Inspection conducted according to checklist and records to be maintained</i>	<i>Critical</i>			

ANNEX A

CLEANING PROGRAMMES

Cleaning and disinfection shall be carried out as per details given below:

SI No	Item	Components	Least Frequency	Equipment and Chemicals	Method
1	Structure	Floors except wash room and store	End of each day or as required	Brooms, damp mops, brushes, detergents and sanitizers	1. Sweep the area and remove debris 2. Apply detergent and mop the area 3. Use scrub for extra soil 4. Rinse thoroughly with water 5. Remove water with mop
		Walls, windows, ceiling, ventilators, fans and exhaust fans	Fortnightly or as required	Clean Wiping cloths (One time use), brushes and detergents	1. Remove dry soil 2. Rub with wet cloth or rinse with water 3. Apply detergent and wash 4. Wipe with wet cloth or rinse with water 5. Air dry
		Air conditioners	As per manufacturers maintenance manual		
		Desert air coolers	Fortnightly or as required	Water, mop	1. Remove water 2. Rub with wet cloth or rinse with water 3. When not in use remove water and keep dry.

		Wash Rooms	Once every 4 hours	Brooms, damp mops, brushes, detergents and sanitizers	<ol style="list-style-type: none"> 1. Sweep the area 2. Apply detergent and mop the area 3. Use scrub for extra soil 4. Rinse thoroughly with water 5. Remove water with mop
		Store	End of each day or as required	Brooms and damp mops	<ol style="list-style-type: none"> 1. Sweep the area 2. mop the area 3. Use scrub for extra soil 4. Air dry
		Water Storage tank	Once in six months	Clean Wiping cloths (One time use),, detergents and sanitizers	<ol style="list-style-type: none"> 1. Remove foreign matter and soil. 2. Rub with wet cloth or rinse with water. 3. Apply detergent and wash. 4. rinse with water and sanitizer. 5. Air dry
		Insect Electrocuting Device (IED)	Once in a week or as required	Clean Wiping cloths (One time use),	<ol style="list-style-type: none"> 1. Remove insects and other foreign matter 2. Rub with wet cloth 3. Reinstall insectocutors
		Waste bins and waste areas	End of each day or as required	Water, Clean Wiping cloths (One time use),, detergents	<ol style="list-style-type: none"> 1. Remove foreign matter and soil 2. Rub with wet cloth or rinse with water 3. Apply detergent and wash 4. Air dry
		Parking & open spaces	End of each day or as required	water	<ol style="list-style-type: none"> 1. Sweep the area and remove debri 2. Wash Parking space thoroughly with water

		Streets, lanes and other public places or the common part of a building, which are adhering and/or nearby the food premises	End of each day or as required	Water or mop	<ol style="list-style-type: none"> 1. Sweep the area and remove debris 2. Wash Parking space thoroughly with water
2	Food Contact Surfaces	Work tables	After use	Clean Wiping cloths (One time use), detergents and sanitizers	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rub with wet cloth or rinse with water 3. Apply detergent and wash 4. Wipe with wet cloth or rinse with water 5. Apply sanitizer 6. Air dry
		Sinks	After each use	Running water, detergents	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. rinse with water and or detergent
3	Equipment	Utensils, cutting boards, knives , other cooking equipment, service ware, crockery, and cutlery	After each use	Clean Wiping cloths (One time use), brushes, detergents and sanitizers	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Apply sanitizer 6. Air dry
		Food processing equipment, vending machines	As per manufacturers cleaning and maintenance manual		

		Refrigerators, freezers and storage areas, refrigerated display counters	Weekly or as required	Clean Wiping cloths (One time use), brushes and detergents	a) Remove food debris and soil b) Rub with wet cloth or rinse with water c) Apply detergent and wash d) Wipe with wet cloth or rinse with water e) Dry with clean cloths / air dry
4	Hand Contact Surfaces	Doors & Door knobs	Daily	Damp cloths and detergents	1. Remove debris 2. Apply detergent 3. Rinse or wipe with damp cloths 4. Dry with paper towels / air dry
5	Restaurant Furniture & Decoratives	Upholstery	Daily	Clean Wiping cloths (One time use),	1. Remove food debris and soil 2. wipe with dry cloth
			Fortnightly or as and when required	Steam / chemicals	1. Remove debris 2. Apply chemicals 3. Vacuum dry
		Chairs and tables, reception and cash counters, display counters held at ambient temperature	Fortnightly or as required	Clean Wiping cloths (One time use), brushes and detergents	1. Remove dry soil 2. Rub with wet cloth or rinse with water 3. Apply detergent and wash 4. Wipe with wet cloth or rinse with water 5. Air dry
		Paintings, Artificial plants and decorations	Fortnightly or as required	Clean Wiping cloths (One time use), brushes and detergents	1. Remove dry soil 2. Wipe with wet cloth 3. Air dry
		Plants	Daily	Washing	1. Water

1. Any part of a thermometer, especially the temperature probe, that will be inserted into the food for temperature measurement is a food contact surface, which shall be cleaned and sanitized between uses, particularly between each use for measuring the temperature of raw food and ready-to-eat food.
2. Cleaning and disinfection programmes shall be continually and effectively monitored for their suitability and effectiveness once in six months and records maintained.
3. All the detergents and sanitizer shall be used which are commonly recommended for use in food establishments.
4. Where appropriate, programmes should be drawn up in consultation with relevant equipment supplier / manufacturer.