



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



**Eat Right  
India**  
सही भोजन. बेहतर जीवन.

## Guidance Document



# HYGIENE RATING AND RIGHT PLACE TO EAT *(For Food Service Establishment)*



Hygiene Rating and Right Place to Eat Schemes are recent schemes  
under Project Serve Safe



III<sup>rd</sup> Edition  
September 2019

**Key Contact Person**

Dr. Heena Yadav

Consultant

Ph: 011-23214643

Email: [servesafe@fssai.gov.in](mailto:servesafe@fssai.gov.in)

[heena.fssai@gmail.com](mailto:heena.fssai@gmail.com)

Website: [www.fssai.gov.in/servesafe](http://www.fssai.gov.in/servesafe)

## Scope and Purpose of Guidance Document

Hygiene Rating Scheme and Right Place to Eat are recent schemes under Project Serve Safe, initiated with 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 or recognized audit agency.

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.

The guidance document represents the key components to implement the Hygiene Rating Scheme and Right 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 and audit agencies.

The document is divided into 5 chapters and annexures which introduce 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. Concepts of re-verification of hygiene ratings is also introduced for helping FBOs in improving their food hygiene and safety and also add their bit to promote healthy eating and sustainability.

## Table of Content

<b>Chapter 1: Hygiene Rating</b>	<b>1</b>
<ul style="list-style-type: none"><li>a. What is Hygiene Rating Scheme?</li><li>b. What are the Key Requirements to Get Hygiene Rating?</li><li>c. How FBOs can Enroll in Hygiene Ratings Scheme?</li><li>d. What is Assessment and Scoring Process?</li><li>e. How to interpret the scores?</li><li>f. What is the validity of Hygiene Rating awarded?</li><li>g. How to improve your Hygiene Rating?</li><li>h. Process flow for receiving hygiene rating</li></ul>	
<b>Chapter 2: Right Place to Eat</b>	<b>7</b>
<ul style="list-style-type: none"><li>a. What is Right Place to Eat?</li><li>b. What are the Key Requirements to become 'Right Place to Eat'?</li><li>c. How to Enroll to become "Right Place to eat"?</li><li>d. What is the Assessment and Scoring process?</li><li>e. How to calculate scores?</li><li>f. How to achieve a higher grade in being a "Right Place to Eat"?</li><li>g. Process Flow to Become Right Place to Eat</li></ul>	
<b>Chapter 3: Verification Agencies</b>	<b>13</b>
<ul style="list-style-type: none"><li>a. Who can do verification?</li><li>b. What is the verification process?</li><li>c. Invalid verification process</li></ul>	
<b>Chapter 4: Roles and Responsibilities of Audit Agencies and Auditors</b>	<b>15</b>
<ul style="list-style-type: none"><li>a. What is a Hygiene Rating Audit Agency (HRAA)?</li><li>b. How to become a HRAA?</li><li>c. Roles and Responsibilities of HRAA/TPA?</li><li>d. Who is Hygiene Rating Auditor (HRA)?</li><li>e. Eligibility of Hygiene Rating Auditor?</li><li>f. Roles and Responsibility of Hygiene Rating Auditor (HRA)?</li><li>g. Disqualification of Auditor</li></ul>	
<b>Chapter 3: Role of FDA</b>	<b>19</b>
<ul style="list-style-type: none"><li>a. What is the Role of FDA in implementing these schemes?</li><li>b. How FDA can adopt these schemes?</li><li>c. Who can carry out Inspections?</li><li>d. What is the Inspection Procedure?</li></ul>	
<b>Chapter 4: Re- verification process</b>	<b>20</b>
<ul style="list-style-type: none"><li>a. What is the re-verification procedure?</li></ul>	
<b>Chapter 5: Branding of Schemes</b>	<b>21</b>
<ul style="list-style-type: none"><li>a. What does the scheme branding include?</li><li>b. What are the key considerations while branding?</li></ul>	
<b>Annexures</b>	<b>23</b>
<i>Annexure 1: List of tests to be conducted in catering sector</i>	
<i>Annexure 2: Audit Checklist for assessment of Hygiene Rating</i>	
<i>Annexure 3: Audit Checklist for assessment of Right Place to Eat</i>	
<i>Annexure 4: List of FSSAI recognized Hygiene Rating Audit Agencies in Catering Sector</i>	
<i>Annexure 5: Format for Re-verification</i>	
<i>Annexure 6: Sample creatives</i>	

# 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 Right 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) Hygiene + “Right Place to Eat” - Hygiene rating of 4/5 and the compliance of voluntary conditions to be adopted by FBO will rate the FBO as Right Place to Eat. This will also enhance the commercial viability of an FBO and responsibility towards providing safe and nutritious food to consumers and promote sustainability. 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](http://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](http://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**

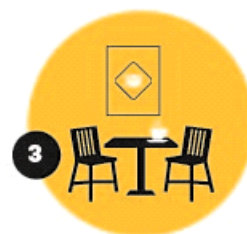
- Supervise and maintain hygiene standards in the restaurant as per Food Safety and Standards regulations
- Train all food handlers in the restaurant about safe food handling practices.

- **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 trainee→ 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 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**.

