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FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA

Inspiring Trust, Assuring Safe & Nutritious Food
Ministry of Health and Family Welfare, Government of India



**Eat Right
India**

सही भोजन. बेहतर जीवन.

HYGIENE RATING SCHEME



Guidance Document

Food Hygiene Rating Scheme is a scheme under FSSAI's Eat Right India Movement

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Scope and Purpose of Guidance Document

Hygiene Rating Scheme is being initiated with intent of ensuring that consumer make informed choices while eating out and also encouraging food businesses to showcase and improve their food hygiene standards. It reflects the standards of food hygiene found on the date of inspection by the local authority or recognized audit agency.

The guidance document represents the key components to implement the Hygiene Rating Scheme in India. The purpose of the document is to ensure consistency in implementation and operation of the Food Hygiene Rating Scheme by the State and Local Authorities, Audit Agencies and Auditors.

The document is divided into 7 chapters and annexures which introduce the scheme and key requirements to implement it. It also discusses in details the procedures and structural requirements. Concepts of re-verification of hygiene ratings is also introduced for helping FBOs in improving their food hygiene and safety and also add their bit to promote healthy eating and sustainability.

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Chapter 1: Food Hygiene Rating Scheme

a. What is Hygiene Rating Scheme?

Hygiene Rating Scheme is a certification system for the food service and retail establishments providing food directly to the consumers. The food businesses are rated based on food hygiene and safety conditions observed at the time of audit/inspection. The hygiene rating certificate will be displayed prominently in the food service area to create demand of high levels of food hygiene standards.

The **main purpose** of the scheme is to:

- Encourage food businesses to ensure high hygiene standards and continue maintaining them and showcase the same to their consumers.
- Motivate other food businesses having lower hygiene standards to improve.
- Allow consumers to make an informed food choice about where to eat and cultivate responsible eating habits.

Hygiene Rating will score FBO based on assessment checklist for compliance with food hygiene and safety procedures by FSSAI recognized audit agency. The hygiene rating will be from of smileys (1 up to 5) as per the level of compliance.

Type of Food Businesses Included in Hygiene Rating Scheme

The food establishments falling under this scheme will include

- food service establishments (which include hotels, restaurants, cafeteria, dhabas, etc.),
- bakeries
- meat retail shops and
- sweet shops (Mithai Shop).

b. What Are the Key Requirements to get Hygiene Ratings?

Food Hygiene Rating Scheme will be implemented online through Hygiene Rating Portal (<https://hygiene.fssai.gov.in>). But prior to enrolling for this scheme FBOs or audit agency should ensure that they fulfill the following steps:

1. FBOs need to have FSSAI License/ Registration and follow Schedule 4 requirements.

This is to provide for adequate measures that are to be adopted to ensure that food being

served to the consumers is of good quality and safe to eat.

To get FSSAI License/ Registration FBO should:

Step 1: Log on to <https://foscoss.fssai.gov.in>

Step 2: Check eligibility and Apply for license

Once you have logged on you need to check your eligibility depending on the type of business, an FBO will need to apply for Central/ State registration or license.

For Registration

Schedule 4 of Food Safety and Standards Regulations, 2011 provides Good Hygiene Practices (GMP) and Good Manufacturing Practices (GMP) to be followed by Food Business in their premises. All food businesses shall comply with these practices. Schedule 4 is divided into five parts. The parts eligible for catering sector are:

Part I: General Hygienic and Sanitary practices to be followed by Petty Business Operators applying for Registration

For Licensee

Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2018

Section 6: Part V of Schedule 4 relating to good hygienic and manufacturing practices to be followed by licensed food business operators engaged in catering or food service operations.

Online access of Schedule 4:

Logging on to www.fssai.gov.in → Regulations → Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2018 → Compendium → Schedule 4.

2. Appoint a certified Food Safety Supervisors and Train all food handlers

- **Who is a food safety supervisor?**

A Food Safety Supervisor is a trained professional to be appointed by a FBO in his/her restaurant to supervise and maintain food hygiene practices and train other food handlers working in the premises. There should be one FSS per 25 food handlers.

