



FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA

Inspiring Trust, Assuring Safe & Nutritious Food

TRAINING MANUAL FOOD SAFETY SUPERVISOR COURSE BASIC (LEVEL 1) RETAIL & DISTRIBUTION

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Welcome to the manual-

The manual is designed for small and medium retailers, wholesalers, distributors and transporters in the Registration and State License category.

This manual explains General Requirements on Hygienic and Sanitary Practices to be followed by these Food Business Operators, as per Food Safety And Standards Act, 2006.

This manual presents bare minimum requirements of Food Safety and Hygiene to be followed by Food Business Operators along with Industry best practices.

Learning Outcome –

The objective of this manual is to train the personnel working in these Food retail and allied establishments, about food safety and hygiene requirements which are to be followed in their daily work practices. The Food Safety Supervisors (FSS) may interpret these requirements according to the size and type of their establishment.

The desired outcome of this manual is better understanding of food safety and hygiene requirements and high standards of food safety in the food retail industry.

What the law says –

The establishment in which food is handled, processed and packed, by the food business operator and the persons handling them should conform to the sanitary and hygienic requirement, food safety measures and other measures as specified below..

In addition to the requirements specified below, the food business operator shall identify steps in the activities of food businesses, which are critical to ensure food safety, and ensure that safety procedures are identified, implemented, maintained and reviewed periodically

In India, the mandatory sanitary and hygiene requirements for food business operators are –

Relevant part of Schedule 4 of the Food Safety and Standards (Licensing & Registration of Food Businesses) Regulations, 2011 (“FSSR, 2011”) (<http://www.fssai.gov.in/home/fss-legislation/fss-regulations.html>) made under the Food Safety And Standards Act, 2006 (<http://www.fssai.gov.in/home/fss-legislation/food-safety-and-standards-act.html>)

This manual is not a substitute for the text of relevant legislation, which will continue to apply. It will remain the duty of food business operators to comply with that legislation.

PART I

INTRODUCTION TO FOOD SAFETY

Food safety and food safety hazards

Food spoilage

FOOD SAFETY AND FOOD SAFETY HAZARDS

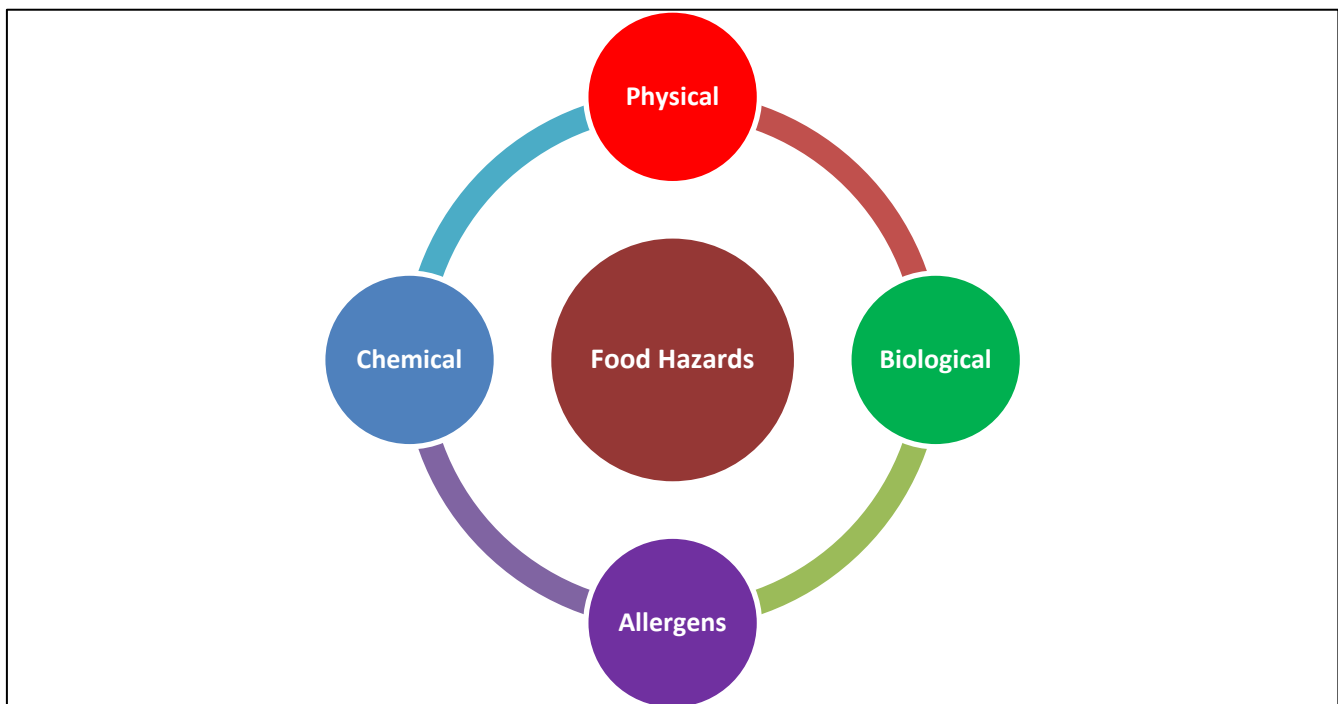
Food Safety means assurance that food is acceptable for human consumption according to its intended use.

