

# Food Safety and Compliance System (FoSCoS)

## Guidance Document FSSAI

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## ***Disclaimer***

The guidance document is intended for the use of officers of FSSAI, food safety department of States/ UTs and Food Business Operators who shall be using the FoSCoS application. This document provides an overview of the application functions and features along with policy or regulatory aspects. This document, however, does not supersede any direction, official orders or regulations as issued by FSSAI. Furthermore, the guidance document shall not be considered valid for any legal redressal or as evidence in any legal proceeding. This document is only for guiding users on FoSCoS application by providing general information that may be helpful in using the application. This document is expected to be updated from time to time, please check the latest version before use.

In case any error or omission is noted, please bring it to the notice of FoSCoS team on [fosc-hq@fssai.gov.in](mailto:fosc-hq@fssai.gov.in) for rectification.

## 1. Background

FSSAI had earlier implemented a Food Licensing and Registration System (FLRS) - an online application to provide licensing and registration functionality. FLRS application enabled the process for FBOs to submit registration/ license applications related to all food businesses and further supported the processing of these applications by the Central/ State licensing authorities. FLRS has been in place from past 9 years. Over the years multiple enhancements and modifications have been done to enhance the usability of application.

Having observed certain performance challenges and business process limitations in FLRS, FSSAI recognized the need for an upgrade which led to development of a new application - **Food Safety and Compliance System (FoSCoS)**. During development of FoSCoS, care has been taken to ensure that most of it is similar to FLRS application in functionality and process flows to the extent possible while making it more user friendly and also improving its system performance. FoSCoS is built on open source platform, has a new and advanced User Interface, is intuitive, computationally powerful and technically superior to FLRS.

## ***2.Purpose of the Document***

The purpose of the document is to enable and provide guidance to our primary users i.e. Food Business Operators (FBOs), Designated Officers (DOs) and Food Safety Officer (FSOs) about the newly launched application i.e. Food and Safety Compliance System (FoSCoS). This will also further help the users in transition from our legacy application FLRS to FoSCoS from business perspective. FSSAI is providing this guidance document to provide an overall understanding of the new system and describe the key application functions which would be used to apply and process the Registration/ License applications. Please note that this document does not replace the detailed User Manuals being provided with the application.

## ***3. Food Safety and Compliance System (FoSCoS)***

### ***3.1. Introduction***

FoSCoS- Food Safety and Compliance System is a unified application built on open source platform, with enhanced features, easily configurable and has architectural capability to meet the envisaged functionalities and modules. The application is designed in such a way that it has interoperable capabilities to integrate and merge with other FSSAI applications for providing solutions to all kinds of food businesses on single platform.

### ***3.2. Objective of FoSCoS application***

Overall objectives of FoSCoS are as follows:

- Transform from the present FLRS which is only a licensing platform to a central food safety compliance regulatory platform.
- Build a technically advanced integrated application to achieve interoperability with other applications, capable of higher user traffic, and has potential for future upgrades and functionalities.
- Enhance user performance of the application and make application process simpler and efficient to promote ease of doing business amongst FBOs.
- Achieve minimal physical documentation and streamline business process flows for FBOs for online application.
- Achieve and enable the application to have standardized product approach rather than text box approach for manufacturers.
- Enable application to seed business specific details such as CIN No., PAN No. and GST No. to ensure 360° profiling and validation of FBOs.

### ***3.3. What are the improved features of FoSCoS?***

To meet the above objective, process flows and application features of FoSCoS have been enhanced and upgraded for better user experience. Following are the improved key features of FoSCoS:

- Upgradation of hardware and software to ensure enhanced processing speed, least possible downtime, higher user traffic capability and potential for future upgrades.
- Scalable architecture to meet future upgrades, new modules for additional functionalities and integration with other IT systems of FSSAI. FoSCoS shall in future be the one-stop food safety compliance portal.
- Paradigm shift in licensing approach from Text Box approach to Standardized Product approach for manufacturers.
- The Home page has been re-designed to make it more user friendly, intuitive and smart search option for standardized products and eligibility search for any food business is given.
- New online feature for filling annual returns through FoSCoS application.
- FoSCoS has been integrated with FoSCoRIS to ensure seamless operations. FBOs will have access to inspections reports.
- Rationalization of required documents KoB wise instead of complete set of 29 documents indicated previously in FLRS application.
- Many document-based declarations revised to a check box online declaration.
- Clear segregation of KoBs in FoSCoS application. For e.g. nutraceuticals and novel food category has been added as a separate category of business under manufacturing.
- FoSCoS application has been enabled to seed business specific details such as PAN no., CIN no. and GST numbers to ensure 360<sup>0</sup> profiling and validation of FBO.

Whilst above features are comprehensive, detailed list of key features for FBO, DO and FSO are attached for reference in Annexure-A.



## 4. Processes defined for FoSCoS application

Below section outlines the process flows diagrammatically for various business functions as performed by FoSCoS users i.e. FBOs, DOs and FSOs. The dark colored boxes within process flow represent the new features added in FoSCoS. While this section intends to familiarize the user with FoSCoS application, however for detailed functionality it is recommended to refer the FoSCoS user manuals. Detailed user manual can be downloaded at <https://foscoss.fssai.gov.in/user-manual>.

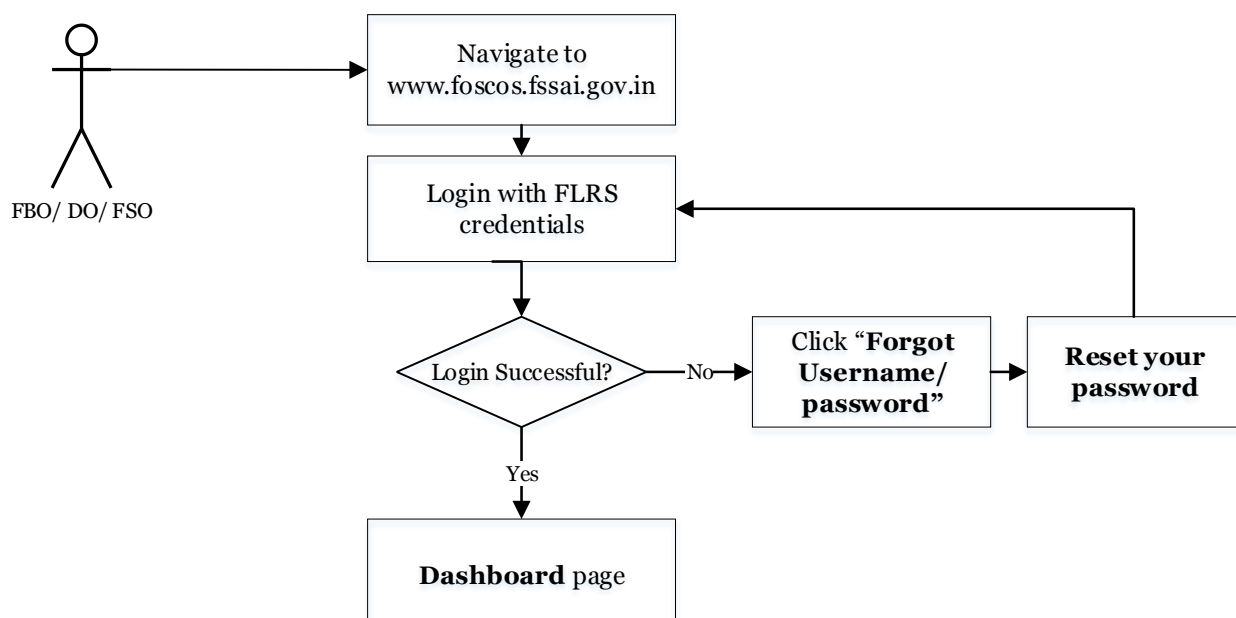
### 4.1. Process flow to log in on FoSCoS application

Following details should be referred for use of FoSCoS application:

- User credentials i.e. ID and Password: Credentials shall be SAME as used for log-in on FLRS application.
- However, if the credentials are subsequently changed in FLRS, replication lag of few hours will be observed in FoSCoS or vice versa.
- FoSCoS URL: <https://foscoss.fssai.gov.in/>

FBO can either create sign-up using unique mobile ID and email ID or use same login credentials as used for FLRS application for login.