- **Responsibilities of a Food Safety Supervisor**

- Supervise and maintain hygiene standards in the restaurant as per Food Safety and Standards regulations
- Train all food handlers in the restaurant about safe food handling practices.
- **How to become a FoSTaC Trained Food Safety Supervisor?**
Register on Food Safety Training and Certification (FoSTaC) Portal of FSSAI by logging on to <https://fostac.fssai.gov.in> → register as trainee → log in → enroll for the eligible course → Generate Admit card and attend training → Fulfill assessment criteria → Log in online and download certificate.

3. Must have Food Safety Display Boards (FSDBs) prominently displayed in the premises (Optional)

- Food Safety Display Board (FSDB) with the information to consumers and food handlers about important food safety and hygiene requirements.
- FSDB must provide options to consumers for sending feedback through WhatsApp, SMS or give feedback on FSSAI App.
- All FSDB must have the FSSAI registration/license number on it for consumers to verify.

4. Get food samples tested periodically from any FSSAI approved Lab

This requirement is **only for FSSAI licensed food businesses**.

- Water samples: to be tested annually for organoleptic and physiochemical parameters as mentioned in Food Safety and Standards Regulations 2011
- Food samples: to be tested annually for safety parameters (contaminants and microbiological parameters)

A list of suggested test parameters for various food products have been enclosed in **Annexure 1**.

Ensure following preliminary information is available:

- FSSAI License Number of the food service establishment.
- Name of Organisation (as in FoSCoS)
- Name of Food outlet
- Location of the food outlet
- Validity of FSSAI License
- Name of FoSTaC trained Food Safety Supervisor(s) working in the food outlet. Also, note their details of FoSTaC Certificate such as Unique Certificate Number and Course Name and Course Code

c. How FBOs can Enroll in Hygiene Ratings Scheme and process ?

The food businesses compliant with the hygiene rating requirements should follow the following steps to apply for the Hygiene Rating Scheme:

- FBO selects the HRAA and schedule an audit to verify compliance with Hygiene Rating Scheme
- HRAA to update details of the audit and assign Hygiene Rating Auditor online on the website
- Auditor visits the food premises and audit to assess compliance with Hygiene Rating Scheme requirements.
- Audit will submit report to Hygiene Rating Audit Agency

- HRAA will approve the report.
- Once the report is approved, HRAA can download the certificate and send to FBO

For more details, please visit <https://hygiene.fssai.gov.in/about.php#rated>

d. What is the Assessment and Scoring Process?

- Hygiene rating assessment checklist is based on the food hygiene and safety requirement stated in Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011. This food hygiene and safety requirement in this checklist is aligned with inspection checklist of regulatory staff of food safety department.
- There is a score awarded for compliance of each requirement mentioned in this checklist.
- The total score attained is converted into a percentage against which Hygiene Rating is awarded.






e. How to interpret the scores?

- Indicated marks for each question marked as yes, will be added to arrive at the total score.
- Questions marked with “Asterisk” are critical and which can impact food safety. Failure to comply with these will lead to non-issuance of hygiene ratings.

- Score achieved is converted to percentage by the formula:

Total Score value * **Score Obtained during assessment/ Total Score of checklist**

The score of the checklist is converted in per cent and numerical score (between 1-5). The table below provides detail of percent score wise rating:

Hygiene No.	Hygiene Rating	Category	% Score
5		Excellent	81 to 100
4		Very Good	61 to 80
3		Good	41 to 60
2		Needs Improvement	21 to 40
1		Urgent Improvement	20 or below

f. What is the validity of Hygiene Rating awarded?

The ratings awarded under Hygiene Rating Scheme will be valid for **two year**. However, inspecting officer/agency may schedule an audit during this period in case any complaints are received.

g. How to improve your Hygiene Rating?