Food Safety Management System means the adoption of Good Manufacturing Practices, Good Hygienic Practices, Hazard Analysis and Critical Control Point and such other practices as may be specified by regulation, for the food business.

Food Safety Hazard means biological, chemical or physical agent in food, or condition of food, with the potential to cause an adverse health effect. There are majorly four types of hazards -

1. Physical Hazards

Any foreign object (inanimate) found in the food or a naturally occurring object (metal, hard plastic), that poses a hazard is called a 'Physical Contamination or Hazard'.



Common Physical Hazards include:

- Glass
- Chipped pieces from equipment
- Metal shavings from cans and foils
- Stapler pins
- Blades

- Plastic or chipped pieces of disposables
- Lint and threads
- Band- aids
- Hair
- Finger nails
- Jewellery pieces

2. Chemical Hazards

Naturally occurring and process induced chemical substances that can cause a food borne illness are called a 'Chemical Contaminant or Hazard'.

Natural Chemical Contaminants include:

- Allergens
- Mycotoxins

Process Induced Chemical Contaminants include:

- Toxic metals in the processing set up or supply chain
 - Pesticides, Colorants
 - Cleansing products and sanitizers
 - Equipment lubricants
 - Chemical Food Additives, Preservatives
 - Packaging materials-migration of residues from packaging material to oil.
 - Adulteration with other oils or mineral oil

3. Biological Hazards

Biological hazards are organisms, or substances produced by organisms, that pose a threat to human health. They are a major concern in food processing because they cause most food borne illness outbreaks.

Major biological hazards include –

- **Bacteria** ex: Salmonella spp., Enterohaemorrhagic *Escherichia coli*, Listeria monocytogenes, Staphylococcus aureus, Clostridium botulinum,
- **Yeast & Mold** ex: Candida, Aspergillus sp, Helicosporium