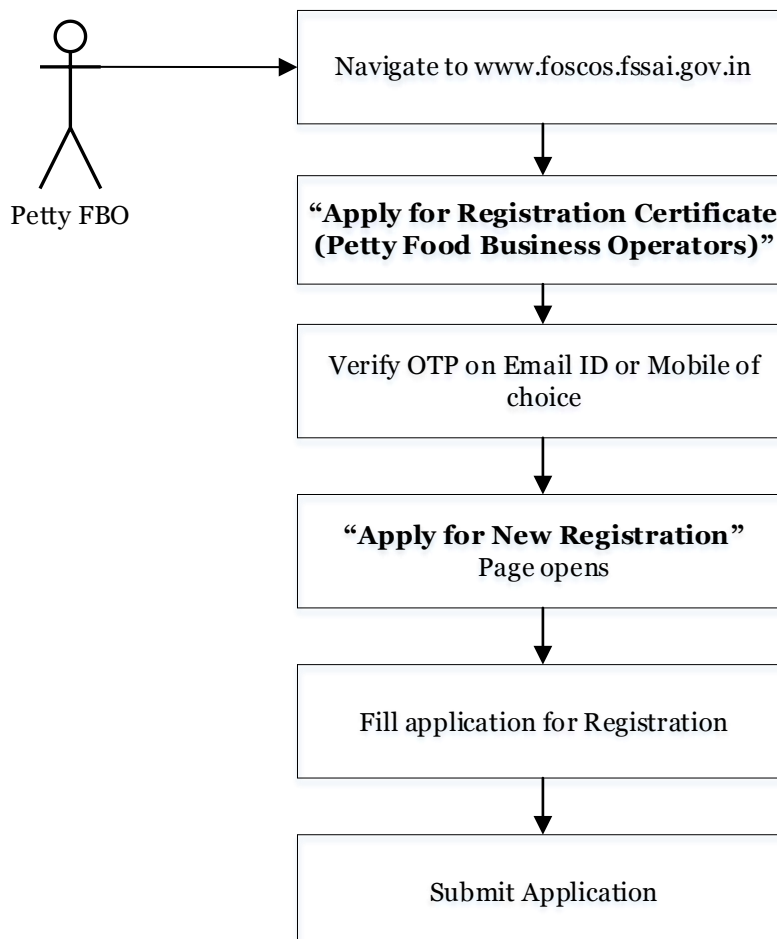
Refer below the process flow to login for all user types.



## 4.2. Process flows designated for Food Business Operators (FBOs)

### 4.2.1. Process flow for Guest login as Petty FBO

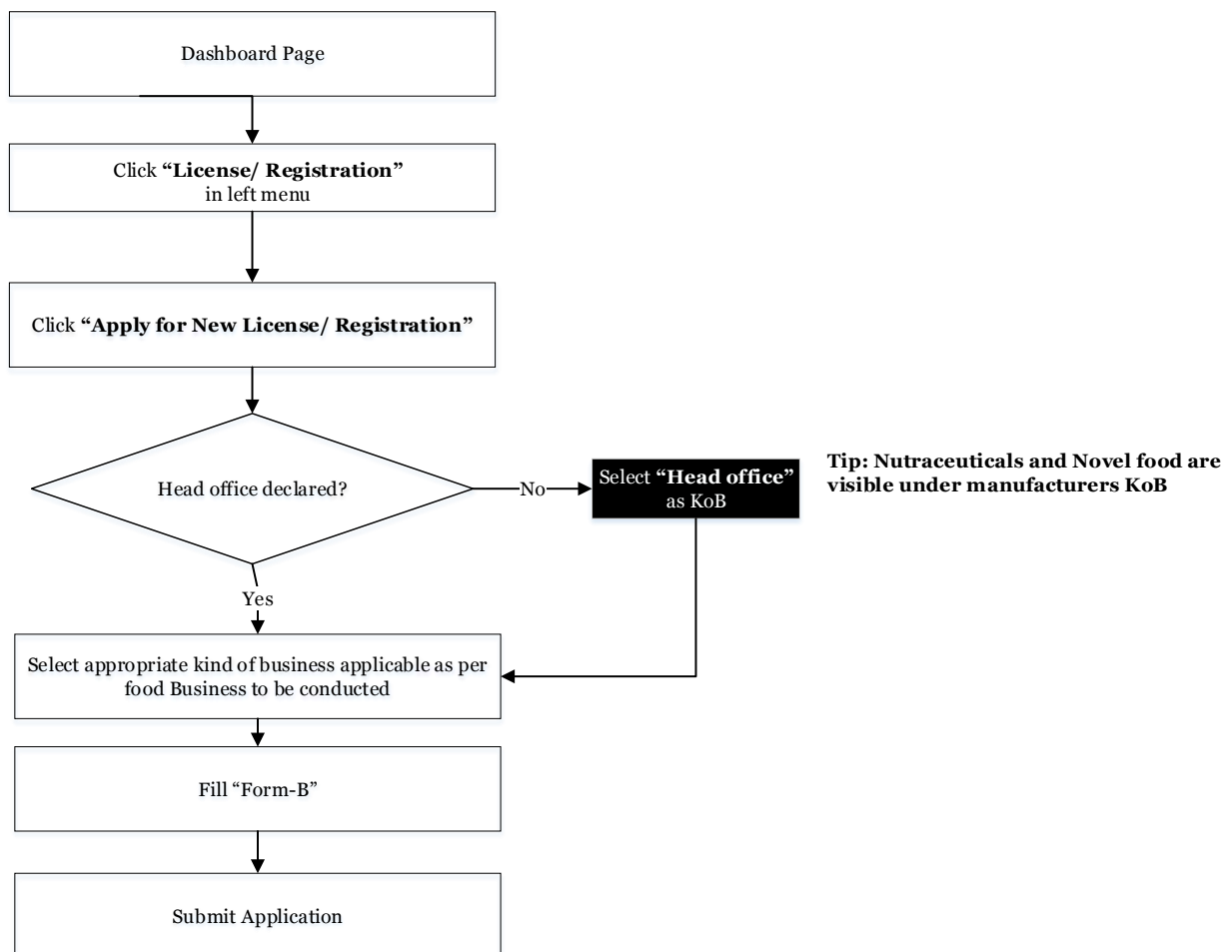
Petty FBO login facility is the new feature incorporated in the FoSCoS application. This feature has been enabled for small businesses like hawkers, roadside vendors, etc who are being encouraged to apply for registrations. This facility enables Petty FBO Login with OTP validation through phone number or email address without creating sign-up details or a password. On Login the Petty FBO shall have access to only Registration related functionalities which means License related functionalities shall not be available unlike the case of regular FBO Login.



#### 4.2.2. Process followed to submit a new application (Registration/ License)

The process flow of submitting application for registration/ license is similar to FLRS with minimal changes in overall functionality however efforts has been put in place to make process more efficient and productive. Some of key highlights are:

