

Particulars of organization, functions & duties
Section 4(1)(b)(i)

1. Aims and objectives of the organization

- To enforce the provisions of The Food Safety and Standards Act, 2006 and Rules 2011 in NCT of Delhi.
- To regulate manufacture, storage, distribution, sale, import etc. so as to ensure the availability of safe and wholesome food for human consumption.

2. Mission/Vision

Vision

To create an enabling environment for all Food Business Operators in Delhi to comply with norms for safety and standards established under the Food Safety and Standards Act 2006, Rules and Regulations 2011, and ensure availability of safe and wholesome food to the citizens of Delhi.

Mission

- To coordinate and plan with Food Business Operators to implement Food Safety Management System in a time bound manner.
- Initiate and carry out capacity building and training of Food Business operators to enhance technical knowhow and commitment for implementation of scientific system of food safety management, including storage, manufacturing and distribution practices.
- To carry out awareness generation amongst consumers to adopt practices of self regulation.
- To empower consumers to check and monitor the standards of food.

3. Brief history and background of its establishment

Consequent upon the major amendments in PFA Act 1954, the Department of Prevention of Food Adulteration was set-up by the then Delhi Administration in the year 1976 for implementing the provisions of the Prevention of Food Adulteration Act-1954. Before the year 1976, implementation

of the PFA Act and the relevant Rules was the responsibility of the Local Bodies (M.C.D., N.D.M.C., Delhi Cantt Authorities) Further the Food Safety & Standard Act 2006 was introduced by the Govt. of India and its Rules And Regulations made there under came into force w.e.f.5.8..2011. The Department has been renamed as Food Safety Department.

4. Organization Chart

Annexure' A'

5. Allocation of business

1. To carry out the survey of the Industrial units engaged in the manufacture or processing of food in the State to find out complaints by such units of the Standards notified by the Food Authority for various articles of Food.
2. To prohibit in the interest of public health, the manufacture, storage, distribution or sale of any article of food, either in the whole of the State or any area or part thereof.
3. To conduct or organize training programs for the personnel of the office of the Commissioner of Food Safety for generating awareness on Food Safety.
4. To sanction prosecution for offences punishable with imprisonment as well as fine.
5. To ensure that no person carries on any food business except under a license.
6. To take samples of any food or any substance which appears to be intended for sale for human consumption and there is a reason to believe that the same is in contravention of the Food Safety and Standard Act for the Regulations made there-under.
7. To test the food samples lifted from Food Business Operators in the Food Laboratory for contravention of the standards laid down in the Food Safety & Standards Act/Regulations.
8. To investigate any complaint, which may be made in writing in respect of any contravention of the provisions of this Act/Rules/Regulations.

6. Duties to be performed to achieve the Mission.

1. Lifting of samples of Food articles from Food Business Operators.
2. Testing the food samples in the Food Laboratory for violation of standards.
3. Launching prosecution in case of failed samples.
4. Organizing training programs for consumer awareness.

5. Organizing training programs for field staff of the department.
6. Issuance of License/Registration Certificates to all the Food Business Operators to regulate manufacture, storage, distribution, sale, import etc.
7. To ensure that prohibited articles are not available in the entire area of Delhi for human consumption.

8. Details of services rendered.

Services	Time frame for disposal	Officers responsible
Issuance of Registration to FBOs	07 days	Designated Officer of the concerned District
Grant of Licenses to FBOs	60 days	Designated Officer of the concerned District
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

8. Citizens Interaction

Department of Food Safety regularly participates in Perfect Health Mela(s), Trade Fair, Street Food Festivals and Urs Mela etc. to create consumer awareness regarding safe and wholesome food. Regular meetings are also held with the different Consumer Welfare Associations, RWAs and Food Vendor Associations for awareness generation on various aspects related to Food safety measures.

9. Postal address of the main office/attached sub-ordinate Office/field units etc.

(a) ADDRESS OF MAIN OFFICE

Department of Food Safety

- 1. 8th Floor, Mayur Bhawan Shanker Market, Connaught Place New Delhi-110001 (HQ)**

2. A-20 Lawrence Road, Industrial Area, Ring Road, Delhi-110035.

(b) ADDRESS OF SUB-ORDINATE OFFICE/OFFICE

Office of the Chief Prosecutors, Patiala House, New Delhi.

10. Map of the office location

Annexure 'B' & 'C'

11. Working hours both for office & Public

The Department office remains open from Monday to Friday,
Working hours are:-

Office: 9.30 AM to 6.00 PM
Lunch hours: 1.30 PM to 2.00 PM

The Food Laboratory of the Department remains open from Monday to Friday.

12. Public interaction, if any

Public may meet the Commissioner (FS) on all working days 11.00 AM to 1.00 PM at HQ and other officers at Headquarter at any time during working hours. They can also lodge their complaints on the website of Food Safety Department:-

Website and E-mail of the Food Safety Department.

Website: - <http://foodsafety.delhigovt.nic.in>
e-mail :- cfss.delhi@nic.in

13. Grievance Redressal Mechanism:

- a) Specific grievance regarding ready to eat food : 45days
- b) General grievance : 30 days
- c) Grievance regarding supply of substandard food article/
material : 45days

OFFICERS WHOM PUBLIC CAN CONACT FOR GRIEVANCE REDRESSAL

S.NO.	District	Name of the Officer	Phone No.
1.	Designated Officer (HQ)	Sh. A.K. Singh	23413494
1	South	Sh. Ranjeet Singh	23413494
2	Central	Sh. A.K. Singh	23413494
3	New Delhi	Sh. Ranjeet Singh	23413494
4	North West	Sh. Satish Kumar Gupta	23413494
5	North East	Sh. R.K. Bhaskar	23413494
6	North	Sh. Satish Kumar Gupta	23413494
7	East	Sh. S.P. Singh	23413494
8	West	Sh. Bal Mukand	23413494
9	South East	Sh. Saurabh Sharma	23413494
10	Shahdara	Sh. A.K. Singh	23413494
11	South West	Sh. Hukam Singh	23413494

In case of dis-satisfactory response from the above officers, the aggrieved person may contact Sh. Adeshwar Kant , Deputy Director (Food Safety) on phone no. 011-23413494

ORGANIZATIONAL SETUP AND FLOW CHART

Annexure A