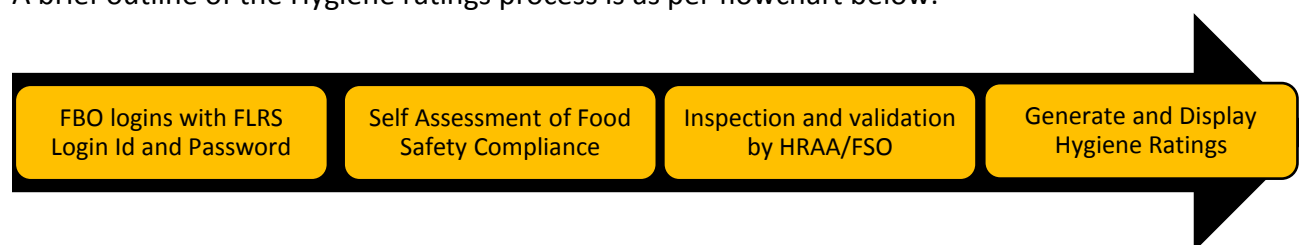
### c. How FBOs can Enroll in Hygiene Ratings Scheme?

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](http://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 5 then you may enroll for Right Place to Eat.
- Inspection/Verification of ratings will be done by Hygiene Rating Audit Agency (HRAA)/ Third Party Audit (TPA) Agency/Food Safety Officer (FSO, either using online checklist (on FoSCoRIS OR Serve Safe Portal) or physical checklist.
- Post Inspection, FBO can generate the **verified (signed) hygiene rating certificate**.
- Enroll for “**Right Place to eat**” if above ratings score is 4 (Good) or 5 (Very Good).  
(Refer to chapter 2 of this document to know more about Right Place to Eat)

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



### 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:  $\text{Total Score value} \times 100 / 114$

#### 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?

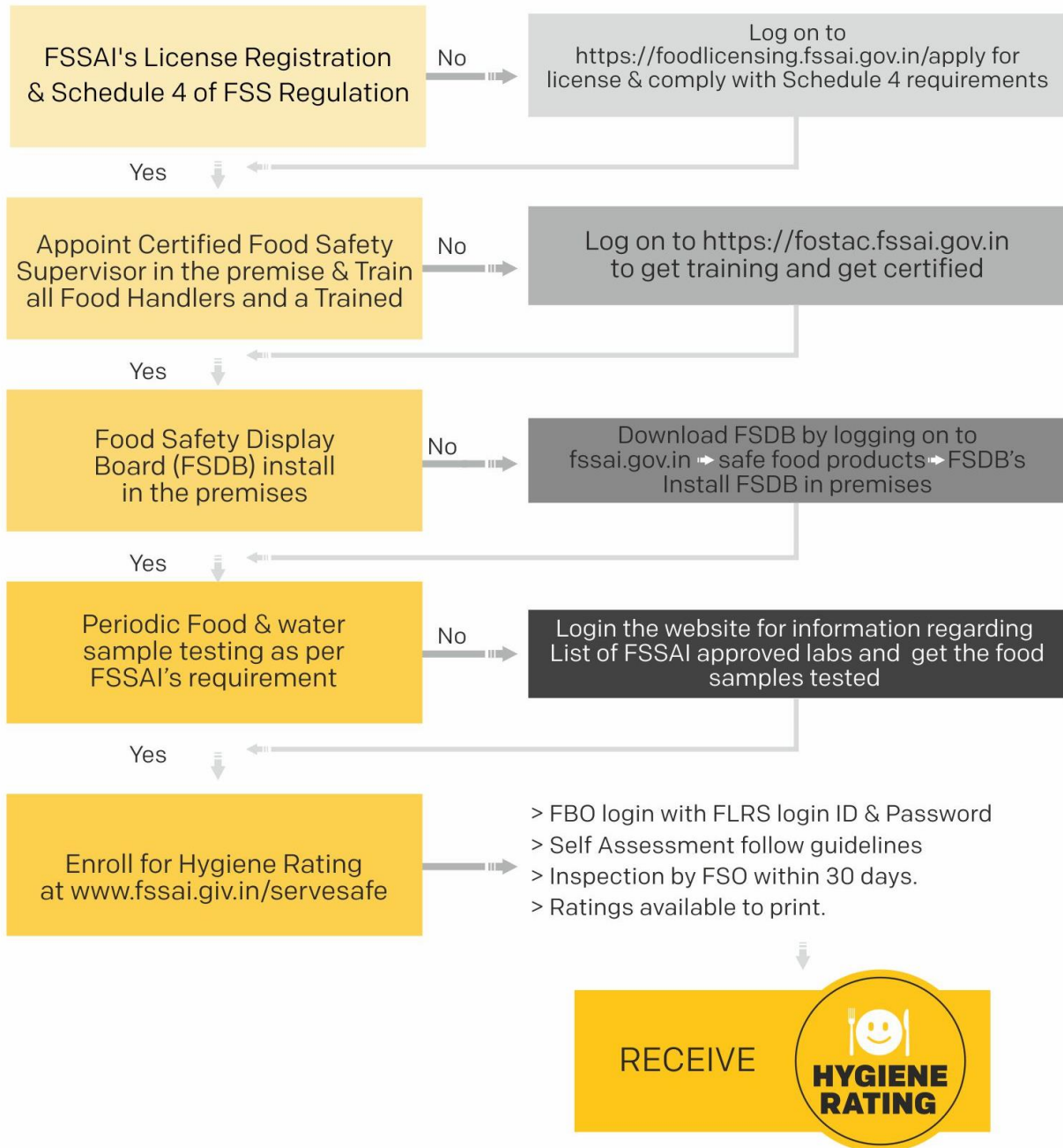
The ratings awarded under Hygiene Rating Scheme will be valid for one year. However, inspecting officer/agency may schedule an audit during this period in case any complaints are received.