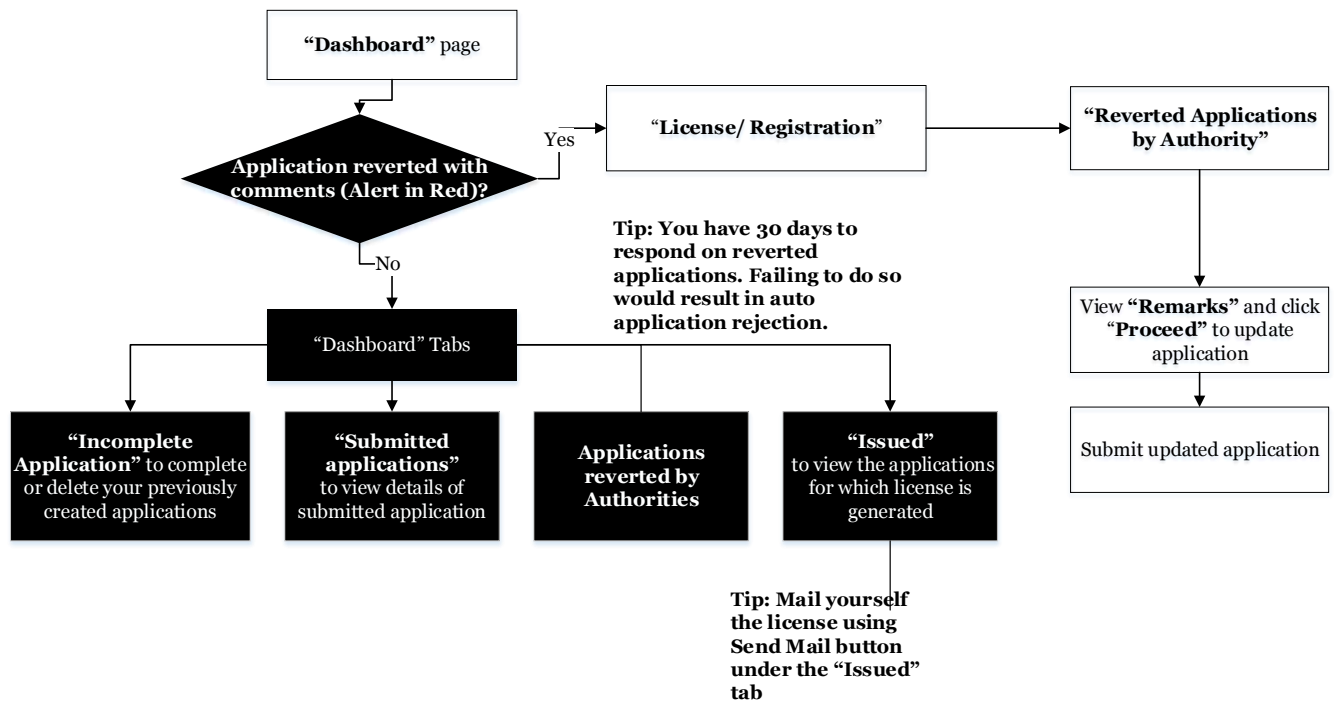
- Revision of questions asked from FBO regarding eligibility of head office. Head office has been added as a separate KoB.
- Only KoB wise documentation is required to be uploaded along with application.



### 4.2.3. FBO Dashboard

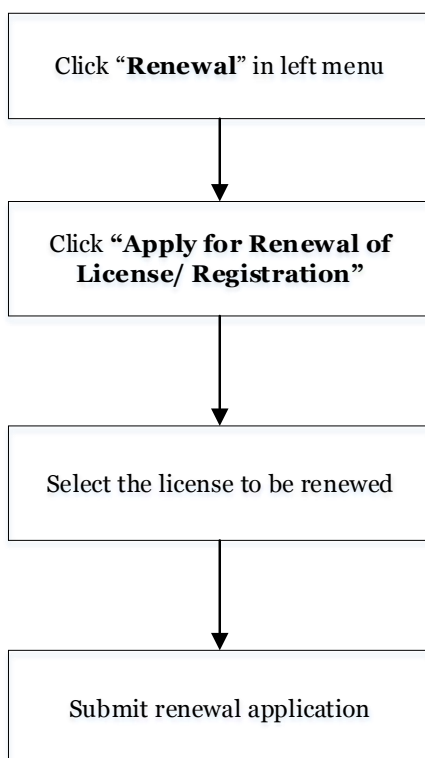
Dashboard is the default landing page once the FBO has logged in. The new dashboard is interactive and intuitive specifically built to provide updates to the submitted applications for both licensing and registration. For easy reference, new actions and feature has been highlighted in colored box. Some of the new features of dashboard in FoSCoS application are:

- FBO can view application status by clicking on tab “Submitted applications”.
- FBO can view list of all licenses and registration issued in past.



#### 4.2.4. Process to be followed for Renewal of an application

FBOs can submit request to renew their existing issued licenses/ registrations under the Renewal tab. Renew your license window opens 120 days prior to date of expiry of your license. Hence, it is ideal that renewal application is submitted between time frame of 120 days and 30 days before the date of expiry of license. For e.g. If expiry of your license is 31/03/2020, Thus, the ideal time of application for renewal should be between 02/12/2020 and 01/03/2020.

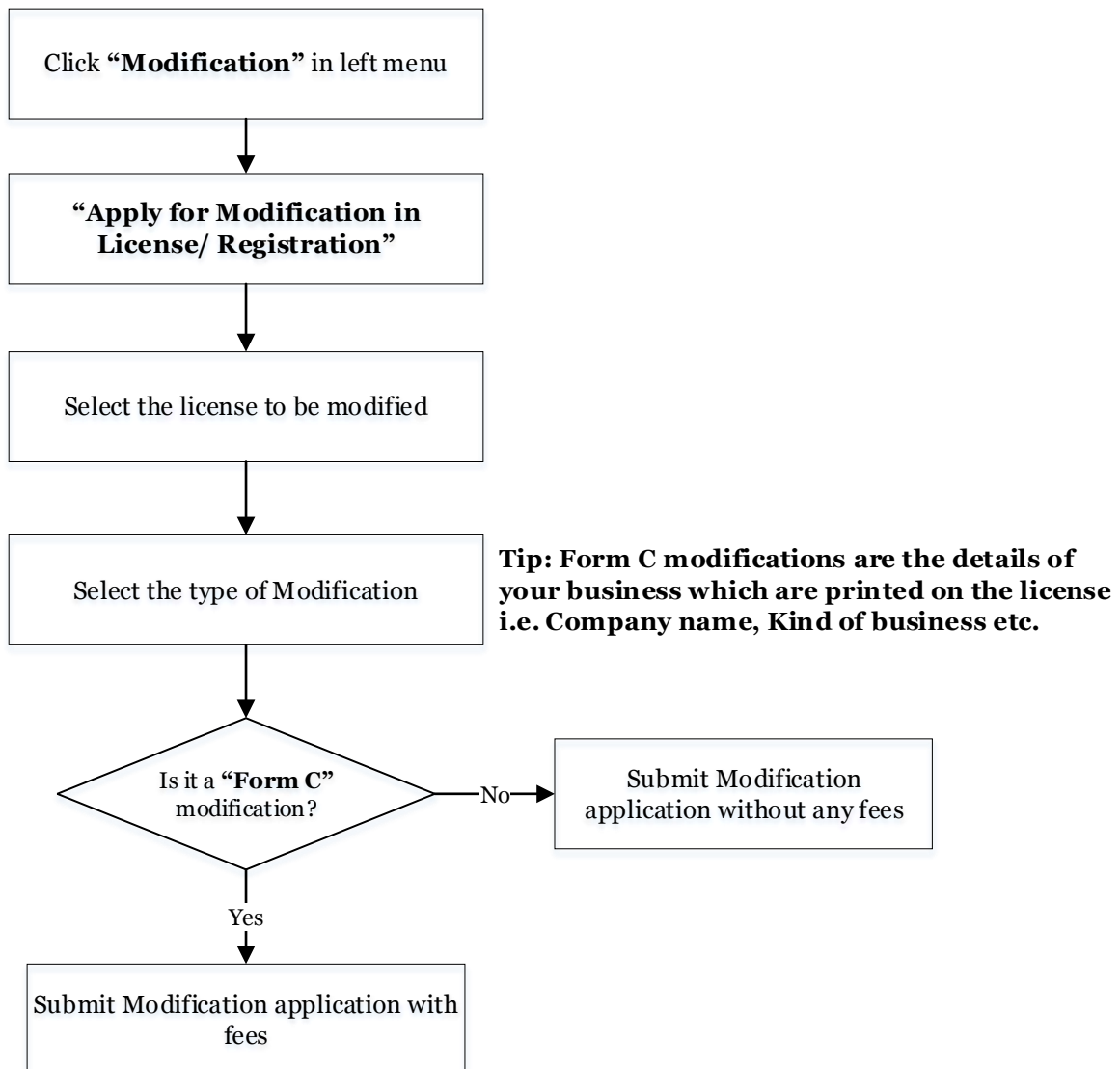


**Tip: You can apply for renewal of your license as early as 120 days but atleast 30 days before license expiry date. INR 100 per day is charged as late fees starting 30 days before license expiry date.**

