

Dated, the 11<sup>th</sup> January, 2023

**ADVISORY**

**Subject: Escalation matrix for raising grievances/ queries related to Central Licenses/ Applications.**

FSSAI has an **online platform** namely Food Safety Compliance System (FoSCoS) for the issuance of pan-India FSSAI License and Registration. For Central Licensing procedures as laid down under FSS Act 2006 and Rules and Regulations made thereunder, FSSAI has appointed Central Licensing Authorities (CLA). The details of these CLAs are available at <https://www.fssai.gov.in/cms/designated-officer.php>

2. In case any Food Business Operator(FBO) is aggrieved by the decision taken by the CLA, below is the prescribed **escalation matrix** for the FBO to represent its case:

S. No.	Case	Escalation to
i.	In case any Food Business Operator (FBO) is aggrieved by the decision taken by the CLA..	<b>Concerned Regional Director.</b> The details are available at:  ( <a href="https://www.fssai.gov.in/cms/regionaldirectors.php">https://www.fssai.gov.in/cms/regionaldirectors.php</a> )
ii.	In case the FBO further wants to represent the case after receiving comments from the concerned Regional Director or in case no comments have been received within 21 days from raising the request to the concerned Regional Director.	<b>Executive Director (Compliance Strategy), FSSAI, HQs, New Delhi [Email: <a href="mailto:ed-office@fssai.gov.in">ed-office@fssai.gov.in</a> and <a href="mailto:enforcement1@fssai.gov.in">enforcement1@fssai.gov.in</a>]</b> along with all the communications made with respect to the case till date.

**Note: It is advisable that communication shall be made through registered email id as provided in the licensing application by the Food Business.**

3. This issues with the approval of Competent Authority.

  
**(Inoshi Sharma)**  
Executive Director (CS)  
Email: [ed-office@fssai.gov.in](mailto:ed-office@fssai.gov.in)

To,

1. Commissioner of Food Safety of All States/UTs and Directors of all Regional Offices, FSSAI
2. All Food Business Operators, Associations, Food Safety Mitra and other stakeholders
3. CITO- to upload on FSSAI's website

**Copy for information to-**

1. PPS to Chairperson, FSSAI- For information
2. PS to CEO, FSSAI- For information