#### 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: Right Place to Eat

### a. What is Right 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 4/5 in hygiene rating may volunteer for becoming a “Right 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 ‘Right Place to Eat’?

Following are the various criteria identified to become a Right 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 (wherever possible).
- 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 a year 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 Eat Right India – Eat Healthy creatives such as posters, standees, display screen, messages on menu, etc. (as per availability).
- Advice consumers against adding extra salt and sugar in their food and include healthy alternatives in the menu.
- Use fortified ingredients such as flour, oil, etc. and-create awareness about importance of eating fortified foods by displaying +F logo in menu cards and 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](http://www.fssai.gov.in/servesafe) → Resources → Right Place to Eat.

*Note: FSSAI has started various SNF initiatives to promote Safe and Nutritious Food. You may visit [www.snfportal.in](http://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.
- Provide free of cost clean and hygienic drinking water facilities for customers.



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](http://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.
- Display messages regarding safe and hygienic methods adopted for maintaining food safety and health.



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.



Donate food

- **Managing Unavoidable Food and 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.
- Reduce or avoid use of plastic especially one time use plastic.
- Repurpose Used Cooking Oil (RUCO)- Provide used cooking oil to biodiesel agencies for converting it into biodiesel for environment friendly disposal of waste oil.
- Reduce use of plastic and avoid use of single use plastic. Adopt to eco-friendly options.

- **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.

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 follows the steps given below.

To know about RUCO initiative, log on to <https://fssai.gov.in/ruco>

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

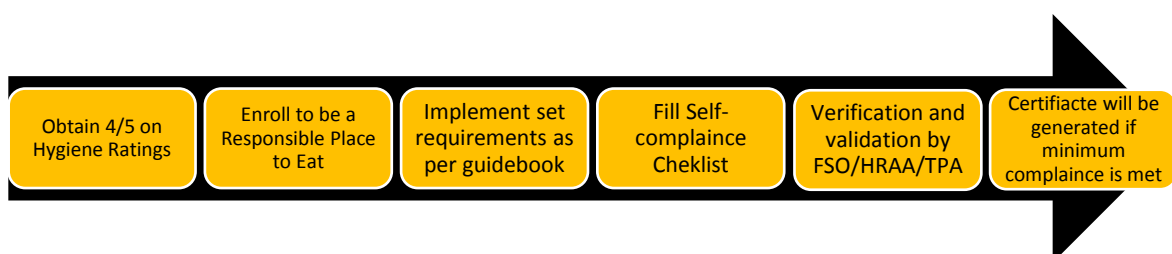
Note: A set of posters have been developed for the points above the same is available on the Serve Safe Portal at <http://sharefood.fssai.gov.in> → Right Place to Eat → Resources

### c. How to Enroll to become “Right Place to Eat”?

Follow the steps below to enroll:

- Log in using your FLRS credentials at: <http://fssai.gov.in/servesafe>
- Follow Guidelines and complete self-assessment
- Generate “hygiene rating” and achieve a score of “4/5” i.e. “Good/ Very Good”
- Enroll for “Right Place to Eat” and complete self-assessment.
- Verification will be done by a HRAA/TPA/FSO.
- **Once minimum requirements for relevant criteria mentioned are fulfilled, the FBO can fill the self-assessment”. The same information will be shared with the HRAA/TPA/FSO 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 “Right 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 Right Place to Eat using the assessment checklist developed.