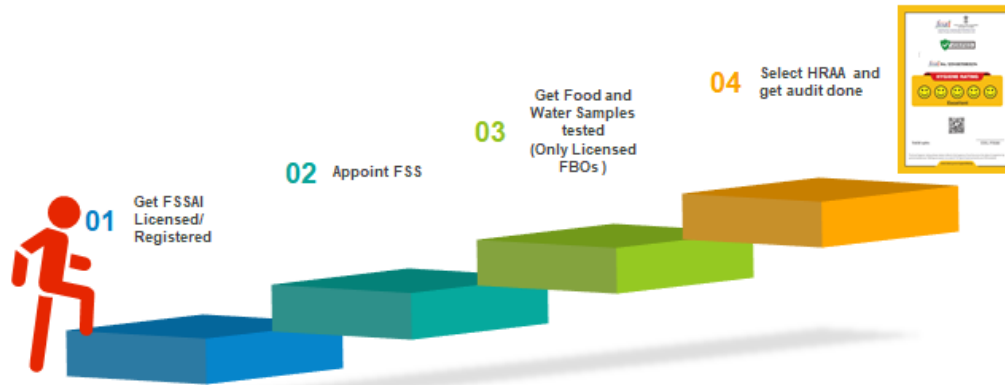
- Post audit, the auditor will share the report and suggest suitable practices to fill the GAPS identified during the audit. FBO can check for non-compliant food hygiene and safety practices as per the checklist. Take clear, concrete steps to ensure and demonstrate compliance for each of these issues.
- FBO will undergo re-audit, but only **3 months** after the previous inspection and print

certificate.

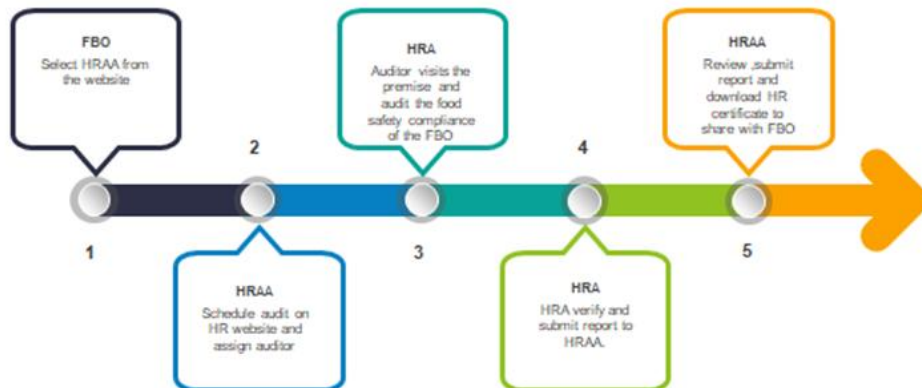
- In case the FBO will again attain low score after **three months**, then auditor shall inform the food safety department about the same.
- The state may issue improvement notice only after three months from date of application for first hygiene rating.