**Tip: If the license/ Registration has expired already, it will not be listed here**

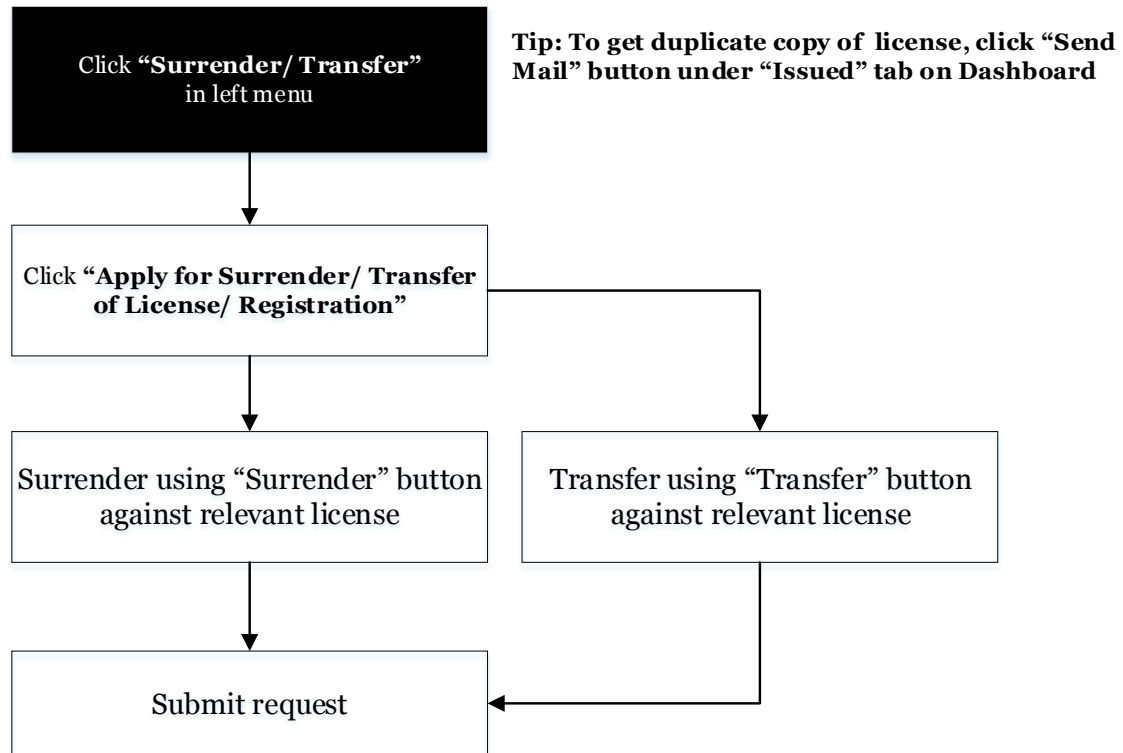
#### 4.2.5. Process followed to submit Modification request

FBOs can submit request for modification in the existing issued licenses/ registrations under the modification tab. Three types of modifications are processed i.e. Form-C, Non-Form-C modifications and Change of product category to standardized products for manufacturers only. Non form-c modifications refers to changes such as change in contact details, change in supporting documents submitted at the time of obtaining fresh license, etc. Process flow is given for reference.



#### 4.2.6. Process followed for Surrender/ transfer

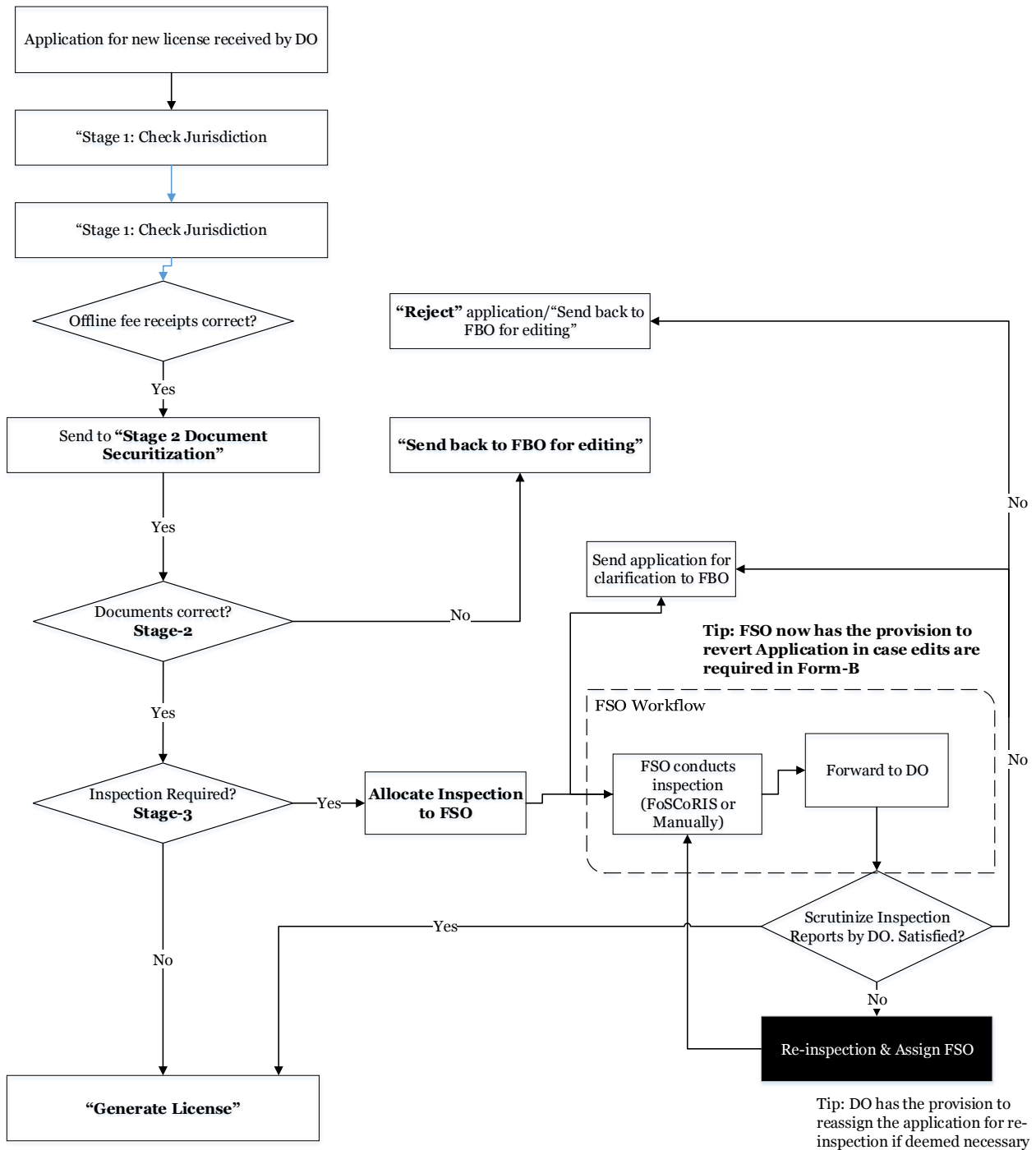
FBOs can submit the request for surrender/ transfer of license/ registration by clicking on tab “Surrender”. FBOs shall see the complete list details of all licenses/ registration issued in past. Once selected, FBO may proceed to confirm submission of such request using action button.