### e. How to calculate scores?

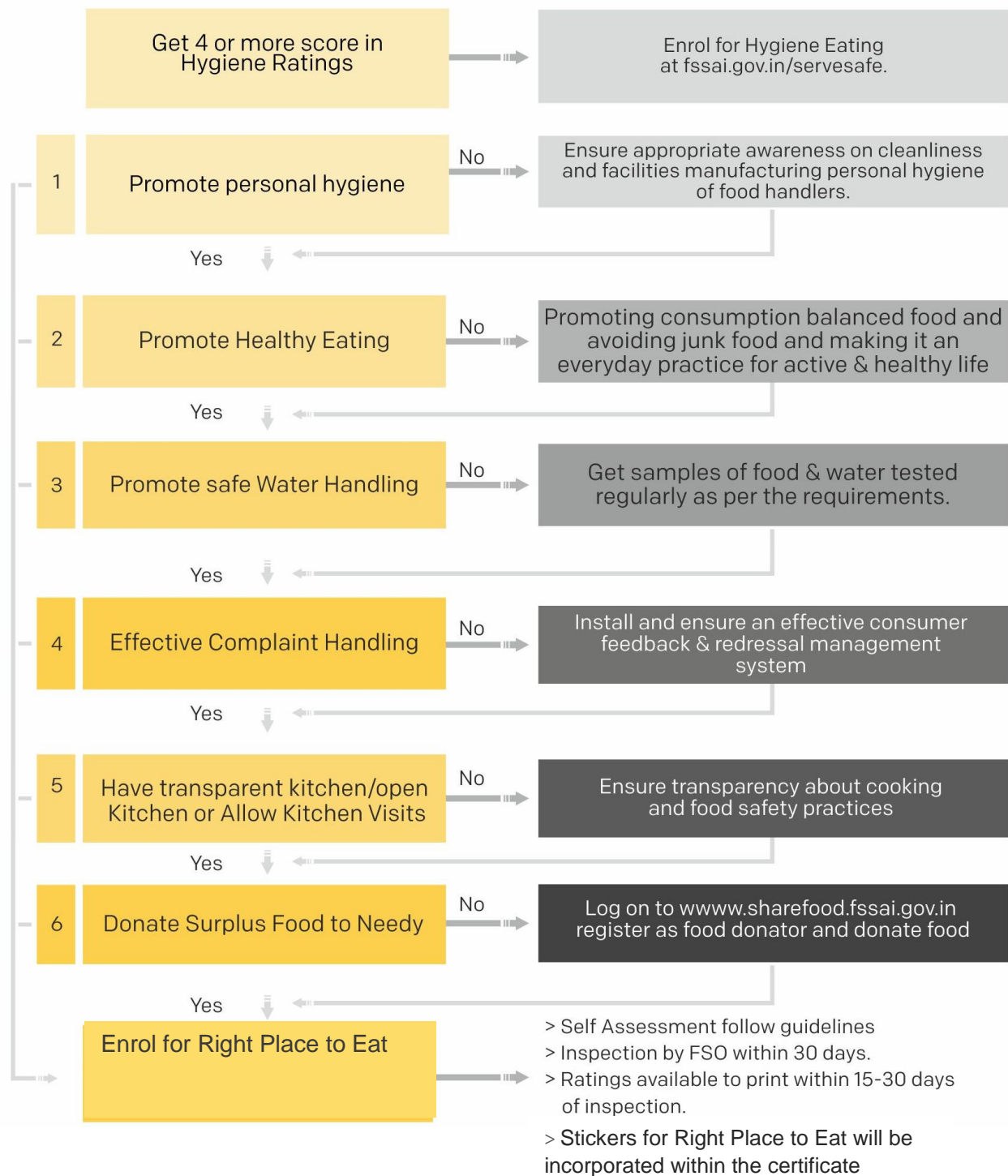
- i. The checklist used for self-assessment have 6 sections (one for each key requirement mentioned).
- ii. Indicated marks for each question marked as yes, will be added to arrive at the total score for each of the six sections.
- iii. The FBO have to score at least 60 percent in each category enrolled 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 “Right Place to eat”?**

Any FBO desirous of achieving a higher mark in being a “Right 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 to Become a 'Right Place to Eat'



## Chapter 3: Verification Agencies

### a. Who can do verification?

#### i. Hygiene Rating Audit Agencies (HRAA)

FSSAI has recognized Hygiene Rating Audit Agencies (HRAA) for purpose verification of hygiene rating. The FoSTaC trained auditors of these agencies can register on ServeSafe website and verify hygiene rating.

The list of FSSAI recognized HRAA is enclosed at Annexure 4.

#### ii. Third Party Audit (TPA)

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

*Note: As per latest FSSAI order (File No. 19(2)2018/FSA/RCD/FSSAI) dated 13.08.2019, FSSAI has mandated food safety auditing for centrally licensed food businesses under prepared food category including catering sector.*

The list of HRAAs is enclosed at Annexure 4.

#### iii. Inspection by FSOs/DOs

Food Safety Officers and Designated Officer can 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 Right Place to Eat.

### b. What is the verification process?

A dashboard for HRAA/FSO/DO has been created on Serve Safe Portal. The FSO/DO may login to Serve Safe Portal using FLRS credential while HRAA and its auditors may create their login on Serve Safe portal. They FSO/DO/HRAA may conduct on spot inspection using a checklist available on the Serve Safe portal. The scores submitted will be converted into the ratings and stickers.

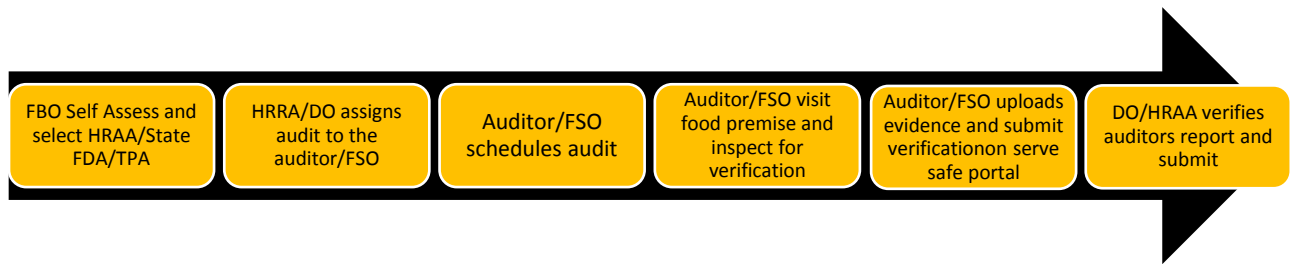
#### Alternate Procedures:

Serve Safe portal is also 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.