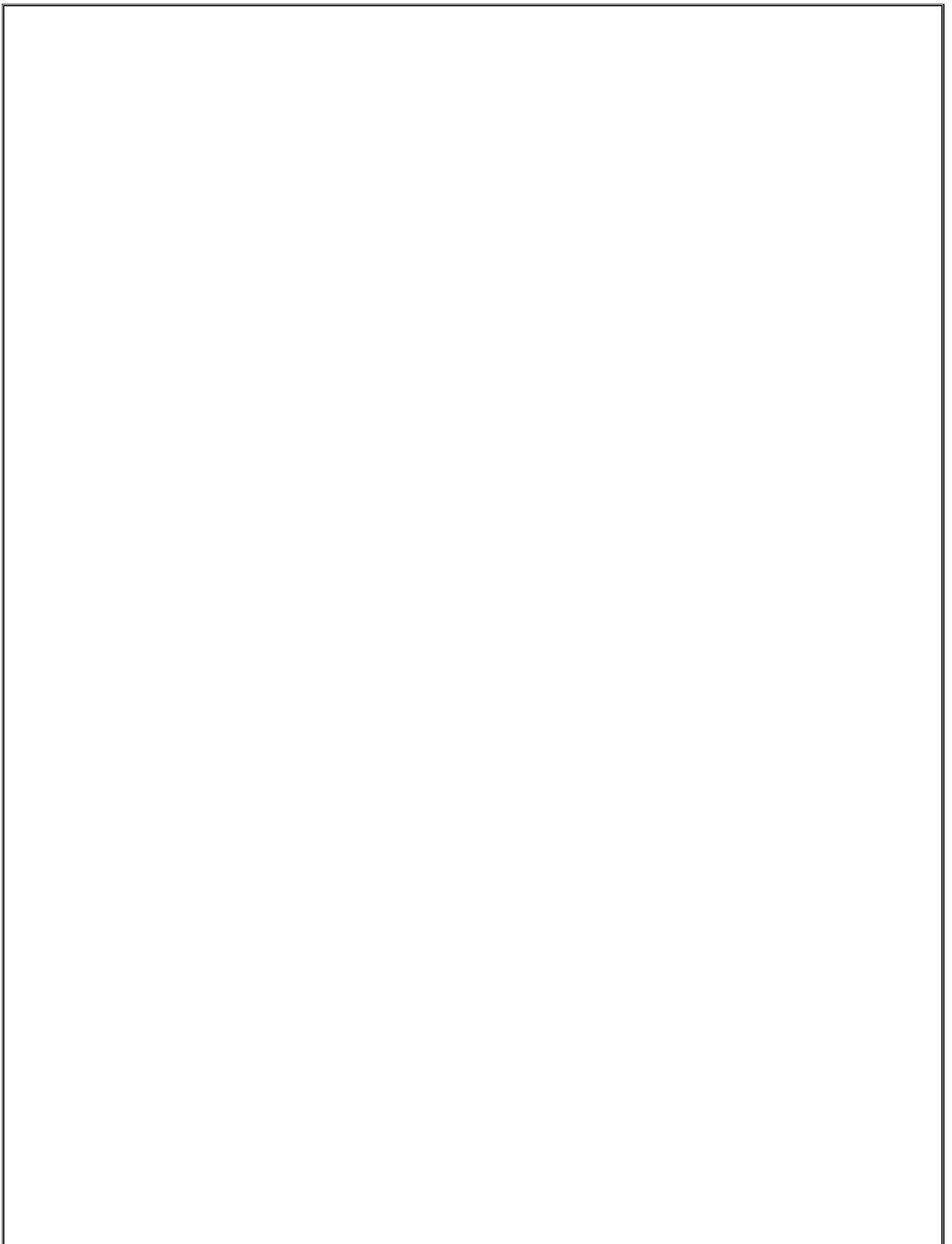
h. Process Flow of Food Hygiene Rating?

How to get Hygiene Rating Certificate?



Hygiene Rating Verification Process





Chapter 2: Verification Agencies

a. Who can do verification of Hygiene Rating?

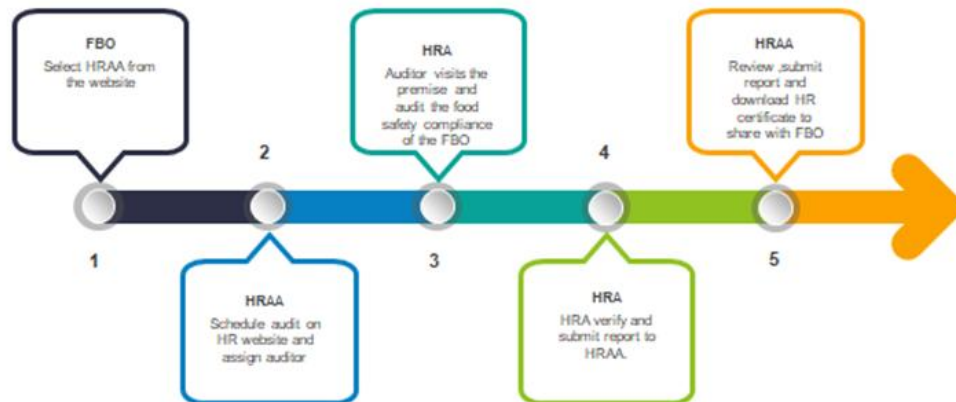
i. Hygiene Rating Audit Agencies (HRAA)

FSSAI has recognized Hygiene Rating Audit Agencies (HRAA) for purpose verification of hygiene rating. The auditors of HRAA will after scrutiny will undergo a Hygiene Rating Auditor's training and assessment. Agencies shall register qualified auditors on hygiene rating website. Apart from Hygiene Rating Audit Agencies, FSSAI also have Third Party Audit Agencies, who can verify hygiene rating.

