

**Department of Food Safety
Government of NCT of Delhi
8th Floor, Mayur Bhawan
Connaught Place, New Delhi-110001
Tel.No.23413488, e-mail ID : cfss.delhi@nic.in**

CITIZEN CHARTER

The mandate of the Deptt. is to ensure availability of safe and wholesome food to the citizens of Delhi.

List of activities having interface with the citizens/services offered/time frame/Officers responsible .

Services	Time frame for disposal	Officers responsible
Issuance of Registration to FBOs	04 days	Designated Officer of the concerned District
Grant of Licenses to FBOs	30 days	Designated Officer of the concerned District
Filing of nomination by companies and acceptance thereof by the Designated Officer	15 days	Designated Officer of the concerned area /district and the dealing assistant of the nomination branch
Complaints made by public against FBOs regarding food adulteration	45 days	Food Safety Officer as detailed by Commissioner and the Designated Officer
Complaints made by FBOs regarding delay in issuance of license/registration	15 days	Designated Officers of the concerned District

Note:

1. In case of dissatisfactory response from any of the above mentioned officers, the complainant may contact the Administrative Officer on telephone number 011-23413493 to 23413496 or the Commissioner (Food Safety) on his/her office telephone No. 011-23413488 or through e-mail cfss.delhi@nic.in or in person at 8th Floor, Mayur Bhawan, Connaught Place, New Delhi between 10.00 am To 11.00 am on all working days (Monday to Friday).
2. Name and contact number of officers of Deptt. of Food Safety may be viewed at deptt.'s website www.foodsafety.delhigovt.nic.in