#### 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 and upload scores along with a copy of inspection checklist.

The verification process is described in the figure below:



After the verification process is completed, FBO can download the 'Verified Hygiene Rating Certificate' and display.

### **c. Invalid Verification Process**

1. Audit with irrelevant evidence not complying to rules given in the matrix
2. Factual details entered in the portal to be false
3. On scrutiny by competent authority that audit practices are found incompetent with guidance provided by FSSAI
4. Auditor is found to lack true representation of facts or evidence are found inappropriate in any manner.

## Chapter 4: Roles and Responsibilities of Audit Agencies and Auditors

### a. What is a Hygiene Rating Audit Agency (HRAA)?

Hygiene Rating Audit Agency is a third party audit agency recognized by FSSAI for the purpose of verification of Hygiene Rating of food businesses. These agencies are recognized by FSSAI from time to time through a set procedure.

### b. How to become a HRAA?

FSSAI floats Expression of Interest (EoI) for recognizing Hygiene Rating Audit Agencies (HRAA) for various sectors on FSSAI portal. The interested organizations may send EoI along with required documents and fee to FSSAI. Validity of recognized HRAA is three years.

The EoI is scrutinized by an internal committee at FSSAI and qualifying agencies are recognized to conduct verification of Hygiene Rating.

#### ***Eligibility Criteria for HRAA-***

- i. The auditing agency/association/organisation/company must be **registered in India**
- ii. The agency must have experience of conducting food safety audit preferably using a software application (mobile app based etc.)
- iii. A **subject matter expert (SME)** on food safety must be on the Board of Directors or on the top management of the agency
- iv. The SME must have a post graduate in Food Science and/or Microbiology with experience in the field of food safety.
- v. The auditing agency/organisation shall have a **minimum of three auditors** meeting the required qualification.

### c. Roles and Responsibilities of HRAA/TPA?

#### Audit Procedure to be followed by audit agency:

- (1) Audit examination shall cover collection of objective evidence and documenting audit observations. Evidence can be collected through interviews, examination of documentation and observation of activities.
  - a. *Photographic evidence of documents must be captured in the software application*
  - b. *Each observation must be recorded in a software application*
  - c. *Interview notes with auditor comments must be captured*
- (2) Where the deficiencies or non-conformances are detected, they shall be documented clearly and concisely and shall point out the regulatory requirements that are being contravened.
  - a. Each non-conformance must be recorded, and gap must be highlighted which can be viewed by both Catering establishments and FSSAI.

- (3) The auditing agency shall check relevant documents related to laboratory reports maintained by the Catering establishment as part of compliance with various regulations made under the FSS Act.
  - a. The documents must be preferably photographed in the software application.
- (4) The auditor must load the audit findings to the centralized repository maintained on behalf of FSSAI.
- (5) The centralized repository must be capable of generating a comprehensive audit report which can be handed over in soft copy format (delivered through mobile application with customized user interface) to the Catering Establishment.
- (6) The software application, through the audit report, will provide indication of necessary follow-up action, including further audits, to check whether any corrective action was taken to remove any deficiency of such food safety program identified in the audit
- (7) Audit reporting
  - i With instant sync and reporting capability of the software application, the auditor shall report the findings of the audit to the Catering Establishment after the completion of the audit
  - ii The audit report will provide capability for the Catering Establishment to provide necessary justification and/or clarification to the auditor. All this information will be exchanged on the agency's web portal.
  - iii The audit report will be designed in the format specified by FSSAI. The audit report shall clearly bring out the finding or non-conformities.
  - iv The non-conformities of the audit may be classified into two categories, namely:
    - o Major non-conformity- When there is a serious failure in the food safety management system of the Catering Establishment, which may result in adverse health consequence possibly even fatal, the auditor shall report such findings to FSSAI within 24 hours. FSSAI after ascertaining the seriousness of the situation shall take regulatory action against the concerned food business operator.

The software application should trigger an automated e-mail with audit finding to FSSAI as soon as the auditor submits the report online and the data syncs with the server.
    - o Minor non-conformity- When there is a shortcoming in the food safety management system or regulatory contravention of the Catering Establishment, which may not cause any adverse health consequence, the auditor shall set up an appropriate timeframe for its rectification and follow up, so that the non-conformance could be rectified.

The software application should have built-in capability to define appropriate rectification timeframe.

  - v Failure by food business operator to rectify the minor non-conformity within the specified timeframe shall be referred to FSSAI.
- (8) The audit agency must provide industry specific standard corrective actions for the non-conformances to the Catering Establishment within 24 hours of conducting the audit.

#### **d. Who is Hygiene Rating Auditor (HRA)?**

Hygiene Rating Auditor is the qualifying auditors of Hygiene Rating Audit Agency and meeting the eligibility criteria stated in Expression of Interest (EoI) and this document.

#### **e. Eligibility of Hygiene Rating Auditor?**

The qualifications and shall meet the following minimum requirements, namely:

- i. Bachelor's degree in Food or Dairy Fisheries or Oil Technology or Biotechnology or Agricultural or Veterinary Sciences or Bio-chemistry or Microbiology or Chemistry or Catering Technology or Hotel Management from a recognized university;

***Note: Hygiene ratings are being conducted in the food service sector; it is preferable to have auditors with qualification and experience in food service sector.***

- ii. Knowledge of the Act and the rules and regulations made there under; sector specific knowledge of hygienic and sanitary practices, processing techniques, hazards identification, analysis and control and knowledge of contaminants, allergens, etc.;
- iii. Any other additional requirement or mandatory training as maybe specified by the Food Authority.

