Role of Information and Communication Technologies in Increasing Compliance

Food Safety and Standards Authority of India *fssai*

niSg
Architecting e-Government

FICCI FOODWORLD INDIA 2011
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- Definition of e-Government/ e-Governance

- FSSAI Objective

- Conceptualized Roadmap for Institutionalisation of FSSAI

- Specific ICT Initiatives in FSSAI

- NISG's role in Enhanced Compliance at FSSAI

e-Government, is the application of ICTs to enhance the **effectiveness** of the **Legislature, Judiciary or Administration.**

It can aim to improving governmental **efficiency**, to changing the **relationship** between citizen and government, or both.
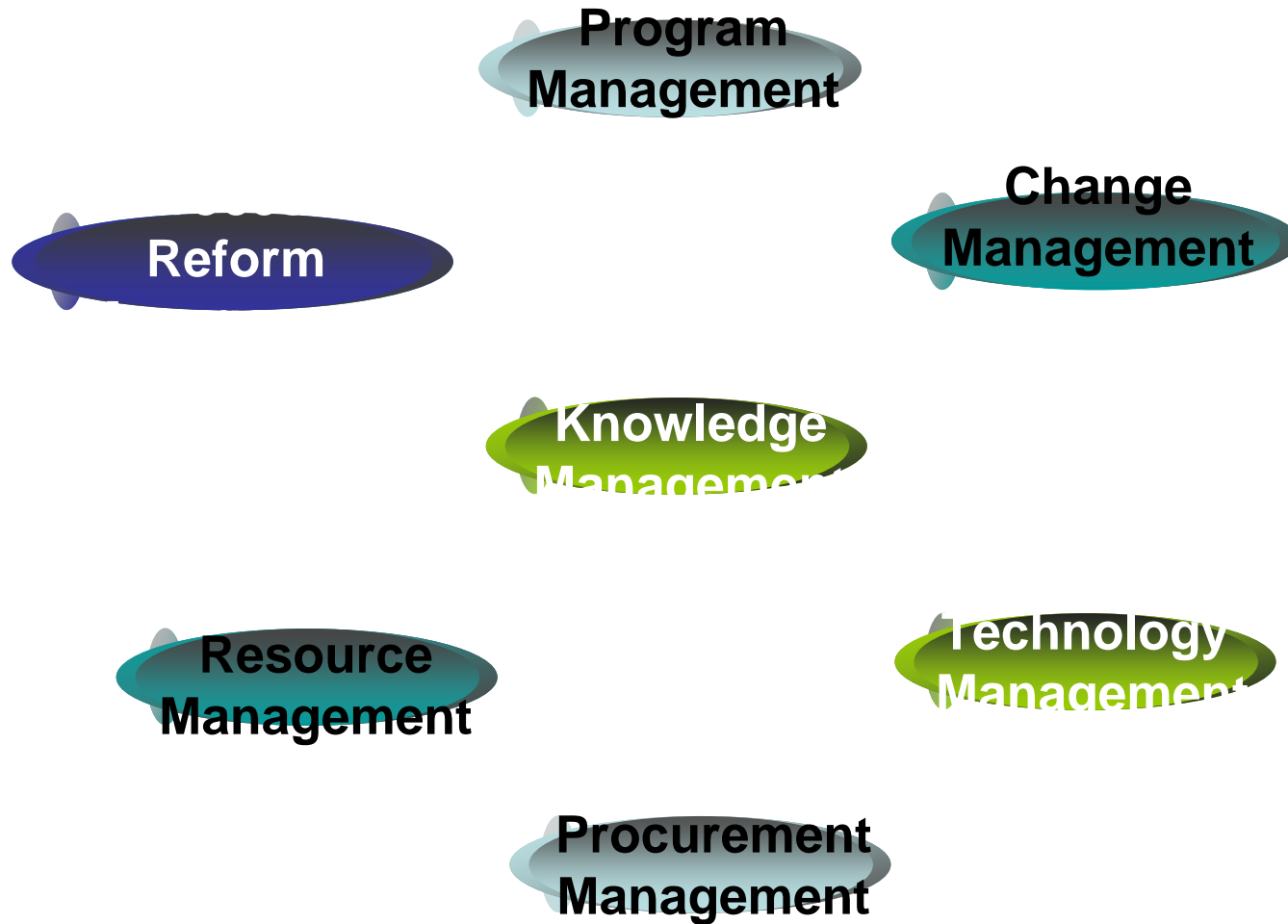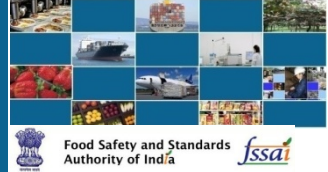
Another Definition:
It is the *transformation* of government to provide **Efficient**, **Convenient** & **Transparent** Services to the *Citizens & Businesses* through Information & Communication Technologies
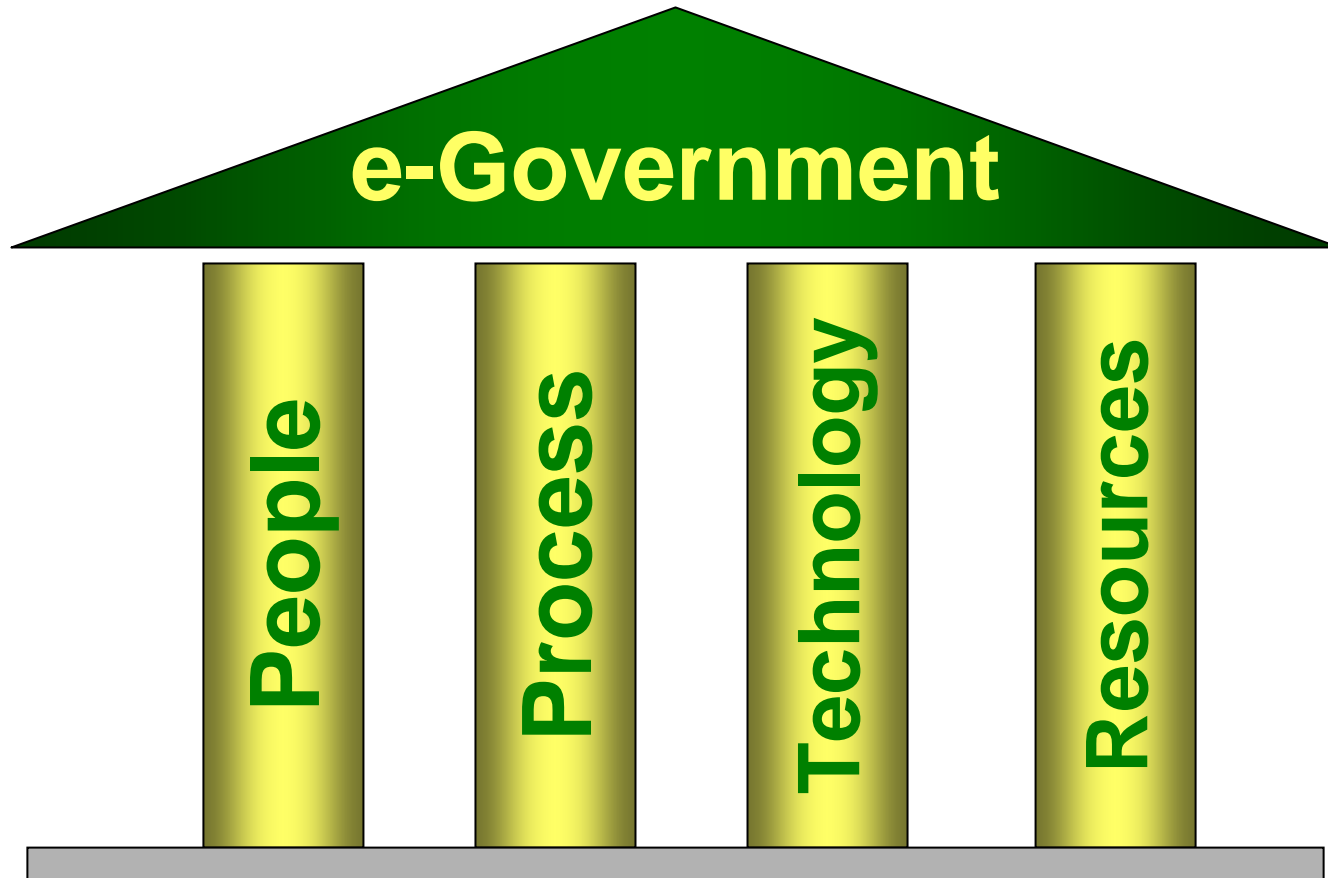
CADS Methodology of e-Governance Project Development (NISG)