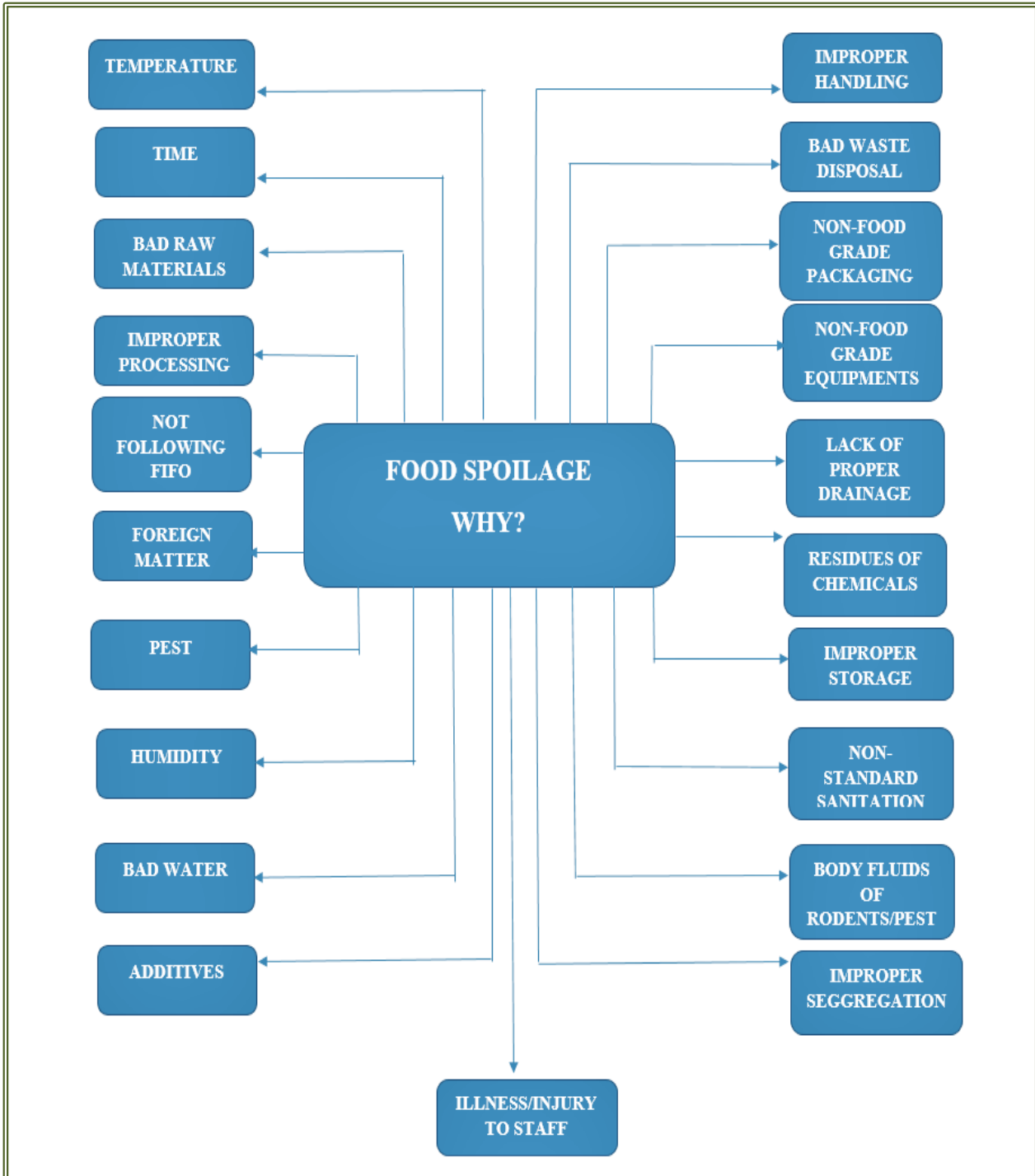
Biological Hazards causes -

1. **Food Borne Infections** –This occurs when a person consumes food containing pathogens; which grow in the human intestine and cause discomfort or disease. Typical symptoms of a 'food borne Infections' do not appear immediately.
2. **Food Borne Intoxications** - This result when a person consumes food containing toxins in it; that cause discomfort or disease. Typically symptoms of a 'food borne Intoxication' appear quickly.

FOOD SPOILAGE

Food spoilage means that the original nutritional value, texture, flavour of the food are damaged, the food become harmful to people and unsuitable to eat.

Major reasons for food spoilage are -



PART II

GMP–GHP FOR WHOLESALEERS

Facilities

Operations & Control

Sanitation & maintenance of storage premises

Personal Hygiene

Training

GMP-GHP FOR WHOLESALERS

Facilities:

- a. **Drainage and waste disposal:** collection of waste during storage like spoiled product due to damaged / broken packing material while handling / storage, etc. regularly and storing it to avoid contamination storage area inside/outside the environment of the premises. Handling of waste is done by local waste-collecting body or disposing of in an appropriate manner that will not cause any hazards.
- b. **Lighting:** To prevent contamination due to accidental breakages lighting is covered and protected.

Operations and Control:

- a. **Storage of food:** Design and construction of food storage facility is done in such a way to protect food from any contamination and permitting adequate cleaning and maintenance activity. During storage of products, good storage practices shall be followed like:
 - i. Separation and segregation of different kinds of material (e.g. agricultural commodities, processed food, veg. & non-veg. items, fruits & vegetables)
 - ii. To identify materials
 - iii. FIFO (First In First Out) system –to prevent wastage and to make sure that older food is distributed first.
 - iv. Storage will be off the floor and away from the wall
 - v. Storage of veg. foods above non-veg. foods and cooked foods above un-cooked foods on separate racks in the refrigerator.
- b. **Food storage / service:** Monitoring the storage food products temperature under refrigerated / chilled conditions (wherever applicable) .care should be taken during distribution/transportation of frozen so that the defrosted / thawed material is not stored back after opening.



Sanitation and maintenance of storage premises:

a. **Cleaning and maintenance:** cleaning and maintaining the facility without any accumulated scrap, unwanted material, cobwebs, etc.

b. **Pest control systems:** Pests which are considered are rodents, lizards, insects and spiders.

Maintain a non-attractive environment including isolated storage of unutilized materials and storage away from wall and off the floor to control pests. Pest control measures need to be adapted:

- i. For insects – insect-killer, fly-catcher, fly-killer
 - ii. For rodents and lizards – rodent-box, rat trap
 - iii. For spiders – Proper cleaning of cobwebs
- food materials are stored in pest-proof containers stacked above the ground and away from the walls.



