

No. 15(6)2020/FLRS/RCD/FSSAI
Food Safety and Standards Authority of India
(A Statutory Authority established under the Food Safety and Standards Act, 2006)
(Regulatory Compliance Division)
FDA Bhawan, Kotla Road, New Delhi - 110002

Dated, the 18 August, 2020

Order

Subject: SoP for applying and processing of refund of erroneous/inadvertent payments credited into FSSAI Account in respect of license/registration fee - reg.

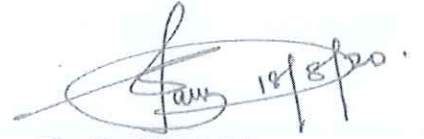
There have been several instances reported in the past wherein a Food Business Operator has either submitted the fees for FSSAI License/Registration more than once erroneously through the payment mode available in FSSAI's online licensing and registration portal (FLRS/FoSCoS). It has been decided to follow the Standard Operating Procedure (SoP) as below for applying and processing of refunds of erroneous/inadvertent payments credited into FSSAI Account in respect of license/registration fee:

- (i) The refund request with application reference number and payment transaction details should be made within 1 year of the payment made through FSSAI's online licensing and registration portal (Food Licensing and Registration System - <https://foodlicensing.fssai.gov.in> or Food Safety Compliance System - <https://foscos.fssai.gov.in>). The request shall be sent to FSSAI Hq through email at enforcement1@fssai.gov.in. *helpdesk-foscos@fssai.gov.in**
- (ii) Regulatory Compliance Division (RCD) shall forward the case to IT Division for verification of the claim.
- (iii) After verification of said online payment (with the claimed transaction details) by IT Division, FSSAI alongwith the facts of the case, the request shall be processed by RCD as per Schedule 3 of FSS (Licensing and Registration of Food Businesses) Regulations, 2011.
- (iv) Accordingly, Accounts Division, FSSAI will be directed to process the refund of payment.
- (v) The refund shall be sanctioned by the Competent Authority as per administrative structure & orders of the State / FSSAI.
- (vi) Refunds of less than Rs. 100 may not be processed.

3. In case of State Licenses and Registrations, the claims for refund of payment to FSSAI Hq shall be on the account of double payment or any other technical glitch while making payment through 'RazorPay' payment gateway only. In case, the payments has been settled in the State/UT's account by FSSAI Hq, for a particular date for which refund has to be given to the applicant, after processing of refund, FSSAI Hq shall settle the refund amount from future payment of the concerned State/UT. Refund of such extra payments for State Licenses/Registrations made through any other mode or State specific payment gateway other than 'RazorPay' shall only be made by the concerned State Authorities.

* Email id has been updated. Refund requests shall be made to updated email id. Any request sent to enforcement1@fssai.gov.in wef 1st Nov. 2020 may not be considered.

4. The fee paid by the applicant for successfully submitted application for license/registration shall not be refunded under any circumstances.
5. This issues with the approval of Competent Authority.



(Dr Shobhit Jain)

Executive Director (Compliance Strategy)

Email: ed-office@fssai.gov.in

To

1. All Food Business Operators
2. Commissioner of Food Safety of all States/UTs and all Central Licensing Authorities
3. Head (IT), FSSAI: for uploading the order on FSSAI website.

Copy for information to -

1. Head (RCD)
2. PPS to Chairperson, FSSAI
3. PS to CEO, FSSAI