Role of Information and Communication Technologies in Increasing Compliance

FICCI FOODWORLD INDIA 2011
17th November, 2011
Agenda

• 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.
The Four Pillars of e-Governance

People

Process

Technology

Resources

e-Government
e-Governance needs a holistic approach
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
FSSAI Vision and Objectives

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
## Institutionalisation of FSSAI

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

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<th>Establish FSSAI as a single credible Authority for ensuring safe and wholesome food for citizens of India</th>
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<td>Operationalize the mandate (transformation)</td>
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<td>Establishing National Food Science &amp; Risk Assessment Centre</td>
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<td>Enhance Adjudication and Justice Dispensation</td>
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<td>Up gradation of Central Food Labs</td>
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<td>Harmonization and contributions to International Standards</td>
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<td>Policies and guidelines (advt.) for Food Safety and Standards</td>
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<td>Awareness Generation and Information Exchange and Communication (IEC) Activities</td>
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<td>Staffing &amp; Capacity Building</td>
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<td>Frame Rules &amp; Regulations (repealing)</td>
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<td>Setting up of Enforcement Structure and Risk based Surveillance</td>
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<td>Emergency Response &amp; Rapid Alert Centre (recall)</td>
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<td>Improving Infrastructure Facilities in States (incl Labs)</td>
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<td>Training and frameworks for continuous improvements (new product standards)</td>
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e-Gov design considerations

- Stakeholder centric
- Centralised planning decentralized implementation
- Integrated web based systems
- Open standards – interoperability
- 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

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)

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
Grant & Project Management System (Program & Schemes)

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

Operationalisation of FSS Act, 2006

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Food Import Clearance System

- 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
How has NISG helped FSSAI Increase Compliance

- 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
Links to Systems in FSSAI

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