***-The auditor must have at least 30 man days audit experience in food service sector.***

***-Auditor shall undergo and qualify mandatory FoSTaC Training for Hygiene Rating Auditor conducted by FSSAI.***

#### **f. Roles and Responsibility of Hygiene Rating Auditor (HRA)?**

- i. Auditor shall obey the requirements stated in matrix provided under hygiene rating matrix.
- ii. Evidence shall be collected against the matrix relevant to the industry.
- iii. Audit evidence shall be recorded as material documentary or record evidence or as pictures or by interview or by observation.
- iv. The auditor shall have a detailed audit report (apart from the online shave audit notes prepared during audit other than the audit report which he submits or enters into the hygiene rating port portal. The evidence report collected by the auditor will remain with the auditor and auditing agency for a period of not less than 1 year.
- v. FSSAI has the right to scrutinize or call for the notes of any audit.
- vi. The auditor shall not use any information provided to him during the course of audit by the FBO for any other purpose other than audit
- vii. The auditor shall enter the time of opening time of meeting of audit and closing time of meeting of audit.

- viii. The auditor will comply with the time schedule provided by the FSSAI as guidance document relevant to industry for hygiene rating
- ix. Auditors shall comply with the safety requirements and other conditions that may be very specific to the FBO while auditing their production or manufacturing areas.
- x. The auditor takes the responsibility of his personal safety during the audit and FSSAI is not Right
- xi. The auditor shall not demand other than audit fees anything by way of reimbursement for travel, accommodation, etc. unless agreed between him/her & FBO
- xii. The Arrangements between the FBO and the auditor regarding travel and accommodation are not controlled by FSSAI. And FSSAI is not Right for travel, accommodation & dining facilities of auditors.
- xiii. The auditor shall not misuse the name of FSSAI directly or indirectly to harass the client
- xiv. Auditor shall disclose his or her identity with the proper evidence on demand in clients place when audit is done as per requirement of client's place.
- xv. Auditor shall be at all times refer with auditee on any doubt which is likely to arise and record the explanation properly

#### **g. Disqualification of Auditor**

- 1. If it is found to be misrepresentation FSSAI
- 2. If the reports are found to be false during scrutiny by competent authority
- 3. If the auditor has used unfair practices during audit.
- 4. If auditor has acted with prejudice
- 5. If auditor is subsequently declared a person of unsound mind.

## Chapter 5: 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 Right 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 Right 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/serve-safe](http://www.fssai.gov.in/serve-safe).*

3. Once the FBOs of the city have 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 methods of inspections are discussed in next section.*

## Chapter 6: Re-verification

### a. What is the re-verification procedure?

To ensure fairness of businesses, FSSAI and State Food Safety Departments 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 re-verification 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 of inspection.

**Re-verification** can be done in cases, such as

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

A format for requesting for re-verification or re-inspection is enclosed at Annexure 5.

Decision of the officers determining the appeal for re-verification 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 Right place to eat schemes in India. The purpose of the document is to ensure consistency in implementation and operation of the Hygiene Rating and Right 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 Right Place to Eat
- Logos (Hygiene Rating, Right Place to Eat, Eat Right India, etc.)
- Food Safety Display Boards (FSDBs)
- Posters
- Information brochures/ pamphlets/ advertisements etc. printed for awareness of citizens and FBOs
- Promotion of 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 Right 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 Right 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 Right 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](http://www.fssai.gov.in/servesafe)*

## **Annexures**

**Annexure 1**  
**List of Microbial and Physio-Chemical Tests suggested for**  
**Catering Sector**

S. No.	Food group	Microbiological Parameters	Physio-chemical Parameters
1.	All Food Products (Except Below) and swab samples Food contact Material	<ul style="list-style-type: none"> <li>Total Plate Count</li> <li>E.Coli</li> <li>Coliform count</li> <li>Staphylococcus <i>spp.</i></li> <li>Salmonella <i>spp.</i></li> </ul>	-
2.	Raw veg and cooked Veg	<ul style="list-style-type: none"> <li>E.coli</li> <li>Listeria <i>spp.</i></li> </ul>	
3.	Meat and meat products	<ul style="list-style-type: none"> <li>Staphylococcus aureus</li> <li>Salmonella <i>spp.</i></li> <li>Listeria monocytogenes</li> <li>Aerobic Plate Count</li> <li>Yeast &amp; Mold</li> <li>E.coli</li> <li>Sulphite Reducing Clostridia</li> <li>Clostridium Botulinum (Canned/Retort)</li> <li>Campylobacter <i>spp.</i> (Canned/Retort)</li> </ul>	<ul style="list-style-type: none"> <li>Moisture</li> <li>Protein</li> <li>Fat</li> </ul>
4.	Poultry	<ul style="list-style-type: none"> <li>Staphylococcus aureus</li> <li>Salmonella <i>spp.</i></li> <li>Aerobic Plate Count</li> <li>Yeast &amp; Mold</li> <li>E.coli</li> <li>Sulphite Reducing Clostridia</li> <li>Clostridium Botulinum (Canned/Retort)</li> <li>Campylobacter <i>spp.</i> (Canned/Retort)</li> </ul>	<ul style="list-style-type: none"> <li>Moisture</li> <li>Protein</li> <li>Fat</li> </ul>
5.	Sea foods	<ul style="list-style-type: none"> <li>TPC</li> <li>E.coli</li> <li>Vibrio Cholerae</li> <li>Vibrio parahaemolyticus</li> <li>Staphylococcus aureus</li> <li>Shigella <i>spp.</i></li> <li>Salmonella <i>spp.</i></li> <li>Listeria monocytogenes</li> </ul>	<ul style="list-style-type: none"> <li>Acidity (pH)</li> <li>Moisture</li> <li>Protein</li> <li>Fat</li> <li>Histamine Content</li> <li>TVBN (Total Volatile Base Nitrogen)</li> </ul>