The list of FSSAI recognized HRAA is enclosed at Annexure 3.

b. What is the verification process?

Hygiene Rating Verification Process



Note : Suggested man-days for hygiene rating audits:

Food handlers	Man-days (including reporting time)
<50	0.5
<100	1
>100	1.5

c. Invalid Verification Process

1. Audit with irrelevant evidence not complying to rules given in the matrix
2. Factual details entered in the portal to be false
3. On scrutiny by competent authority that audit practices are found incompetent with guidance provided by FSSAI
4. Auditor is found to lack true representation of facts or evidence are found inappropriate in any manner.

Chapter 3: Roles and Responsibilities of Audit Agencies and Auditors

a. What is a Hygiene Rating Audit Agency (HRAA)?

FSSAI has recognized Hygiene Rating Audit Agencies (HRAA) for purpose verification of hygiene rating. The auditors of HRAA will after scrutiny will undergo a Hygiene Rating Auditor's training and assessment. Agencies and their qualified auditors shall register on hygiene rating website. Apart from Hygiene Rating Audit Agencies, FSSAI also have Third Party Audit Agencies, who can verify hygiene rating.

b. How to become a HRAA?

Quality Council of India (QCI) has developed a Hygiene Rating Audit Agency (HRAA) Recognition Scheme (available at <https://padd.qci.org.in/hraa>). The interested audit agencies enroll in the scheme to get recognized. Once QCI recognize an agency as HRAA, that agency will directly be listed as HRAA for FSSAI's schemes.

c. Roles and Responsibilities of HRAA?

Audit Procedure to be followed by audit agency:

- (1) Audit examination shall cover collection of objective evidence and documenting audit observations. Evidence can be collected through interviews, examination of documentation and observation of activities.
 - a. Photographic evidence of documents must be captured in the software application
 - b. Each observation must be recorded in a software application
 - c. Interview notes with auditor comments must be captured
- (2) Where the deficiencies or non-conformances are detected, they shall be documented clearly and concisely and shall point out the regulatory requirements that are being contravened.
 - a. Each non-conformance must be recorded, and gap must be highlighted which can be viewed by both Catering establishments and FSSAI.
- (3) The auditing agency shall check relevant documents related to laboratory reports maintained by the Catering establishment as part of compliance with various regulations made under the FSS Act.
 - a. The documents must be preferably photographed in the software application.
- (4) The auditor must load the audit findings to the centralized repository maintained (hygiene rating portal) on behalf of FSSAI.
- (5) The centralized repository must be capable of generating a comprehensive audit report

which can be handed over in soft copy format (delivered through mobile application with customized user interface) to the Catering Establishment.

(6) The software application, through the audit report, will provide indication of necessary follow-up action, including further audits, to check whether any corrective action was taken to remove any deficiency of such food safety program identified in the audit

(7) Audit reporting

i With instant sync and reporting capability of the software application, the auditor shall report the findings of the audit to the Food Business after the completion of the audit.

ii The audit report will provide capability for the Food Business to provide necessary justification and/or clarification to the auditor. All this information will be exchanged on the agency's web portal.

iii The audit report will be designed in the format specified by FSSAI. The audit report shall clearly bring out the finding or non-conformities. The non-conformities of the audit may be classified into two categories, namely:

- Major non-conformity- When there is a serious failure in the food safety management system of the Catering Establishment, which may result in adverse health consequence possibly even fatal, the auditor shall report such findings to FSSAI within 24 hours. FSSAI after ascertaining the seriousness of the situation shall take regulatory action against the concerned food business operator.

The software application should trigger an automated e-mail with audit finding to FSSAI as soon as the auditor submits the report online and the data syncs with the server.

- Minor non-conformity- When there is a shortcoming in the food safety management system or regulatory contravention of the Catering Establishment, which may not cause any adverse health consequence, the auditor shall set up an appropriate timeframe for its rectification and follow up, so that the non-conformance could be rectified.

The software application should have built-in capability to define appropriate rectification timeframe.

iv Failure by food business operator to rectify the minor non-conformity within the specified timeframe shall be referred to FSSAI.