### 4.3. Process flows designated for Designated Officers (DOs)

#### 4.3.1. Process flow to facilitate application requests submitted by FBOs

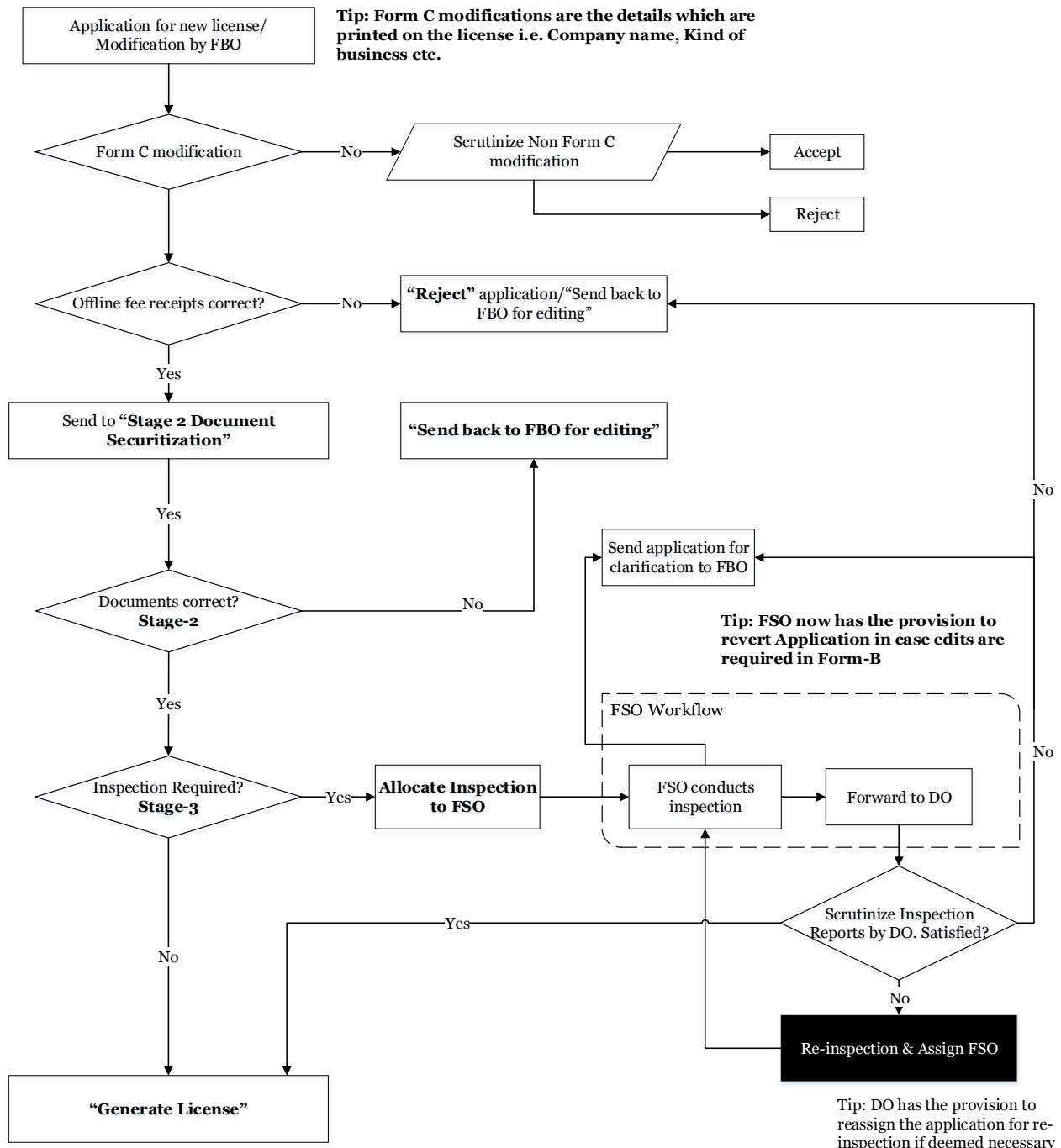
The default landing page after login is Dashboard. DO can view stage-wise activity status of all applications submitted by the FBOs in their jurisdiction.





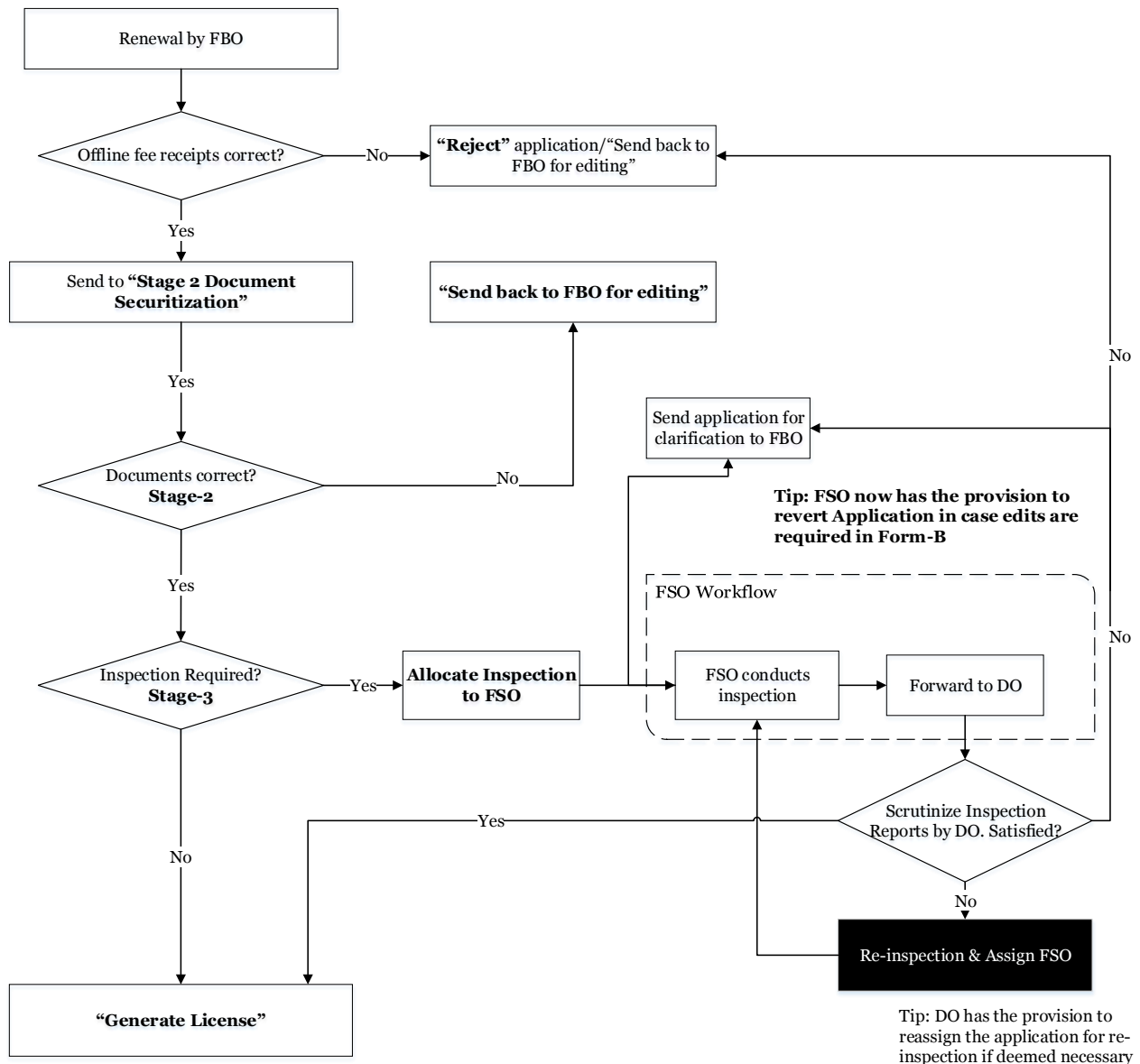
### 4.3.2. Process flow to facilitate request submitted for Modifications

There are two types of modifications submitted by FBOs i.e. Form 'C' modifications and Non-Form 'C' modifications. The process to facilitate application for modification submitted by FBOs remains similar to FLRS process and is given below for reference:



