

Manual 14 (Food Safety)

Information available in an electronic form

Details of information

S.No.	Activities for which electronic data available	Nature of information available	Can it be shared with public	Is it available on website or is being used as back end database.
1	Citizen Charter	Information regarding mandate of the Department, activities and services offered by the Department. Complaint redressal mechanism.	Yes	Yes
2	FSS Act/Rules 2006&Rules, Regulation-2011	Powers & Duties of Designated officers, Food Safety Officers, Food Analyst etc. Enforcement, Packaging and labelling etc.	Yes	Yes
3	Complaints regarding Food Safety.	Provision for lodging complaints regarding Food Safety, status of complaints lodged/action taken on complaints.	No, only complainant can have access.	Yes
4	Important Office orders	Office orders issued from time to time	Yes	Yes
5	Grievance redressal mechanism.	Address, Email-ids and Phone numbers of Officers of the Department are available on the website. Complaints can be lodged through Department website.	Yes	Yes