Personal hygiene:

a. **Health status:**

Medical examination will be carried out every year to make sure that the food handlers are free from any (infectious), (contagious) and other communicable diseases.

b. **Personal cleanliness:** Maintaining personal hygienic behaviour like:

- i. No smoking, spitting, sniffing
- ii. Avoiding eating or drinking in processing area

c. **Visitors:** visiting the storage area should be restricted and if or urgent then

Visitors shall wear head gears before entering inside the storage area.



Training:

Food handlers are given regular and effective training on topics like food safety during Handling food, storage, FIFO, etc.

PART III

GMP–GHP FOR DISTRIBUTORS

Facilities

Operations and Control

Sanitation and maintenance of storage
premises

Personal Hygiene

GMP - GHP for Distributors

Facilities:

- a. **Drainage and waste disposal:** Collecting waste shall be done periodically by local waste-collecting body or disposed in an appropriate manner without causing any hazards.
- b. **Personal facilities and toilets:** Adequate and separate lavatories. To create awareness in food handlers do's and don'ts, Personal Behaviour and Good Storage Practices shall be put up at prominent places with pictorial information and instructions in an understandable language or the local language.
- c. **Lighting:** Adequate lighting facility enabling the food handlers to operate in a hygienic manner. Protective covering of to prevent contamination due to accidental breakages.

Operations and Control:

- a. **Storage of food:** Adequate storage of food is very important for the purpose of food safety. Design and construction of food storage to protect food from any contamination and permitting adequate cleaning and maintenance activity. Good storage practices to be followed like:
 - i. Material Separation and segregation
 - ii. Product identification
 - iii. FIFO system
 - iv. Storing off the floor and away from the wall
 - v. Separating and segregating of materials (e.g. agricultural commodities, processed food, veg. & non-veg. items, fruits & vegetables)
 - vi. Storing veg. foods above non-veg. foods and cooked foods above un-cooked foods on separate racks in the refrigerator.
 - vii. Frozen food storage at -18°C or below
 - viii. Storing dried foods (e.g. grains & pulses) off the floor.
 - ix. Follow storage instructions over food labels/boxes.

- b. **Food distribution:** Monitoring the temperature of storage of food products under refrigerated / chilled conditions (wherever applicable). Care should be taken for transporting and distributing frozen food as the defrosted / thawed material is not stored back after opening.



- c. **Food distribution service:**

Protecting transportation processed / packaged and / or ready-to-eat foods from contamination and maintaining hygienic and sanitary conditions.

Using transporting vehicle for food use only and not storing any non-food item along with it.

Cleaning and disinfection of vehicles carrying out between loads having high-risk products like fish; meat, poultry, eggs etc. are transported in the same vehicle.

Use of Temperature controlled vehicles (whenever applicable) for transporting perishable and such other food items.

Sanitation and maintenance of storage premises:

- a. Cleaning and maintenance:** Details developing the cleaning and maintenance program indicate specific areas to be cleaned, cleaning frequency, procedure, equipment, cleaning material and method.

Keeping Cleaning chemicals and tools away from the food material at a designated place.
Identifying Cleaning chemicals.

- b. Pest control systems:** Pests are rodents and insects. Keeping Storage premises and equipment clean, good and repaired condition avoiding pest harbourage.

Preventing and controlling pests, including isolated storage of unutilized materials and storing away from wall and off the floor.

Developing pest control program and maintaining records along with date and frequency.

To control pests, adequate control measures shall be in place, for example :

- i. For insects – insect-killer, fly-catcher, fly-killer
- ii. For rodents – rodenticide, rat trap

Storing food material in pest-proof containers stacked above the ground and away from the walls.

Personal hygiene:

- a. Health status:** Carrying out Medical examination and vaccination, ensuring that the food handlers are free from any infectious, contagious and other communicable diseases.

- b. Personal cleanliness:** Personnel engaged in food handling should wear required hygiene wear like uniforms, gloves and head gears.

Maintaining Hygienic personal behaviour like:

- No smoking, spitting, sniffing
- Avoiding eating or drinking in processing area