Conceptualize

- Study
  - AS IS
- Best Practice
- Stakeholder Consultation
- Develop
  - Vision
  - Mission
- Objectives
- Business Case Analysis

Architect

- Functional Architecture
- Technology Architecture
- Process Architecture
- People Architecture

Define

- Services
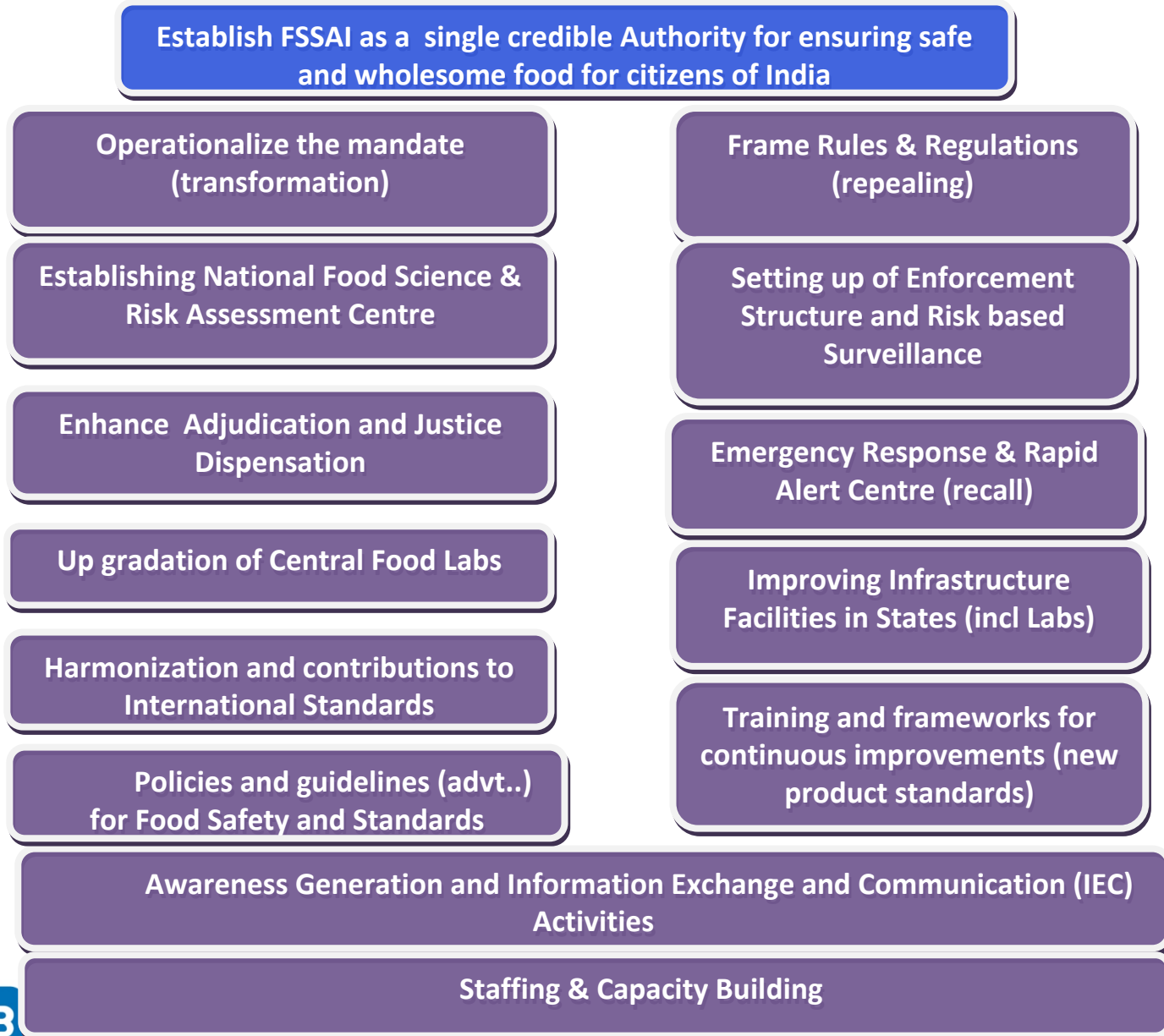- Roles & Responsibilities
- Service Levels
- Business Model
- RFP