(8) The audit agency must provide industry specific standard corrective actions for the non-conformances to the Catering Establishment within 24 hours of conducting the audit.

d. Who is a Hygiene Rating Auditor (HRA)?

Hygiene Rating Auditor are the auditors of HRAA who after qualifying training (refer <https://padd.qci.org.in/hraa>) and assessment for Hygiene Rating Auditors are eligible to verify hygiene rating.

e. Roles and Responsibility of Hygiene Rating Auditor (HRA)

- i. Hygiene Rating Auditor (HRA) shall obey the requirements stated under hygiene rating.
- ii. Evidence shall be collected against the matrix relevant to the industry.
- iii. Audit evidence shall be recorded as material documentary or record evidence or as pictures or by interview or by observation.
- iv. The HRA shall have a detailed audit report (apart from the online shave audit notes prepared during audit other than the audit report which he submits or enters into the hygiene rating port portal. The evidence report collected will remain with the HRA and HRAA for a period of not less than 1 year.
- v. Food Safety Department has the right to scrutinize or call for the notes of any audit.
- vi. The HRA shall not use any information provided to him during the course of audit by the FBO for any other purpose other than audit.
- vii. The HRA will comply with the time schedule provided by the FSSAI as guidance document relevant to industry for hygiene rating.
- viii. HRA shall comply with the safety requirements and other conditions that may be very specific to the FBO while auditing their production or manufacturing areas.
- ix. The HRA takes the responsibility of his personal safety during the audit and FSSAI is not Right
- x. The HRA shall not demand other than audit fees anything by way of reimbursement for travel, accommodation, etc. unless agreed between him/her & FBO.
- xi. The arrangements between the FBO and the HRA/HRAA regarding travel and accommodation are not controlled by FSSAI. And FSSAI is not Right for travel, accommodation & dining facilities of auditors.
- xii. The HRAA shall not misuse the name of FSSAI directly or indirectly to harass the client.
- xiii. HRAA shall disclose his or her identity with the proper evidence on demand in clients place when audit is done as per requirement of client's place.
- xiv. HRAA shall be at all times refer with auditee on any doubt which is likely to arise and record the explanation properly.

f. Disqualification of HRA

1. If it is found to be misrepresentation FSSAI
2. If the reports are found to be false during scrutiny by competent authority
3. If the auditor has used unfair practices during audit.
4. If auditor has acted with prejudice
5. If auditor is subsequently declared a person of unsound mind.

Chapter 4: Role of Food Safety Department

a. What is the Role of Food Safety Department in implementing this scheme?

Food Safety Department will have a crucial role in implementing Hygiene rating schemes in their respective states. This scheme is in line with the objective of food safety department i.e. to provide safe food to the citizens, help them to make informed food choices and promoting high food safety standards amongst the food businesses.

b. How Food Safety Department can adopt this scheme?

1. Food Safety Department may select city/cities where they want to implement hygiene rating and/or Right place to eat schemes
2. The FBOs (Restaurants/ QSRs / Hotels, Sweet Shops, Meat Shops, etc) may be informed about these schemes and provide intervention to adopt these schemes.

Note: The guidance document may be circulated. The pdf version of this guidance document and all relevant resources are available on Website at <https://hygiene.fssai.gov.in>

3. Food Safety Department will also monitor the hygiene ratings awarded by the auditors in the state.

Chapter 5: Hygiene Rating Certificate

a. What are the features of Hygiene Rating Certificate?

Hygiene rating certificate not only provides details of the food hygiene rating score obtained by Food Businesses but it also provides following details:

1. Food Hygiene Rating Score of FBO
2. Name of FBO
3. Location of FBO
4. FSSAI License/Registration No.
5. Validity of the certificate
6. QR Code to obtain details of FBOs
7. Name of HRAA and HRA
8. Disclaimer

b. What information can be obtained from the QR Code?

Hygiene rating certificate not only provides details of the food hygiene rating score obtained by Food Businesses but it also provide other essential information about the FBO.