PART IV

GMP–GHP FOR TRANSPORTERS

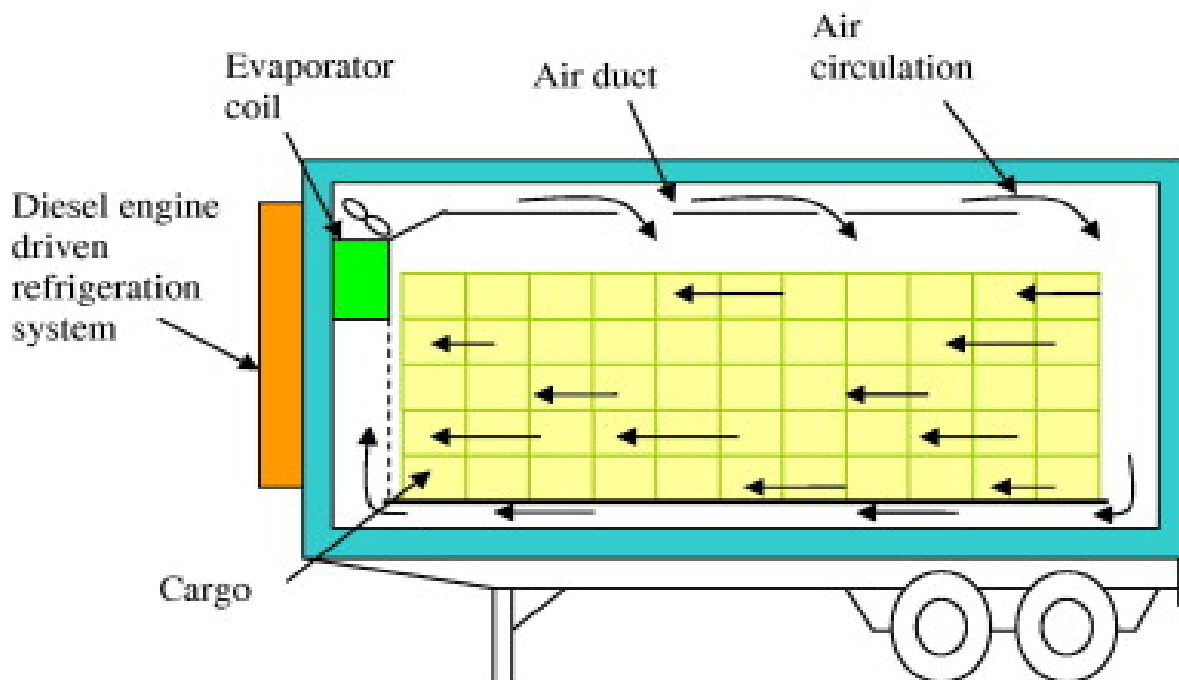
Operations & Control

Sanitation & maintenance of transportation

GMP- GHP for Transporters

Operations and Control:

- Identifying tankers or containers transporting milk, edible oil, frozen foods, etc. and are not be used for other purpose.
- Protecting processed / packaged and / or ready-to-eat foods from contamination and maintaining hygienic and sanitary conditions during transportation.
- Using Transportation vehicles for food use & no non-food item shall be stored along with it.
- Carrying out cleaning & disinfection of vehicles between loads when high-risk products like fish, meat, processed poultry, processed eggs etc. are transported in the same vehicle.
- Using temperature controlled vehicles transporting perishable & such other food items. Temperature controls, monitoring needs to be done for all such vehicles.



- Products like pesticide, aromatic chemicals, hazardous chemicals are not transported together after part loads.

Sanitation and maintenance of transportation vehicle:

- a. **Cleaning and maintenance:** Based on the product criticality vehicles shall be cleaned adequately between the loads. Vehicles should be cleaned according to the product. Tarpaulins used are washed and kept cleaning defining frequency.



- b. **Pest control systems:** Monitoring infestations in the vehicle and practising fumigation

PART V

GMP–GHP FOR SMALL RETAILERS APPLYING FOR REGISTRATION

Sanitary & Hygienic requirements for FBOs /

Food Handlers

GMP-GHP for small retailers applying for registration



Kirana shops and General Trade Retailers need to include the following

1. **The establishment / premises / shop shall be:**
 - a. In a place approved by local authorities
 - b. In clean place, properly protected (e.g. stalls to be covered with canopy, umbrella, etc. when not in use) and not blocking traffic

2. **Location of the establishment /shop premises should not be close to:**
 - Filthy surroundings,
 - Heavy vegetation, loose soil
 - Waste / scrap yard
 - Dirt and dust
 - Open drains

- Air / environmental pollution
- Storage spaces available to maintain overall hygienic environment.

3. The premises should be-

- Clean
- Adequately lighted (natural / artificial - covered tube lights, etc.),
- Ventilated (natural ventilation - adequate windows or artificial ventilation - exhaust fans, etc.)
- Sufficient space for movement to carrying out the operations efficiently.

