



सत्यमेव जयते

CITIZEN CHARTER

FOOD SAFETY WING DRUGS & FOOD CONTROL ORGANISATION, J&K

1. INTRODUCTION :

The Food Safety wing of Drugs & Food Control Organization came into existence in year 1987 on bifurcation of Department from Directorate of Health Services J&K. The mandate of food safety wing is to ensure availability of safe and wholesome food to the citizens, seeks to educate the public by providing the information regarding facilities and services available for ensuring the quality of foods to which they are entitled along with their rights and responsibility.

The Food Safety wing comprises of

- **Enforcement Wing:-**

The Enforcement Wing is headed by the Designated Officer in each District followed by Food Safety Officers at Block level. The Designated Officer is the in-charge of food safety administration in the district. The Enforcement Wing in the districts is responsible for enforcement of the provisions of the Act which include inspection of Food Business Establishments, collection of sample of articles of food for analysis in the laboratory, issue of licenses and registrations to Food Business Operators amongst others.

- **Analytical Wing :-**

The Departments equipped with two Government Analytical Food Testing Laboratories headed by Food Analyst situated at Jammu and Srinagar respectively. All the Labs are technically competent and committed to monitoring the Safety and Quality of Food Products by making use of State-of-the-Art equipment and Testing Methods that have been developed and validated to the best practice standards.

Both the laboratories of Jammu and Srinagar are accredited by **NABL (National Accreditation Board for Testing and Calibration of Laboratories)** to conduct the analyses of Food Articles and Ingredients and provide scientifically valid data that help in the Monitoring, Regulation and Enforcement of Food Safety in the U T of J&K.

- **Food Safety on Wheels:-**

The Department has also established six Mobile Food Testing Laboratories (Food Safety On wheels), equipped to conduct on the spot tests of food items. These mobile units are used for awareness building about food safety, hygiene and healthy eating habits in citizens at large and for conducting training and

certification programme for food handlers and supervisors in food businesses, particularly petty food businesses. The services of all the Labs can be availed by the Public on payment of the prescribed fee fixed by the Government.

2. VISION

To work hand in hand with all the stakeholders towards building Jammu and Kashmir into a model U T, for its Food Safety and quality thereby achieving the realization of our motto – “**Adulteration Free & Disease Free Jammu & Kashmir**”

3. MISSION

- To ensure that food sold is safe and fit for consumption.
- To ensure the compliance of best standards and practices for providing safe food at all levels from Farm to table.
- To help in the development and maintaining “Food Safety Culture” among the citizens of the Jammu & Kashmir
- To make “Safe and Nutritious Food”, a way of life in J&K.

4. OBJECTIVE

The Department aims to ensure Safe, Hygienic & Healthy Food to the consumers and to develop healthy food habits among citizens at large. In order to achieve this aim, the Department endeavours to pursue the following objectives:

- Issuance of license /registration to the Food Business Operators so as to bring them within the regulatory framework of the Food Safety Act and Rules/Regulations.
- Regulating manufacture, storage, sale and distribution of Food as per provisions of the Food Safety Act and Rules/Regulations.
- Keeping surveillance and monitoring over the food industry/ market by lifting samples of food items which carry the potential risk of adulterants, and creating awareness amongst the consumers regarding possible adulterants in food articles and the labeling requirements of food packages.
- Educating and training the Food Business Operators to enable them to comply with the Food Safety Management Systems prescribed under the Food Safety Act/Rules/Regulations.
- Analysis of Food (Statutory/Surveillance/Private) Samples.

5. REGULATIONS/SERVICES IN FORCE

- Food Safety and Standards Act – 2006, Rules & Regulations made thereunder.
- The Cigarettes and Other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003 & Rules made thereunder.
- Public Services Guarantee Act, 2013
- Right to Information Act, 2005.
- Eat Right Challenge Initiative of FSSAI.

6. LIST OF SERVICES OFFERED/TIME FRAME/OFFICERS RESPONSIBLE

S.No	Services	Officers Responsible	Time frame for disposal
1.	Issuance/Renewal of Registration to FBOs (In case no inspection ordered) www.foscoss.fssai.gov.in	Food Safety Officer of the concerned Jurisdiction.	07 days
2.	Issuance/Renewal of Registration to FBOs www.foscoss.fssai.gov.in	Food Safety Officer of the concerned Jurisdiction.	30 days
3.	Grant/Renewal of Licenses to FBOs www.foscoss.fssai.gov.in	Designated Officer of the concerned District	60days
4.	Food Business Operator has to respond to query raised by RA/LA	---	30 days
5.	Analytical report of Food Sample	Food Analyst ,Jammu/Srinagar	14 days
6.	Appeal time against report of Food Analyst	Designated Officer of the concerned District	30days
7.	Complaints made by public against FBOs regarding quality of any food articles.	Food Safety Officer as detailed by Commissioner and the Designated Officer	1-5 days
8.	Complaints made by FBOs regarding delay in issuance of registration	Designated Officer of the concerned District	1-5 days
9.	Complaints made by FBOs regarding delay in issuance of license.	Commissioner Food & Drugs Administration ,J&K.	1-5 days

The Department has online Food Safety and compliance System (FoSCoS) for granting/ renewal of Registration/ License , which include :-

- (i) Auto generation of Registration/ License if the RA/LA does not initiate action within time period specified above.
- (ii) Auto Rejection of Application of Registration/ License if Food Business Operator does not respond to Query raised by RA/LA.