6.	Milk and milk products	<ul style="list-style-type: none"> <li>• Total Plate Count</li> <li>• Escherichia coli</li> <li>• Coliform</li> <li>• Listeria monocytogenes</li> </ul>	<ul style="list-style-type: none"> <li>• Titratable acidity (pH)</li> <li>• Nitrogen content</li> <li>• Total casein/Protein</li> <li>• Lactose content</li> <li>• Specific gravity</li> <li>• Fat &amp; SNF</li> </ul>
		<ul style="list-style-type: none"> <li>• Staphylococcus aureus</li> <li>• Bacillus cereus</li> <li>• Sulphite Reducing Clostridia</li> <li>• Salmonella spp.</li> <li>• Yeast &amp; Mold</li> <li>• Enterobacter sakazakii (Cronobacter sp.)</li> </ul>	
7.	Bakery products	<ul style="list-style-type: none"> <li>• Yeast &amp; Mold</li> <li>• Salmonella</li> <li>• Listeria</li> <li>• Staphylococcus aureus</li> <li>• E.coli</li> </ul>	<ul style="list-style-type: none"> <li>• pH</li> <li>• Bulk density</li> <li>• Moisture content</li> <li>• Total ash</li> <li>• Loaf volume (Bread)</li> <li>• Specific volume (Bread)</li> <li>• Thickness (Cookies)</li> <li>• Diameter (Cookies)</li> <li>• Spread ratio (Cookies)</li> </ul>
8.	Water & Ice	As per FSSAI requirements	As per FSSAI requirements and; <ul style="list-style-type: none"> <li>• Color</li> <li>• Odor</li> <li>• Taste</li> <li>• Turbidity</li> <li>• pH</li> <li>• TDS (Total Dissolved Solids)</li> <li>• TH (total hardness)</li> <li>• Iron content</li> <li>• Chloride content</li> <li>• Nitrate content</li> </ul>

**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.	<b>Design &amp; facilities</b>		
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 &amp; 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 and change rooms for employees.	2	
15	Food material is tested either through internal laboratory or through an accredited lab. Check for records.	2	
II.	<b>Control of operation</b>		
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*	Hot food 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 bain maire 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 from unhygienic matters.	2	
32	Packaging and wrapping material coming in contact with food is clean and of food grade quality.	2	

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

S.No.	Criteria	Yes/No
<b>I.</b>	<b>Promote Personal Hygiene</b>	
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	
<b>II.</b>	<b>Promote healthy eating</b>	
7	I have put Eat Right India Logo in premise and or menu cards and boards.	
8	I have displayed appropriate messages on healthy eating (Eat Right India Communication Material) 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	
<b>III.</b>	<b>Promote safe water handling practices</b>	
13	I create awareness regarding safe water consumption amongst the visitors	
<b>IV.</b>	<b>Effective complaint handling</b>	
14	I have implemented a consumer redressal and feedback management system	
<b>V.</b>	<b>Open kitchen or kitchen visits</b>	
15	I have an open kitchen/live kitchen./transparent kitchen and/or allow consumers to walk-in freely anytime.	
16.	I display messages regarding safe and healthier techniques adopted in the kitchen.	
<b>VI.</b>	<b>Donate Food</b>	
16	I have partnership with food recovery organizations to donate surplus food	
17	I have adopted a environment friendly waste tracking and disposal system	
18	I offer options in portion size in menu	
19	I encourage diners to take leftovers home	
20.	I have adopted measures to prevent waste of water and recycle/reuse of water.	
21.	I do not uses cooking oil above 25 TPC limit and discard used cooking oil using environmental friendly method.	
22.	I have reduced use of plastic and avoid use of single use plastic. I dispose plastic waste using environment friendly methods.	