4. The surfaces of the working table, counter surfaces, and storage bins / shelves shall be:

- Clean and hygienic
- Sound, rust / corrosion-resistant, impermeable (preferably stainless steel material) and in good condition.
- Above the ground level (minimum 2-3 feet)
- Unbroken

5. Sale points, storage racks, tables, benches and boxes, cupboards, etc. Must be clean and tidy.

6. To avoid cross-contamination different products are packed in different compartments.

7. Infrastructure - floor, ceiling / roof, walls should be

- Free from - cracks, crevices, gaps, paint peeling, etc.
- Smooth and easy to clean
- Adequately maintained
- Made up of permanent material like cement, tiles, kota stone, etc.
- Should not impart any contamination to the food

8. Pest control –

- Pest free premises
- Installing and monitoring Fly traps / fly swats / flaps
- Insect proof mesh covering of doors , windows and other openings.

9. Closing cracks, crevices to prevent pest infestation and water accumulation.
10. Perishable items/short life products kept in refrigerators/fridge are cleaned and maintain temperature between 4° to 6° C.



11. Waste disposal –Avoid daily accumulation of waste and contamination from pest harborage and infestation .Adequate numbers of covered dustbins should be available. Proper covering, cleaning and maintaining of drainage system. Leftover food, rubbish are collected in covered dustbins.
12. Working personnel and food handlers shall follow personal hygiene and behaviour
 - a. Personnel wearing clean clothes
 - b. Persons suffering from infectious diseases shall not be given permission to work. Persons having cuts or wounds should have proper covering and are not allowed to come in contact with food.
 - c. All food handlers shall
 - i. Trim their finger nail.
 - ii. Washing hands with soap.
 - iii. Avoid scratching of body parts, hairs.
 - iv. Not wear loose jewellery, false nails, restrict eating, chewing, smoking, spitting and nose blowing while food handling.
13. Restricting personal belongings in the storage and sales area.
14. Eating, chewing, smoking, spitting and nose blowing shall be prohibited whilst food handling.
15. Keeping perishable items as per sales/market requirement avoiding leftovers affecting safety consumption.

16. Segregation and separation of vegetarian and non-vegetarian items during storage and keeping vegetarian products above the non-vegetarian items.
17. All articles stored or intended for sale should fit for consumption and have proper covering to avoid contamination.

PART VI

GMP–GHP FOR SMALL RETAILERS APPLYING FOR LICENSE

Facilities

Operations & Controls

Sanitation & Maintenance

Personal Hygiene

GMP- GHP for small retailers applying for licence



Facilities:

- a. **Drainage and waste disposal:** Regular collection and separation of waste during processing like spillage of products, spoiled product due to damaged / broken packing material while handling / storage, left-over's, disposable plates, etc. to avoid contamination of the food process and storage area inside /outside the premises. Periodically collection of waste by local waste-collecting body or disposed of in an appropriate manner.
- b. **Personal facilities and toilets:** Personal facilities include hand washing and drying system with potable water supply. Food handlers should wear head gear and kitchen aprons (in case of bakery outlets, fast food counters, etc.). Creating awareness in food handlers by 'Do's and Don'ts boards, Personal Hygiene, Personal Behaviour and Good Manufacturing Practices putting up at prominent places with pictorial information and instructions in the local language.
- c. **Lighting:** Adequately lighting facility enables the food handlers operation in hygienic manner. Suitable covering and protection of lighting preventing contamination.

Operations and Control:

- a. **Procurement of material:**
Authorized known person from licensed supplier only can procure food material. Checking of extraneous matter, infestation and pesticides

b. Storage of raw materials and food: Designing and constructing food storage facility to avoid contamination and permit adequate cleaning and maintenance activity. During storage of products, good storage practices shall be followed like:

- i. Separation and segregation of material (RM, PM, FG)
- ii. identifying material
- iii. FIFO (First in first out) system
- iv. Storing off the floor and away from the wall
- v. Shall be kept closed or covered and bags tied after the use

c. Storage of perishable foods: Monitoring of food storage temperature under refrigerated/chilled conditions. Care should be taken in handling frozen foods/raw foods.

d. Food packaging:

Packaging material should be stored in clean place/containers, free from pest/rodent infestation. Packaging material is made of food-grade material. It shall conform to Regulatory standards mentioned in FSSR 2011.

Sanitation and maintenance:

a. Cleaning and maintenance: Routine cleaning of the floor, walls, roof, lofts, mezzanine to remove scrap, unwanted things, dust and cobwebs. Cleaning chemicals and tools like brooms or mops kept away from the food material at a designated place. Identifying cleaning chemicals with instructions for use. The containers used for storing or display like glass jars, plastic jars, plastic bins, and stainless steel tanks, etc. are dry clean frequently and washed.

b. Pest control systems: Pests are rodents, lizards, cockroaches, flying insects, ants, etc. Keeping Premises and equipment clean, good and repaired condition to avoid pest harbourage.