Support

- POC
- Bid Process Management
- Evaluation
- Project Management
- Assessment

Vision

"To implement the provisions of Food Safety and Standards Act 2006 through a regulatory framework for the Food industry using an effective, transparent and a collaborative delivery model that enhances public health & safety"

Objectives

- *Creating a Simple and Transparent food safety Delivery Model*
- *Efficient & Effective Food Surveillance mechanism*
- *Enhance Transparency, Accountability & Responsiveness with Speed of Services*
- *To build and Maintain a Reputation for Expertise & Excellence in all matters connected to Food safety*
- *To maintain effective working links with all public bodies and Stakeholders Organizations with interest in Food Safety in India and Elsewhere.*
- *Improved Food quality & Safety for the Public*

Establish FSSAI as a single credible Authority for ensuring safe and wholesome food for citizens of India

Operationalize the mandate (transformation)	Frame Rules & Regulations (repealing)
Establishing National Food Science & Risk Assessment Centre	Setting up of Enforcement Structure and Risk based Surveillance
Enhance Adjudication and Justice Dispensation	Emergency Response & Rapid Alert Centre (recall)
Up gradation of Central Food Labs	Improving Infrastructure Facilities in States (incl Labs)
Harmonization and contributions to International Standards	Training and frameworks for continuous improvements (new product standards)
Policies and guidelines (advt..) for Food Safety and Standards	

Awareness Generation and Information Exchange and Communication (IEC) Activities

Staffing & Capacity Building

- Stakeholder centric
- Centralised planning decentralized implementation
- Integrated web based systems
- Open standards – interoperabaility
- Phased implementation
- Security and Authentication
- Leverage the available IT infrastructure

(SWAN, SDC, CSCs)

ICT as medium to achieve e-Governance objectives of FSSAI
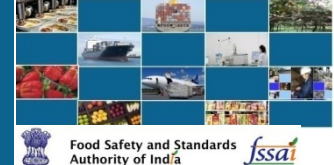
ICT Projects

Operationalisation of FSS Act, 2006

- Online Central Licensing System
- Online State Licensing & Registration System
- Online Food Import Clearance System
- Food Import Risk Management System
- National Food Helpline
- Whistle Blower System
- Food traceability and recall system
- RTI MODULE
- Lab Management System

Web Portals (Intranet, Extranet)

E-Office System

- Food Safety Surveillance System
- Social networking & feedback portals
- HR Management System
- Financial Management System
- Asset Management System
- Management Information System
- E-Learning & Knowledge Management system
- Grievance Redressal System
- Performance Metrics Dashboards
- Grant & Project Management System (Program & Schemes)

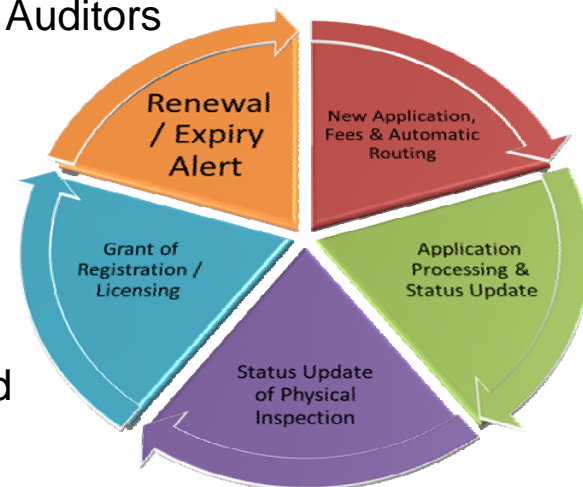**An easy to use web enabled integrated system for all stakeholder groups**

- It facilitates CHA's / Importers to:
  - To Register online
  - Apply for NOC without visiting any FSSAI Office and make payments for testing
  - Track status of their application

- It facilitates FSSAI Authorized Officers / Inspectors to:
  - Process applications for NOC
  - Ensure timely sampling and inspection
  - Generate No Objection Certificate (NOC)