### 4.3.3. Process flow to facilitate renewal request

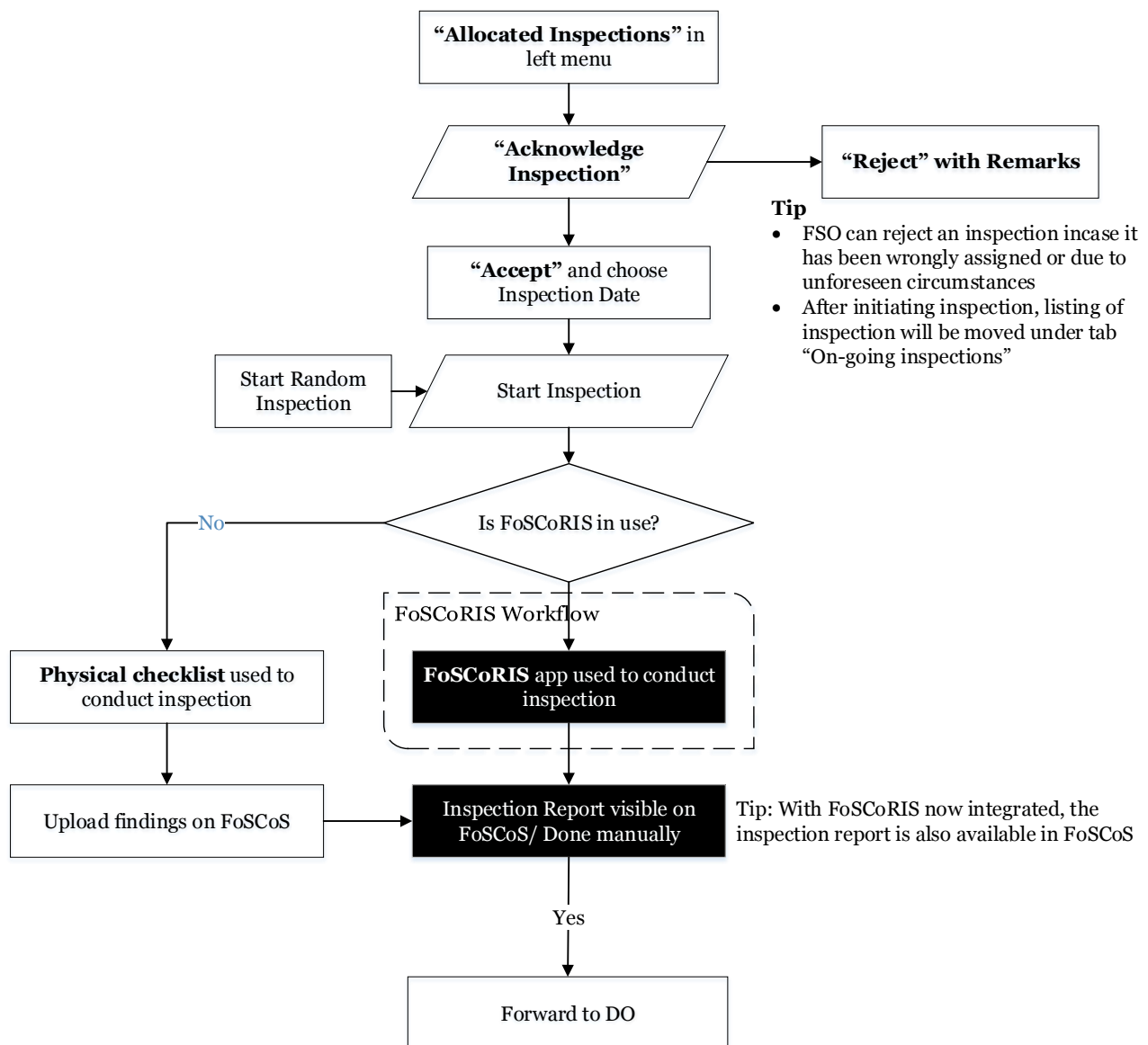
The process flow of a DO for the renewal workflow is similar to a New license approval except that jurisdiction check is not required. Please note that Late fees may have been levied by the system depending on the date of renewal application.



## 4.4. Process flows designated for Food Safety Officers (FSOs)

### 4.4.1. Process flow for FSO to use inspection module

FoSCoS has been integrated with FoSCoRIS to ensure seamless operations. Thus, FSO will be enabled to submit his inspection report directly on FoSCoS application. On login, the FBO shall also have access to view the inspection reports and comments made by the FSOs.



## ***5. Change in methodology of licensing for manufacturers***

### ***5.1. Background***

In the Food Licensing and Registration System (FLRS) the process followed for licensing for manufacturers is: -

- An applicant selects the food category system, drilled down to 4-digit level.
- Then the applicant inputs the food product he proposes to manufacture, in a text box.
- Licensing authority while processing the application checks if the declared product belongs to the stated category and is standardized as per Food Safety and Standards Regulation (FSSR).

The Licensing Authority, after other checks he needs to exercise approves the application. Expected output is a licensed product which is standardized. However, the description is subjective. It may be specific to the product/ manufacturer or even be generic or be a variant. If not standardized, application needs to be submitted under Proprietary Food or non- specified Food.

### ***5.2. Introduction of Product Selection Approach in FoSCoS***

#### ***5.2.1. Key Features***

- The new approach is only for manufacturers of food products.
- For Category 99 products such as additives/processing aids/enzymes etc., the text box approach will be continued as in FLRS under “Substances added to Food”
- There are few products standardized under FSSR, for which no specific category has been allocated, these products will be listed under a new category 100 (only for the purpose of licensing)
- In case of non-standardized food products, FBO will need to apply for “Proprietary Food”, “Non specified Food” or “Food or Health Supplements, Nutraceuticals etc” as applicable.

### 5.2.2. Brief description of changes

- The new system is based on trust and self-regulation approach. An FBO opts and selects a standardized product and his license is approved for the same. The license approval means that the FBO can manufacture only those standardized products which are covered by the description as under in the FSSR. The onus is on the FBO to manufacture only products which are Standardized with the description FSSR.
- The linguistic meaning of the Standardized product list is NOT to be relied upon. Standardized products means any product whose standards are prescribed in in “Food Safety and Standards (Food Products Standards and Food Additives) Regulation, 2011”, “Food Safety and Standards (Health Supplements, Nutraceuticals, Food for Special Dietary Use, Food for Special Medical Purpose, Functional Food and Novel Food) Regulations, 2016” and “Food Safety and Standards (Alcoholic Beverages) Regulation, 2018”.
- For manufacturers of Standardized food products, the methodology is being changed from the text box approach to a Standardized product listing approach. FoSCoS is built on food category system as in FLRS with category 1-16.
- There is a 3-level structure being followed in FoSCoS for Manufacturing, Repacking and Relabeller for selection of food products i.e.
  - Level 1: Main Category  
Example: 7 Bakery Product
  - Level 2: Sub-Categories forming part of the main category  
Example: 7.1 Bread and ordinary bakery wares and mixes
  - Level 3: Name of Standardized product (select)  
Example: Bread
- The listed products include the types/sub types of products falling under same FSSR number.  
Example:
  - 5.1.3 Chocolate: In this all other Standardized products detailed under FSSR covered. i.e whether Milk Chocolate, Milk Covering Chocolate, Plain Chocolate, Plain Covering Chocolate, White Chocolate, Blended chocolate.
  - 2.9.1 Spice like Caraway (Siahjira): all its types Standardized like (Siahjira), Caraway Black (Siahjira), Caraway (Siahjira) are considered to be covered under description.

- 2.1.7 Cream and Malai: All types (Reconstituted cream, Recombined cream, Prepared creams etc.) and sub type (Pre-packaged liquid cream, Whipping cream etc. ) are under description Cream.
- On some occasions, the description of food products has been slightly changed from the heading used in FSSR, primarily because the food category of types and subtypes of the products were distinct.

Example:

- Separate Food Categories are specified for two variants of Pastas and Noodles i.e 6.4.2: Macaroni Products (Dried) and 6.4.3 Macaroni Products (pre-cooked)
- Culinary Sauce and Pastes bifurcated into 12.6.2 (chilli sauce, fruit sauce etc.) & 12.6.3 (culinary paste)
- In some cases, the variants (types and subtypes) of Standardized products are listed separately, thereby requiring specific endorsement on license for each of them. The same is done owing to administrative reasons keeping the need of licensing authority and sensitivity of the food products or its nature and source in perspective.

Eg. All refined edible vegetable oils are listed as individual refined vegetable oil.

### ***5.3. Transition from previous licenses to new standardized product licenses***

- Provision for modification in existing license to choose from standardized product for manufacturers has been provided.
- No modification fee is required to be paid for the same. The transition will be allowed with modification fee upto 30th September 2020.
- The renewals are not linked with modification of License. However, renewal without modification of licence based on list of Standardized products, shall be allowed for one year only.

## 6. Frequently asked questions (FAQ)

### 6.1. FoSCoS Application

#### Q1. What is the user ID and Password of FoSCoS application?

**Answer:** Login credentials of the FoSCoS application shall be same as FLRS. New FBO can also create login credentials using sign-up option.

#### Q2. What if I am using both the applications i.e. FLRS and FoSCoS in the transition phase and change the credentials in one of the applications. Would this change be implemented for both applications?

**Answer:** Yes, change will be implemented in both the applications however user will observe the replication time lag of few hours in the subsequent application.

#### Q3. How to submit annual return online on FoSCoS?

**Answer:** FoSCoS has new online feature for submitting Annual returns. FBO can click on tab “Annual returns”, fill the prescribed format and upload required documents and click on submit.