To control pests, adequate control measures shall be in place

- i. For insects – insect-killer, fly-catcher, fly-killer
- ii. For rodents and lizards – rod-a-box, rat trap
- iii. For cockroaches – glue/paste
- iv. For Ants – Pest control powders

Care should be taken while using and storing pest control chemical as it may contaminate raw materials. Keeping food materials stored in pest-proof containers stacked above the ground and away from the walls.

Personal hygiene:

- a. **Health status:** Personnel having symptoms of illness, contagious disease, skin disease, or have cuts and burns are not allowed to come in direct contact with food material.
- b. **Personal cleanliness:** Personnel engaged in food handling products (for e.g. flours, grains, fruits and vegetables, etc.) shall follow good hygienic practices viz.
 - i. Wearing clean clothes [head gear and kitchen apron (wherever applicable)] and hand washing
 - ii. Maintaining hygienic personal behaviour:
 - iii. Say no to smoking, spitting, sniffing
 - iv. No eating or drinking in processing area
 - v. certain habits viz. scratching nose, running fingers through hair, scratching body parts, etc need to be avoided.

PRODUCT INFORMATION & CONSUMER AWARENESS

All packaged food products shall carry a label and requisite information as per provisions of FSS Act, 2006 and Regulations made there under. (Please refer <http://www.fssai.gov.in/home/fss-legislation/fss-regulations.html>)

PART VII

FOOD SAFETY MANAGEMENT SYSTEM

Introduction of FSMS:

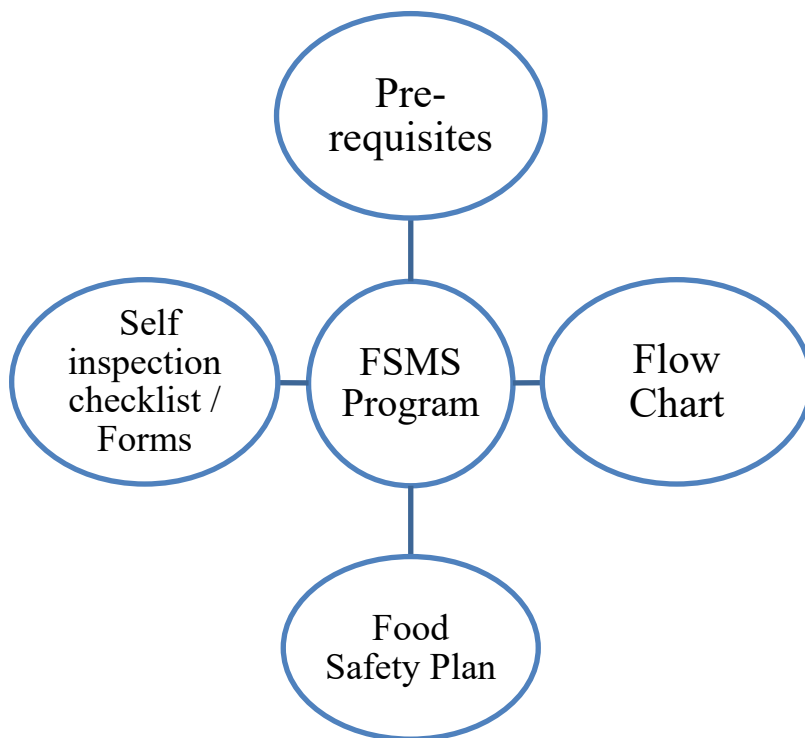
A Food Safety Management System (FSMS) is a network of interrelated elements that combine to ensure that food does not cause adverse human health effects. These elements include programs, plans, policies, procedures, practices, processes, goals, objectives, methods, controls, roles, responsibilities, relationships, documents, records, and resources.

The purpose of FSMS is to ensure the manufacture, storage, distribution and sale of safe food

There are five basic key elements of Food Safety Management System which are as follows:

- Good Practices/ PRPs
- Hazard Analysis /HACCP
- Management Element / System
- Statutory and regulatory requirements
- Communication

Structure of the FSMS Program:



Self-Inspection Checklist:

This is the first part to be taken care of while preparing a FSMS Plan. The Self-inspection checklist shall cover all the requirements given in Schedule 4 – Part 2 of this handbook. The compliance to the Schedule 4 requirements needs to be inspected by individual FBO with the help of this checklist (**Ref. Manual of FSMS, FSS Act 2006 on FSSAI Website**) to check whether the Food Safety Management System is in place and whether all the licensing conditions are complied.