The QR code on hygiene rating certificate will be customer's key to know about the performance of food businesses. By scanning the QR Code consumer can know following details of FBOs

1. Name of the FBO
2. Location
3. License/Registration No.
4. Validity of License/Registration
5. Name of HRAA and HRA

Sample Hygiene Rating certificate is enclosed at annexure 4

Chapter 6: Re-verification Process

a. What is the re-verification procedure?

To ensure fairness of businesses, FSSAI and State Food Safety Departments must have procedures in place for undertaking inspections at the request of FBOs for re-assessing the food hygiene rating of their establishment. Time for re-inspection/revisit for re-verification of hygiene rating will be 3 months from the date of first assessment done by Hygiene Rating Audit Agency.

Re-verification can be done in cases, such as

- i. FBO scoring '4 or less Hygiene Rating' has made the necessary improvements to address non-compliances identified during the previous inspection.

The re-verification process will be same as hygiene rating process implemented for the first time.

The guidance document represents the key components to implement the Hygiene Rating scheme in India. The purpose of the document is to ensure consistency in implementation and operation of the Food Hygiene Rating Scheme by various stakeholders.

Chapter 7: Guideline for Displaying HR Certificate

a. What are the guidelines for displaying Hygiene Rating Certificate?

On completion of Hygiene Rating verification process a hygiene rating kit can be downloaded or ordered from recognized printing partner. This kit will include a Hygiene Rating Certificate, Hygiene Rating Sticker to display on doors.

HR certificate is a tool to generate traction for the issue of food safety among food business and consumer as well. Therefore, following points are important to remember while displaying certificates.

- Size of the Hygiene Rating certificate will be minimum 9 inch (height)/ 11 cm (breadth) which will be printed in MGM format and to be mounted.
- To be displayed in a manner so that it prominently visible for the consumers.
- FBOs obtaining 3,4 &5 Hygiene Rating will display the certificate, while others will focus on improving their food hygiene and safety compliance to reapply in 3 months.

Annexures

Annexure 1
List of Microbiological and Physiochemical Tests suggested for FBOs

S. No.	Food group	Microbiological Parameters	Physio-chemical Parameters
1.	All Food Products (Except Below) and swab samples Food contact Material	<ul style="list-style-type: none"> ● Total Plate Count ● E.Coli ● Coliform count ● Staphylococcus spp. ● Salmonella spp. 	
2.	Raw veg and cooked Veg	<ul style="list-style-type: none"> ● E.coli ● Listeria spp. 	
3.	Meat and meat products	<ul style="list-style-type: none"> ● Staphylococcus aureus ● Salmonella spp. ● Listeria monocytogenes ● Aerobic Plate Count ● Yeast & Mold ● E.coli ● Sulphite Reducing Clostridia ● Clostridium Botulinum (Canned/Retort) ● Campylobacter spp. (Canned/Retort) 	<ul style="list-style-type: none"> ● Moisture ● Protein ● Fat
4.	Poultry	<ul style="list-style-type: none"> ● Staphylococcus aureus ● Salmonella spp. ● Aerobic Plate Count ● Yeast & Mold ● E.coli ● Sulphite Reducing Clostridia ● Clostridium Botulinum (Canned/Retort) ● Campylobacter spp. (Canned/Retort) 	<ul style="list-style-type: none"> ● Moisture ● Protein ● Fat

