

**SOP for providing audit status information to Food Establishments (FEs) as per the Hygiene Rating Audit Agency (QACS) HR-SOP-11****1.0. PURPOSE**

The purpose of this procedure to providing audit status information to Food Establishments (FEs) as per the Hygiene Rating Audit Agency (QACS)

2.0. SCOPE

To Provide information related to hygiene rating status

3.0. RESPONSIBILITIES

TM is responsible for this procedure.

4.0. PROCEDURE**1. Audit Planning and Agreement :**

- A. The QACS, recognized by FSSAI, is responsible for planning and conducting audits of Food Establishments (FEs).
- B. The QACS first raise applications to FEs then application review is done followed by a quotation. After contract agreement is made between QACS and FEs. QACS have a legally enforceable agreement with the FEs, specifying the responsibilities of both parties.
- C. The QACS will communicate the audit plan to the FBO in advance including the date, scope and auditor name for the audit.

2. Audit Execution(To carry out completely):

- A. The audit will be conducted according to the documented instructions provided by the QACS. (QACS-WI -01 Guidance document for Auditor)
- B. The QACS will use a checklist (either online on Portal or a physical checklist) to assess the hygiene standards of the FE.
- C. The audit will involve examining relevant documents, notes, accessing all areas, processes, and records, and interviewing personnel. The report includes the audit's findings, the assigned hygiene rating, and other relevant information.

3. Reporting and Communication:

- A. After the audit, the QACS will prepare a detailed final audit report.
- B. The report will be uploaded to the FSSAI/QCI/PADD portal.
- C. The report will include the audit findings. Notes, interview with the personnel and the assigned hygiene rating (e.g., 1 to 5 stars), and other relevant information.

Verified by
Technical manager

Approved By
Director

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- D. The QACS will also provide the verified hygiene rating certificate to the FBO, which can be downloaded and displayed. Certificate is also directly generated on the mail id of the FEs.
- E. FE can verify their Hygiene rating status of their FoSCoS portal.
- F. QACS will inform the client two month before the expiry of certificate that their hygiene rating certificate would be expiring on this date.

4. Feedback and Complaints:

- The QACS have a documented process for receiving, evaluating, and addressing complaints related to the audit process.
- FBOs can appeals against the decision of the HRAA to be first forwarded to the concern HRAA if unresolved to QCI and if not satisfied then the applicant may appeal to FSSAI. The timeline for the resolution of the appeals will be as under:
 - a. HRAA- 15 days after appeal is made
 - b. QCI- 15 Days after appeal is made
 - c. FSSAI- 15 days after appeal is made

Investigation and decision on appeals shall not result in any discriminatory actions.

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Technical manager

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Director