FSSR Schedule 4 Checklist - GMP GHP for Transporters

Sr. No.	Check Points
1	Are there identified tankers or containers for transporting milk, edible oil or frozen foods?
2	Is processed, packaged, and ready to eat foods protected from contamination and maintained during transportation?
3	Are transportation vehicles used for food items also transport non food items (for e.g. pesticide, aromatic chemicals, and hazardous chemicals) along?
4	Is cleaning and disinfection of vehicles carried out between loads if high risk products are transported in the same vehicles?
5	Are temperature controlled vehicles used for transporting perishable and other such food items?
6	Are vehicles cleaned adequately between loads based on the product criticality?
7	Are the used tarpaulins washed & kept cleaned?
8	Does pest control system monitors infestation in the vehicles? Is fumigation practiced?

FSSR Schedule 4 Checklist - GMP GHP or Wholesalers

Sr. No.	Check Points
1	Are the spoiled products disposed regularly?
2	Is the waste handled appropriately? Is it disposed by local waste collecting bodies at regular frequency?
3	Is lighting covered and protected to prevent contamination?
4	Is food storage facility designed and constructed appropriately to protect food from contamination?
5	Are good storage practices followed during separation and segregation of different kinds of material?
6	Is identification of material carried out during storage?
7	Is FIFO system in place to prevent wastage during storage of products?
8	Is storage done off the floor and away from the walls?
9	Are the veg and non-veg foods stored on separate racks in the refrigerator?
10	Is temperature of the food products stored in the refrigerator monitored?
11	Is care taken during the distribution /transportation of frozen products in order to prevent its contamination?
12	Are storage premises sanitized and maintained? Is the accumulated scrap, cobwebs, unwanted material, etc. removed on timely basis?
13	Are unutilized material isolated and stored away from walls and off the floor to control pests?
14	Are the pest control measures adapted to control insects, rodents, lizards & cobwebs?
15	Are the food materials kept in pest-proof containers stacked above the ground and away from walls?
16	Is medical examination of food handlers carried out annually to check their health status?
17	Is personal hygiene & personal behaviour maintained in processing area?
18	Are visitors provided with head gear before entering into storage area?
19	Is regular and effective training on food safety given to food handlers?

FSSR Schedule 4 Checklist - GMP GHP for Small Retailers applying for Registrations

Sr. No.	Check Points
1	Is the establishment/shops/premises approved by local authorities?
2	Is the surrounding of the establishment / shops / premises clean & properly protected?
3	Is the establishment/shops/premises located close to : In clean place, properly protected and do not block traffic? Filthy surroundings Heavy Vegetation & loose soil Scrap yard & waste Dirt & dust Open drains Air / Environmental Pollution Storage spaces
4	Is the premises kept clean?
5	Is adequate lighting present in the premises? Is it covered & protected?
6	Is the premise well ventilated?
7	Is there sufficient space for movement to carry out the operations efficiently?
8	Are the surfaces of working tables /counter surfaces / storage bins / shelves : Clean and hygienic? Rust / corrosion resistant ? Impermeable & in good condition? Placed above the ground level? Unbroken?
9	Are the sale points, storage racks, tables, benches, boxes, cupboards, etc clean and tidy?
10	Are different products stored / packed in different compartments to avoid cross contamination?
11	Are the walls, floors, roof / ceilings : Free from cracks, crevices, gaps, paint peeling, etc.? Smooth & easy to clean? Maintained adequately? Imparting any contamination to the food?
12	Is the premise free from pests?
13	Are Fly trap/fly swats, flaps installed & monitored as a pest control measure?
14	Are the doors, windows and other openings covered with insect proof mesh?
15	Are the cracks, crevices closed to prevent pest infestation and water accumulation?
16	Is the refrigerator used for storing perishable items / short h life products cleaned and the temperature is maintained?
17	Does accumulation of waste take place leading to pest harbourage & infestation?

18	Are adequate numbers of covered dustbins available?
19	Is the drainage system clean, covered, and maintained?
20	Is leftover food / rubbish collected in covered dustbins?
21	Do food handlers follow personal hygiene and personal behaviour? Do they wear clean clothes?
22	Are food handlers suffering from infectious diseases given permission to work?
23	Are cuts & wounds of food handlers properly covered?
24	Are finger nails trimmed by the food handlers?
25	Is soap available at the hand wash station?
26	Is eating, chewing, smoking & nose blowing restricted while handling of food?
27	Do food handlers ensure that the personal belongings are not carried to the storage & sales area?
28	Are the perishable items used immediately without leaving any leftovers leading to contamination?
29	Are veg. and non veg. items segregated and separated during storage?