5.	Sea foods	<ul style="list-style-type: none"> • TPC • E.coli • Vibrio Cholerae • Vibrio parahaemolyticus • Staphylococcus aureus • Shigella spp. • Salmonella spp. • Listeria monocytogenes 	<ul style="list-style-type: none"> • Acidity (pH) • Moisture • Protein • Fat • Histamine Content • TVBN (Total Volatile Base Nitrogen) 			
6.	Milk and milk products	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="596 615 940 793"> <ul style="list-style-type: none"> • Total Plate Count • Escherichia coli • Coliform • Listeria monocytogenes </td> <td data-bbox="940 615 1471 1142" rowspan="2"> <ul style="list-style-type: none"> • Titratable acidity (pH) • Nitrogen content • Total casein/Protein • Lactose content • Specific gravity • Fat & SNF </td> </tr> <tr> <td data-bbox="596 793 940 1142"> <ul style="list-style-type: none"> • Staphylococcus aureus • Bacillus cereus • Sulphite Reducing Clostridia • Salmonella spp. • Yeast & Mold • Enterobacter sakazakii (Cronobacter sp.) </td> </tr> </table>	<ul style="list-style-type: none"> • Total Plate Count • Escherichia coli • Coliform • Listeria monocytogenes 	<ul style="list-style-type: none"> • Titratable acidity (pH) • Nitrogen content • Total casein/Protein • Lactose content • Specific gravity • Fat & SNF 	<ul style="list-style-type: none"> • Staphylococcus aureus • Bacillus cereus • Sulphite Reducing Clostridia • Salmonella spp. • Yeast & Mold • Enterobacter sakazakii (Cronobacter sp.) 	
<ul style="list-style-type: none"> • Total Plate Count • Escherichia coli • Coliform • Listeria monocytogenes 	<ul style="list-style-type: none"> • Titratable acidity (pH) • Nitrogen content • Total casein/Protein • Lactose content • Specific gravity • Fat & SNF 					
<ul style="list-style-type: none"> • Staphylococcus aureus • Bacillus cereus • Sulphite Reducing Clostridia • Salmonella spp. • Yeast & Mold • Enterobacter sakazakii (Cronobacter sp.) 						
7.	Bakery products	<ul style="list-style-type: none"> • Yeast & Mold • Salmonella • Listeria • Staphylococcus aureus • E.coli 	<ul style="list-style-type: none"> • pH • Bulk density • Moisture content • Total ash • Loaf volume (Bread) • Specific volume (Bread) • Thickness (Cookies) • Diameter (Cookies) • Spread ratio (Cookies) 			

8.	Water & Ice	As per FSSAI requirements	As per FSSAI requirements and; <ul data-bbox="1015 241 1356 590" style="list-style-type: none">• Color• Odor• Taste• Turbidity• pH• TDS (Total Dissolved Solids)• TH (total hardness)• Iron content• Chloride content• Nitrate content
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Annexure 2

Hygiene Rating Checklist , please refer

https://hygiene.fssai.gov.in/resources/sample_checklist.pdf

Annexure 3a

For List of FSSAI Recognised Hygiene Rating Audit Agencies please refer

https://hygiene.fssai.gov.in/agency_list.php

Annexure 3b

For List of Third Party Agencies recognized by FSSAI (also eligible for conducting Hygiene Rating Audits), please refer <https://ams.fssai.gov.in/recognizedAgencyList>

Annexure 4
Sample Template: Hygiene Rating Certificate



The certificate features a yellow background with a white central area. At the top, it includes the FSSAI logo and the Government of India emblem. A 'HYGIENE RATING' badge is in the top right. A green shield with a checkmark and the word 'VERIFIED' is prominently displayed. Below this, the 'FBO Name' and 'License/Registration No.' are listed. The 'HYGIENE RATING' section shows five smiley faces and the word 'Excellent'. The bottom section contains fields for 'Name of HRAA', 'Name of Auditor', 'Date of Audit', and 'Date of Certificate Generation'. A QR code is provided for more information, with the text 'FOR MORE INFORMATION, SCAN THE QR CODE' below it. A disclaimer at the bottom explains the rating scale and provides the website 'www.hygiene.fssai.gov.in' and the toll-free number '1800 112 100'.

fssai FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA
Inspiring Trust, Assuring Safe & Nutritious Food
Ministry of Health and Family Welfare, Government of India

HYGIENE RATING

VERIFIED

FBO Name

License/Registration No.

HYGIENE RATING

Excellent

Name of HRAA:
Name of Auditor:
Date of Audit:
Valid Upto:

Date of Certificate Generation:

FOR MORE INFORMATION, SCAN THE QR CODE

The food hygiene rating shown above reflects the hygiene of food found on the date of inspection by authorized person. Rating are given on the hygiene rating scale of 1 (Urgent Improvement) to 5 (Excellent). The hygiene rating score of the premise can be verified on the website: hygiene.fssai.gov.in.

www.hygiene.fssai.gov.in
Toll Free No. - 1800 112 100