- It facilitates Labs to:
  - Update test results in the system
  - Invoice FSSAI for payment
  - Communicate with other labs

- It facilitates FSSAI HQ to:
  - To monitor the overall operations of the ports
  - Analyze the risk associated with importing countries
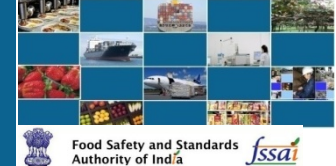 - Generate MIS reports
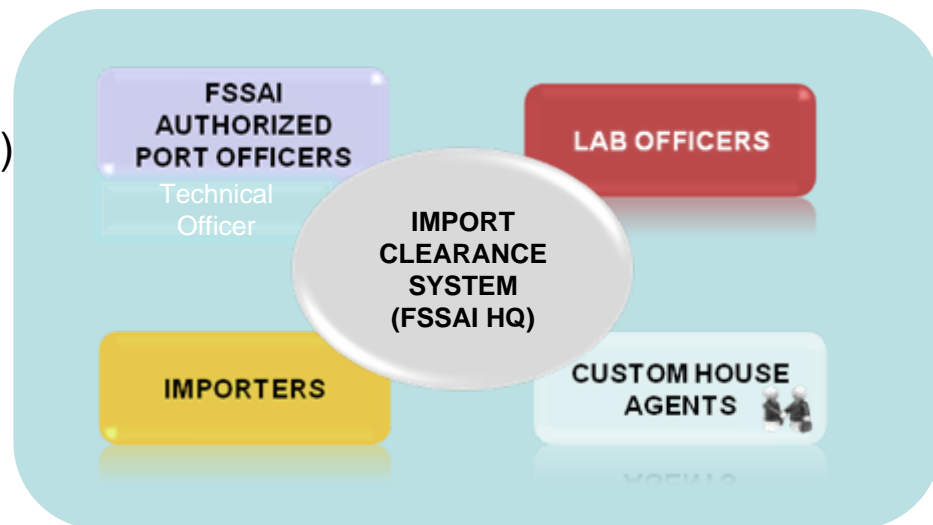
Licencing and Registration System

- To facilitate FSSAI and states to roll out the Licencing and Registration services for Food Business Operators,
- Centralized System with payment gateway, Hosted NIC Data Centre
- Interactive tool to evaluate the licencing and registration needs of the FBO
- Option for each state to have an automated deposit of licencing fees into the respective accounts
- Options for each state to do basic customization of the application
- Centralized System setup, user setup and System Administration services
- A Simple, user friendly, Secure System, Certified by CERT-IN Auditors
- Data Confidentiality maintained, with each State's data

not accessible to any one else

- Username/Password driven, with role, rights, responsibilities,

 privileges and the activities permitted defined for each officer

- Dashboard for reporting interface for each user
- License / Registration Certificate can be generated and printed

from the system itself

- Allows Payment Gateway integration for each state ,

with independent accounting and credit

- Provides alerts on SMS/Email and on the website
- Can be linked from each state's own Food Safety Commissioner's website

Renewal / Expiry Alert

New Application, Fees & Automatic Routing

Application Processing & Status Update

Status Update of Physical Inspection

Grant of Registration / Licensing

- Operationalization of Sec 47(5) of FSS Act, 2006 – Food Import Clearance:
  - Established Authorised Officer Team and Offices
  - SOP for Import Clearance
  - 10 ports of entry (Sea, Air and ICD's)
  - 450 Days to clear **Fifty Thousand** Samples
  - 20 labs accredited to clear import samples
  - Deployed Web-Based FICS
  - Program Management Services for day today Operations
  - Food Import Risk Management System under development
  - Food Import Rules and Regulations in draft state
  - Test parameter standardization
  - Capacity building and Change management
  - Conceptualization of Import Directorate
  - Expansion Plans

- **Website:** www.fssai.gov.in
- **Food Import Clearance System:** http://ics.fssai.gov.in
- **Food Safety Commissioner Reporting System:** http://fssai.net/fsc/
- **Central and State Licencing & Registration Assessment:** http://fssai.net/cls/UserLogin/Login.aspx
- **Feedback Portal and Blog** links on Website
- **Help Line:** 1-800-112100

Thank You

National Institute for Smart Government