SOP for Auditing – HR-SOP-01

1.0. PURPOSE

The purpose of this procedure is to explain the methods of Hygiene rating Auditing

2.0. SCOPE

It Covers all activities of HRAA.

3.0. RESPONSIBILITIES

Technical Manager is responsible for this procedure.

4.0. DEFINITIONS

4.1. HRAA: Audit conducted as per chapter 4 of FSS Act as per Checklist of FSSAI.

5.0 Refrences:- HYGIENE RATING SCHEME

6.0 Procedure

1. **Pre Audit:**

1.1 Inquiry: The client Inquiry is received by any mode.

1.2 Application form: The application form is sent to client. (In case of very small client who are not capable of sending filled application form, the information is taken verbally and application form is filled by marketing person.)

1.3 Application review: The application is reviewed for completeness, validity of FSSAI license/ registration, Application is accepted only for the food establishments falling under this scheme includes -food service establishments (which include hotels, restaurants, cafeteria, dhabas, etc.), bakeries , meat retail shops and sweet shops (Mithai Shop), based on information in application Audit time is arrived and accordingly basic quotation is arrived.

1.4 Quotation: The quotation is sent to client physically or electronically, (In case of very small client who are not capable of sending filled application form, the verbal quote is given)

1.5 Contract agreement for Hygiene rating audit : Contract agreement will be signed by the Client and hygiene rating audit agency.

1.6 Appointment of auditor: auditor appointment is done as per the availability and scheme approval. Impartiality and confidentiality is signed with client at the time of audit.

1.7 Audit programme: audit programme is prepared and auditor selection is done, and client acceptance is taken for the audit date.

1.8 Audit Plan: audit plan is prepared by the auditor for the schedule of audit and send to the client.

2. Auditing:

2.1 Opening and closing meeting: opening and closing meeting is done at the start and end of the audit and timing for opening and closing also noted.

2.2 Audit check list and evidence: check list is filled by the auditor with objective evidence collected by the client, audit is done on the hygiene rating portal.

2.1. Audit examination covers collection of objective evidence and documenting audit observations. Evidence is collected through interviews, examination of documentation and observation of infrastructure (in High illumination) and activities, it also include measuring the temperature and time of reheating.

The auditor will not be influenced by information supplied by other parties except FSSAI and will not use any such information when making best judgement, as verification of integrity of such information is not possible.

a. Photographic evidence of documents is captured and uploaded.

b. Each observation is recorded in hygiene rating portal under auditor login.

c. Interview notes are directly noted online or in case of network issue scan copies are uploaded in upload documents option.

2.2. Where the deficiencies or non-conformances are detected, they are documented clearly and concisely and point out the regulatory requirements that are being contravened.

a. Each non-conformance is recorded, and gap is highlighted which can be viewed by both Catering establishments and FSSAI in hygiene rating portal.

2.3 The auditor will 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 are photographed and uploaded with audit report in hygiene rating portal.

2.4 The audit findings are uploaded by auditor through auditor login ID in the centralized repository maintained on behalf of FSSAI. Normally audit is done on line and if there is network issue is uploaded within two days.

2.5 The centralized repository is capable of generating a comprehensive audit report which is delivered to FSE in soft copy format and audit agency will download the report from agency login ID.

2.6 The hygiene rating portal provides 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.

3. Audit reporting:

3.1 NC and Closer: if any discrepancy observed, audit fill the NC forms and acceptance from the client.

3.2 Client feed Back: client feed back is taken regarding the audit process, auditor behaviour.

3.3 audit report Control and approval: audit report and checked after the completion of audit and final approval done.

3.4 certificate : certificate issued by the on line portal.

3.5 Auditor will upload the report instantly in hygiene rating portal, once the report is uploaded the status of FSE will changed to Already inspected and report is available to FSE.

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

3.7 The non-conformities of the audit is 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 will report such findings to FSSAI within 24 hours. FSSAI after ascertaining the seriousness of the situation may take regulatory action against the concerned food business operator. Maximum time allowed to rectify the major non-conformance is 15 days.
- 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 will set up an appropriate timeframe for its rectification and follow up,

so that the non-conformance could be rectified. Maximum time allowed to rectify the minor non-conformance is 30 days.

3.8 The technical Manager will review the report and if any deficiency observed the report will be sent back for editing.

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

3.10 The QACS will provide industry specific standard corrective actions for the non-conformances to the Catering Establishment within 24 hours of conducting the audit.

3.11 Once report is approved by Technical manager Hygiene rating certificate would be generated from Hygiene rating portal of FSSAI. And portal will also send verified certificate to the registered mail ID of FSE.

3.12 Technical manager will down load the report from hygiene rating portal and keep this report along with evidences and audit note.

4.0 The certificate: The hygiene rating certificate issued by https://hygiene.fssai.gov.in/ contain the 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

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

The QACS maintain the detail of of HRAA audit with audit date, name of auditor, mark obtained, copy of audit report with supporting documents, date of approval of audit report, copy of certificate generated form portal.

5.0 **Audit record**:

The QACS maintain record system to demonstrate the effective fulfilment of the Audit procedures and to enable an evaluation of the Audit.

6.0 **Ref:-**

Hygiene rating certificates QACS-R-36

Prepared By Technical manager	**Approved By** Director