**Scoring:**

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

## Annexure 4

### List of FSSAI Recognized Hygiene Rating Audit Agency

S.No.	NAME OF AUDIT AGENCY	CONTACT NAME	CONTACT DETAILS	EMAIL
1	Loyd's Registered Quality Assurance Limited	Shri Nitin Mangale	022-43250250/429, 9819881966	<a href="mailto:nitin.mangale@lr.org">nitin.mangale@lr.org</a>
2	Shree Analytical Testing & Research Lab Jalgaon	Shri Sandip Arjun Mahajan	0257-2212025, 09503631793	<a href="mailto:infoiaas@gmail.com">infoiaas@gmail.com</a>
3	Azad Rao Enterprises	Shri Dhiraj Shrivastava	0141-7103274, 2525541, 08085974025	<a href="mailto:dhiraj@azadagro.com">dhiraj@azadagro.com</a>
4	Conformity India International Pvt. Ltd.	Shri G S Bedi	011-28114433, 28114455	<a href="mailto:bedi@ciindia.in">bedi@ciindia.in</a> , <a href="mailto:mktg@ciindia.in">mktg@ciindia.in</a>
5	Green Tick Food Private Limited	Dr. Mamatha Mishra	9886770527	<a href="mailto:drmamatha@greentickft.com">drmamatha@greentickft.com</a>
6	TUV India Pvt. Ltd.	Ms. Asha Sridhar	022-66477099, 9967433260	<a href="mailto:asha@tuv-nord.com">asha@tuv-nord.com</a>
7	Food Safety Services	Shri Radharaman Lahoti	0712-2755012, 08446364846	<a href="mailto:sfoodsafety@gmail.com">sfoodsafety@gmail.com</a>
8	Diversey India Hygiene Pvt. Ltd	Shri A Ganesh	022-48814222	<a href="mailto:a.ganesh@diversey.com">a.ganesh@diversey.com</a>
9	RIR Certification Pvt. Ltd.	Shri. Tarun Sharma	0124-4307401/403/402	<a href="mailto:tarun.sharma@rircert.com">tarun.sharma@rircert.com</a>
10	FSATO Inspection Services	Shri Rajvir Singh Deol	08557961990	<a href="mailto:admin@fsato.org">admin@fsato.org</a>
11	MS Certification Services Pvt. Ltd	Shri. Surajit Majumdar	9433098380, 033-24417656, 24417657	<a href="mailto:hq@mscertification.org">hq@mscertification.org</a>
12	OSS Certification Services Pvt. Ltd.	Shri Yogendra Pratap	011-28054243, 9818700579	<a href="mailto:info@oss certification.com">info@oss certification.com</a>
13	Intertek India Pvt. Ltd.	Shri Neeraj Gupta	011-41595545/9971656236	<a href="mailto:neeraj.gupta@intertek.com">neeraj.gupta@intertek.com</a>
14	NSF Safety and Certification India Pvt. Ltd.	Ms. Jyoti Bhasin	0124-4820103	<a href="mailto:jbhasin@nsf.org">jbhasin@nsf.org</a>
15	Ernst & Young LLP	Shri Rajnish Chhindra	9311114272	<a href="mailto:rajnish.chhindra@in.ey.com">rajnish.chhindra@in.ey.com</a>
16	Prime Certification and Inspection India Pvt. Ltd.	Shri Babu Thekkayil	9946447584, 8593847584	<a href="mailto:babu.t@primeci-india.com">babu.t@primeci-india.com</a>
17	TUV Inter Cert SAAR	Shri Rajesh K Iyer	9972375490, 080-41285610	<a href="mailto:riyer@tuvintercert.in">riyer@tuvintercert.in</a>
18	URS Certification Limited	Shri Ankul Sangal	0120-4516264-65, 9350169159	<a href="mailto:info@ursindia.com">info@ursindia.com</a> , <a href="mailto:ankur@ursindia.com">ankur@ursindia.com</a>

19	SGS India	Shri Nilesh Jadav	022-66408790	<a href="mailto:nilesh.jadhav@sgs.com">nilesh.jadhav@sgs.com</a>
20	IRCLASS	Shri Shashinath Mishra	9167178393, 022-30519802	<a href="mailto:shashinath.mishra@irclass.org">shashinath.mishra@irclass.org</a>
21	QSCERT Solutions LLP	Ms. Smitha Ponothe Raveendran	0484-2805016, 9766314688 (Ms Priya Puthan)	<a href="mailto:info@qscme.com">info@qscme.com</a>
22	Parikshan IABS	Ms. A G Saranya Gayathri	9500085159	<a href="mailto:agsaranya.gayathiri@parikshan.net.in">agsaranya.gayathiri@parikshan.net.in</a>
23	Equinox labs Pvt. Ltd.	Shri Ashwin Bhadri	022-68609300, 9920226789	<a href="mailto:ashwin@equinoxlab.com">ashwin@equinoxlab.com</a>
24	Nikitasha Engineers( India )	Shri Ankit Bhasin	9810595956	<a href="mailto:info@foodsafetyervices.org">info@foodsafetyervices.org</a>
25	Centre for Public Health & Food Safety	Shri Dhir Singh	9891071949,9711114410	<a href="mailto:info@cphfs.in">info@cphfs.in</a>
26	NXG Food Safety Works	Ms. Sarika Agarwal	9916454434	<a href="mailto:sarika@foodsafetyworks.in">sarika@foodsafetyworks.in</a>



**Re-verification Form  
for Hygiene Rating and Right 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/ Right 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 Right 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](http://www.fssai.gov.in/serveSAFE)

## Food Safety Display Boards



License No. \_\_\_\_\_

(Please Mention Your License no.)

■ Restaurant

### 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 Right Place to Eat  
(More available at [www.fssai.gov.in/servesafe](http://www.fssai.gov.in/servesafe) )