#### Q4. What if FBO does not remember both User ID and Password for login?

**Answer:** FBO can retrieve user ID and password by submitting following information:

- Signup for a new login, and provide the new login
- Request Application on company letter head duly signed by Authorised Signatory
- Copy of License/Registration/Application
- ID proof of authorized signatory.
- Any other document proving ownership of FSSAI license/ registration.

All above documents to be submitted electronically via email (from authorized email ID to [enforcement1@fssai.gov.in](mailto:enforcement1@fssai.gov.in)) or in physical manner at FSSAI HQ. If the credentials

are verified and request approved then the FSSAI license details will be shifted to the new user login provided.

**Q5. What are the new KoBs added to FoSCoS?**

**Answer:** Head office, Nutraceuticals and Non specified/Novel food for manufacturers

**Q6. Can FBO view his inspection history?**

**Answer:** Yes, FBO can view inspection report by clicking on tab “view inspection history”.

**Q7. How to check your eligibility criteria of your food business?**

**Answer:** FBO can use Search option “Eligibility of your food business” provided on the home page to view details pertinent to KoB/ criteria/ license/ registration and fee per annum.

**Q8. How to search standardized food products and KoBs?**

**Answer:** FBO can use Search option “FSSAI Standardized products” provided on the home page.

**Q9. How many documents required to be uploaded by FBO for issuance of license?**

**Answer:** Only documentation pertinent to the selected KoB for license application is required to be uploaded. However FoSCoS has provision for additional documents such as NoC from CGWA, NoC from local bodies, Water test Report, Vehicle RC, FSMS Plan, and any other document mandated by state government by way of an official order.

**Q10. Are there any agents or consultants authorized by FSSAI to submit application on behalf on FBO?**



**Answer:** No, there are no consultants or agents authorized to fill application on behalf of FBO however FBO can take help of Food Safety Mitra (FSM) for the same.

**Q11. Difference between Form-C and Non Form-C modifications?**

**Answer:** Form-C modifications refers to change in business information details as printed on the license such as Company name, change of address (within district), Kind of Business, etc. with applicable fees of INR 1000 plus differential amount of annual fee of license in case of upgradation.

Non Form-C modification refers to change in information not printed on license such as correspondence address, contact information, etc.

**Q12. Does FBO need to re-submit the application fees if the application is rejected by the DO?**

**Answer:** Yes, FBO is required to re-submit the application fees in case of rejection.

**Q13. How can FBO generate duplicate copy of license?**

**Answer:** On the FBO's dashboard, click on "Issued" tab. Click "Send Mail" button against the relevant license.

**Q14. Does DO need to review all information given in the application once the application is sent back to FBO for editing?**

**Answer:** No, FBO will only be able to edit the details for options as selected by DO whilst sending back the application for editing.

**Q15. Can the Designated officer (DO) re-assign the application to FSO once already assigned to a FSO?**

**Answer:** Yes, DO can re-assign the application to FSO for inspection or even after inspection for any further processing.

**Q16. Some states are asking for additional documents which are not listed in online licensing portal , where to upload these documents?**

**Answer:** On document upload page, there will be a option of “Other documents” under that upload these additional documents.

**Q17. Where can I upload NOC from CGWA, NOC from State Pollution Control Board, BIS certificate etc.?**

**Answer:** On document upload page, there exists a facility of “Other documents” under which additional documents can be uploaded.

**Q18. Is it mandatory to upload details of training under FoSTaC, Food Safety Mitra etc.?**

**Answer:** It is presently not mandatory. However, we encourage applicants to declare details.

**Note:** For other queries related to licensing, please refer to FAQs on licensing/registrations at <https://www.fssai.gov.in/cms/licensingregulationfaq.php>

## ***6.2. Methodology of Licensing for Manufacturers based on Standardization products***

**Q1. What are standardized food products?**

**Answer:** Those products whose standards are specified under in “Food Safety and Standards (Food Products Standards and Food Additives) Regulation, 2011”, “Food Safety and Standards (Health Supplements, Nutraceuticals, Food for Special Dietary Use, Food for Special Medical Purpose, Functional Food and Novel Food) Regulations, 2016” and “Food Safety and Standards (Alcoholic Beverages) Regulation, 2018”.

**Q2. What should FBO do, if the product he wants to manufacture does not display in any category in dropdown?**

**Answer:** In such cases, if FBO does not find the products in the list of Standardized food products, then he needs to apply either in proprietary food or nutraceuticals or non-specified/novel food whichever is applicable.

**Q3. General manufacturing kind of business is applicable for which food business operators?**

**Answer:** Those manufacturing products other than dairy, oil, meat, proprietary, nutraceutical, non-specified/novel food, are covered under “general manufacturing”.

**Q4. I am doing business of catering, whether individual product need to be mentioned in the license/registration?**

**Ans:** No, only mention broad category of food products.

**Q5. Is it mandatory for a milk product manufacturer to select kind of business dairy processing units, can't they apply for general manufacturing?**

**Answer:** No, milk product manufacturer should take license under dairy processing kind of business only. FBOs manufacturing products other than oil, meat, dairy, nutraceuticals, Proprietary food, non-specified/novel food can take license under general manufacturing.

**Q6. Are there any products for which standards exists and are yet not listed on FoSCoS for grant of License?**

**Answer:** Yes, Radiation Processed Foods, Gluten Free Foods and Special dietary food with low sodium content are not listed. In such case, FBOs need to select the corresponding Food Category of the food product. E.g in case Fruits and Vegetables are irradiated FBO can select. 4.2. Also, in such cases the standards for the same (process food standard) need to be complied additionally to the standards for the food item.

**Q7. Why a new category No. 100 is created though the products are standardized?**

**Answer:** Some of standardized products are not currently mapped with any food category system code for example pan masala, colostrum, royal jelly. These are listed here. The category is only for the purpose of licensing. Whenever the mapping is decided and notified, the product shall be shown in relevant category.

**Q8. My product falls under the product category 15 and 16, but I am not able to find the products under the said category in Standardized flow under manufacturer KoB. What should I do and where i need to apply?**

**Answer:** In category no. 15 and 16 presently there are no Standardized food products. Hence, you need to apply under the Proprietary Food category, if applicable. Eg ready to eat packages.

**Q9. My product neither falls under Standardized food, nor proprietary food and substance added to food, where do I go and where need to apply?**

**Answer:** If your product does not fall under Standardized food or proprietary food or substances added to food, in such you need to obtain approval of such product and apply under non-specified food.

**Q10. Whether product selection methodology is also available for proprietary, non-specified food and nutraceuticals/supplements?**

**Answer:** Product selection method is available only in case of Standardized products under “Food Safety and Standards (Food Products Standards and Food Additives) Regulation, 2011” and “Food Safety and Standards (Alcoholic Beverages) Regulation, 2018” except for Substances added to food. For proprietary, non-specified food and nutraceuticals/supplements the text box approach as in FLRS continues.

**Q11. Whether FBOs can manufacture variants (types and subtypes) of a licensed product?**

**Answer:** Yes, variants (types and subtypes) of Food products so licensed can be manufactured if they are as per Standards specified under Food Safety and Standards Regulations. e.g all variants of Chocolate (i.e milk chocolate, milk covering chocolate,

plain chocolate, plain covering chocolate, blended chocolate etc) as specified under sub-regulation 2.7.4 of FSSR can be manufactured by FBO, if licensed for Chocolate. Please note only variants (types and subtypes) of products for which standards exist can be manufactured. Any deviation needs to be applied under other suitable categories such as Proprietary, Health Supplements & Nutraceuticals and non-specified/novel food, whichever applicable.

**Q12. Why Buttermilk is given, in addition to Drinks based on fermented milk?**

**Answer:** Separate Food Category System are specified for Buttermilk (1.1.2 ) and Drinks based on fermented milk (1.1.2), hence separately listed.

**Q13. I am manufacturing fancy breads, milk breads etc which category should I select?**

**Answer:** All types of breads which are covered under Food Safety and Standards (Food Products Standards and Food Additives) Regulation, 2011 will fall under "Bread". Else you will need to apply under Proprietary or non-specified food category.

**Q14. I am in to the business of storage and sale, Whether i have to mention individual product by select option?**

**Answer:** No, product selection methodology is applicable only for manufacturers, rest all categories will have option of broad food category selection, as in FLRS.