7. CONTACT LIST OF OFFICES AS PER SERVICE OFFERED:-

State Level

1. **Office of the Commissioner FDA J&K**
Civil Secretariat Jammu / Srinagar
Tel/Fax.
0191-2572889
0194-2506084
0194-2506085
Email:- cfsjandk@gmail.com

At Divisional Level

- 1. Office of Deputy Commissioner Food Safety, Muthi Jammu.**
Contact No.941919137
E-mail : dycommissionerfoodsafetyjmu@gmail.com.
- 2. Office of Deputy Commissioner Food Safety Bemina Srinagar.**
Contact No.01942502845/46
E-mail : dycomfoodsafetykashmir@gmail.com

At District Level

Name of office	Contact No:	Email
Office of Assistant Commissioner Food Safety, Distt ,Anantnag	7006900454	dojksheikzameer@gmail.com
Office of Assistant Commissioner Food Safety, Budgam	9797114444	dojkyameenulnabi@outlook.com
Office of Assistant Commissioner Food Safety, Distt. Bandipore	7006078887	dozahoor11@gmail.com
Office of Assistant Commissioner Food Safety, Distt Baramulla	9622558012	dojkajaziqbal@gmail.com
Office of Assistant Commissioner Food Safety, Ganderbal	7006247410	dojkshagofajalal@gmail.com
Office of Assistant Commissioner Food Safety, Distt Kulgam	7006323428	syednight333@gmail.com
Office of Assistant Commissioner Food Safety, Distt Kupwara	9622951678	dojkrafiahmad@gmail.com
Office of Assistant Commissioner Food Safety, Distt Pulwama	760887133	dojksurenjeetsingh@gmail.com
Office of Assistant Commissioner Food Safety, Shopain	7006402544	dojkgulamqadir@gmail.com
Office of Assistant Commissioner Food Safety, Distt Srinagar	7006377449	dojkhilalahmedmir@gmail.com
Office of Assistant Commissioner Food Safety, Distt Doda	9419983841	tarabutt89@gmail.com
Office of Assistant Commissioner Food Safety, Distt Kishtwar.	985855205	shabirfaridy@gmail.com
Office of Assistant Commissioner Food Safety, Municipal Limits. Distt Jammu	9419188300	acfdomlj@gmail.com
Office of Assistant Commissioner Food Safety, Distt Jammu(Rural)	78896657089	ddsacf@gmail.com
Office of Assistant Commissioner Food Safety, Distt Ramban	9596538606	fareedahmedbeig@gmail.com
Office of Assistant Commissioner Food Safety, Distt Samba	9419130876	rajankapoor2112@gmail.com
Office of Assistant Commissioner Food Safety, Distt Udhampur	9419125397	sharmashallugunnu@gmail.com
Office of Assistant Commissioner Food Safety, Distt Poonch	9596736640	tariqkhatana15155@gmail.com
Office of Assistant Commissioner Food Safety, Kathua	94191939344	pankajsoni2410@gmail.com
Office of Assistant Commissioner Food Safety, Distt Reasi	9419110590	dofda66@gmail.com
Office of Assistant Commissioner Food Safety, Distt Rajouri	9622136733	Ajitsinghjoahar123@gmail.com

8. ONLINE E-SERVICES:-

1. FoSCoS for Online Licensing/Registration for all Kind of Food Business operators –<https://foscoss.fssai.gov.in>
2. INFoLNET provides an extensive online portal to food laboratories INFOLNET.FSSAI.GOV.IN

9. COMPLAINT REDRESSAL

1. Email ID For Online Complaints : complaintsfdajk@gmail.com
2. Offline complaints may be addressed to :
 - a. Office of the Commissioner Food& Drugs Administration, J&K.
Email: cfsjandk@gmail.com
Phone No. 0194-2506484-85 (Sgr) / 0191-2572889 (Jmu)
 - b. Office of Deputy Commissioner Food Safety, Muthi Jammu.
Contact No.941919137,
E-mail : dycommissionerfoodsafetyjmu@gmail.com
 - c. Office of Deputy Commissioner Food Safety Bemina Srinagar.
Contact No.01942502845/46,Mobile.9419590564.
E-mail : dycomfoodsafetykashmir@gmail.com.

10. Useful Links:

- **Fee Structure for License/ Registration:**
<https://foscoss.fssai.gov.in/assets/docs/KindofBusinessEligibility.pdf>
- **Documents required for New / Renewal/ Modification of License:**
<https://foscoss.fssai.gov.in/assets/docs/DocumentListMarch.pdf>
- **Documents required for Registration:**
<https://foscoss.fssai.gov.in/assets/docs/DocumentsrequiredforRegistrationCertificate.pdf>

FOR FURTHER QUERIES/SUGGESTIONS:

In case any further follow-up and of suggestion/queries to improve the services, please contact the following officers.

- **Sh. Shabir Ahmad Lone** , Technical Officer, FDA (HQ), J&K, Contact No. 9596089227, Email ID: loneshabir73@gmail.com
- **Sh. Fridous Ahmed** , State Nodal Officer, FDA(HQ), J&K, Contact No. 7006773447, Email ID: ibn.e.qayum@gmail.com
- **Sh. Shafiq ur Rehman**, Food Safety Officer, (HQ) KMR, Contact No.7006351401,Email ID: pshafiq72@gmail.com
- **Mrs .Geeta Devi**, Food Safety Officer, (HQ)JMU, Contact No. 9622232024,Email ID: fsogeeta@gmail.com