**Q15. Drop down option to select additives is not given even they are Standardized, reasons why?**

**Answer:** There is a long list of additives for which standards are available and many more are being developed. Presently for manufacturer of category 99 "Substance added to Food", the text box approach will continue.

**Q16. I am manufacturing bees wax, in which category I should apply"?**

**Answer:** For bees wax, apply in category no. 99

**Q17. I am manufacturing decaffeinated beverage, which food product category should I select?**

**Answer:** All types of coffee which are covered under 2.10.2 of Food Safety and Standards (Food Products Standards and Food Additives) Regulation, 2011 will fall under “Coffee”. Hence apply for product “coffee”.

**Q18. Why are hard and soft candy separately listed?**

**Answer:** Hard and Soft candy are separately listed due to different food category system.

**Q19. I am manufacturing fruit pickle, vegetable pickle, mixed pickle, shall I take just pickle in my license?**

**Answer:** No, these pickles are classified under different food category system so separate selection to be made.

**Q20. I am manufacturing low fat cream, shall I take just cream in my license?**

**Answer:** Yes, “Cream ” will cover all types and sub types of cream including low fat cream.

**Q21. I am manufacturing pre-cooked pasta product, which category will be applicable for me?**

**Answer** Separate Food Categories are specified for two variants of Pastas and Noodles i.e 6.4.2: Macaroni Products (Dried) and 6.4.3 Macaroni Products (pre cooked).

**Q22. How to align food products in my license/registration with Standardized products under FoSCoS, in such cases whether modification fee is required or not?**

**Answer.** Provision for modification of license to choose from Standardized products for manufacturers has been provided. No modification fee is required to be paid for the same. The modification to Standardized product (product migration) needs to be done before 30<sup>th</sup> September 2020.

**Q23. Renewal of my licence is due, can modification to Standardized products be done along with renewal application?**

**Answer.** No, renewal and modification process are separate. In case, renewal is imminent, please get renewal before modification. The modification to Standardized product (product migration) needs to be done before 30<sup>th</sup> September 2020.

**Q24. I am holding license for manufacturing a food product, is any modification required in case of any change in ingredient and additive in Standardized food product category?**

**Answer.** In case the changed ingredient and additive are as per standards prescribed for the food products and the new food product is as per standards (already endorsed on the licence), no modification of license is required.

**Q25. I am a food business operator holding manufacturer license. What steps do I need to take during migration from old licensing system to new system (FoSCoS)?**

**Answer:** Existing FSSAI License holders for manufacturing kind of business needs to visit the portal before 30<sup>th</sup> September 2020. A facility under “modification” has been provided to modify the license to choose from Standardized food products. No modification fee shall be charged for the same until other details of the license kept same which necessitated change in fee structure. Further, if you do not find your products in the Standardized list, please refer below:

- For Category 99 products such as additives/processing aids/enzymes etc., the text box approach will be continued as in FLRS.
- There are few products standardized under FSSR, for which no specific category have been allocated, these products will fall under broad category 100.
- In case of non-standardized food products, you shall apply for “Proprietary Food”, “Non specified Food” or “Health Supplements, Nutraceuticals etc” as applicable.

**Q26. I am a food business operator, other than manufacturer. What steps do I need to take while migrating to new system (FoSCoS)?**

**Answer.** If you are a manufacturer, please refer to above answer. Food Businesses involved in kind of business other than manufacturers shall match the details of their license and/or application form submitted in earlier licensing system i.e FLRS. In case you find any mismatch or error please write us at [fosc-os-helpline@fssai.gov.in](mailto:fosc-os-helpline@fssai.gov.in) or call us at Toll free Helpline number 1800112100.

**Q27. What if I do not modify my license to Standardized products (for manufacturers)**

**Answer:** If within the specified period, the manufacturer doesn't get modification to Standardized product (product migration) the licensing authority may issue notice and proceed for cancellation of your license.

**Q28. I am a food product manufacturer with a valid State license. While applying for modification to Standardized product (product migration) In case if it necessitates a change from State to Central license. What to do?**

**Answer:** A new Central license will need to be obtained and the previous State license may be surrendered.

**Q29. I am having problems with FoSCoS. Whom can I approach for resolution of my problems?**

**Answer:** In case you have State license, for any guidance or difficulty you may contact your jurisdictional FSO/ DO, or the licensing helpdesk in the State or the Food Safety Commissioner in the State. In case you have a central license, you may approach



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FSSAI's Regional Office. You can also email at [helpdesk-foscoss@fssai.gov.in](mailto:helpdesk-foscoss@fssai.gov.in) or call at Toll free Helpline number 1800112100.

## Annexure-A

Detailed List of key features applicable to each type of user i.e. FBO, DO and FSOs is segregated below for better understanding.

### *A. Features relevant to all users i.e. FBO, DOs/ RAs and FSOs*

- Smart Homepage featuring:
  - Text based intelligent Eligibility Search for businesses
  - Text based intelligent Standardized Product Search
- Simpler login
  - Unnecessary details not required
  - Email, mobile verification through OTP
  - Direct login facility only for registration purposes.
- Email ID and Mobile number is verified using unique OTP during sign-up (license generation).
- Intuitively designed unique tabs for tracking of applications, FBO search, application status and instructions for users to understand the application process flow.
- User shall be able to search for standardized food products and its details
- Functionality for searching of standardized food products is provided on home page.
- The new feature for FBO is also incorporated to search eligibility of any type of food business which is planned to be conducted.

### *B. Features relevant to Food Business Operators (FBOs)*

#### **Enhanced and New features of the FoSCoS**

- Home page and log-in screen has been made more interactive and intuitive.
- Separate guest login as “Petty FBO Log-in” for small business operators to apply for registrations using their mobile number and email IDs.
- Feature to submit annual returns online.
- Only KoB wise required set of documents will be shown to license applicant in FoSCoS instead of complete set of 29 documents.
- Separate KOB for head office is included for easy reference.

- FBO can view the inspection report as soon as inspection report is formulated by FSO.
- Improved dashboards for Licensing and Registering Authorities to view pendency of applications at different Stages.
- Improved and eased licensing procedure/ flow:
  - Questions at the beginning of licensing application pertaining to Head Office omitted. Head Office is now made as a separate KoB.
  - New KoB flow for products covered under Nutraceutical Regulations and products require Product Approval from FSSAI.
- Grouping of KoBs under 'Other Business' is broken into logical groups. Now two group of KoBs have been introduced - Trade/Retail and Food Services
- New KOB listing page with more segregation in the KOB selection.
- Several declarations which earlier required document upload now converted to tick based online declarations. E.g. Declarations for FSMS, Repacking, General Conditions etc. have been converted to single declaration which applicant has to tick and declaration shall be printed on the application for future reference.
- Provision for capturing Food Product Category for Importers

### **Features removed from FLRS**

- KOB listing has been improvised such as Removal of KoB (Section 22 products – FBO holding PA/NOC from PA division FSSAI prior to the Hon'ble Supreme Court Judgment dated 19th Aug 2015)
- Process has been streamlined and irrelevant questions and documentation proof has been removed to ease the user for conducting business activity through FoSCoS. For eg: Removing of 03 questions related to Head Office to be asked by every FBO whether he is eligible for it or not and converted Head Office as separate KoB and Removing 'Clarification incidents' tab meant for applications to be responded after improvement notice on inspection.

### ***C. Features relevant to Designated Officers (DOs)***

- DO can now view the application as per applicable stages of its processing. Further Menu items in DO dashboard have been rearranged for easily locating the daily tasks related to processing of applications.
- Feature to verify the zone list for FSO for their respective designated application.

- Application workflow for DO to review and send application to different stages
- Auto issuance of license in maximum 75 days after application submission
- The description of each bin/ tab is revised and made self-explanatory.
- Stage wise bifurcation enabling self-understanding for DO's leading to intuitive actions with minimal confusions
- Comprehensive search tool made available to every DO/ FSO limited to their area of jurisdiction to search the applications and licenses issued.

#### *D. Features relevant to Food Safety Officers (FSOs)*

- FoSCoRIS (Inspection System) integrated with FoSCoS to enable allocation of inspections, viewing of inspection report within the licensing system.
- OTP based Verification of Inspection Reports
- Instant availability of Inspection reports to FBOs.

*Thank you*

