

SOP for certifying an Eat Right Station Complex (Railway)

Background: A railway station has a complex food safety ecosystem. Every day, food is being cooked and served to thousands of people. Packed food items are being sold across retail store formats. Trains carrying goods are unloading raw and high-risk food items like fish eggs and meat; fruits & vegetables and other perishables etc in large quantities. Hence, to ensure food safety in a railway station complex, a holistic plan is required depending on different kinds of businesses.

About Eat Right Station: The Eat Right Railway Station is one of the initiatives under the Eat Right India movement led by FSSAI. Under this initiative, all food vendors on the railway station, both organized catering units/ restaurants/ food courts as well as small vendor kiosks/ retail outlets/ booths etc are targeted to ensure they follow safe cooking and handling practices during preparation and serving of food to the railway passengers, officials and staff. To be certified under this initiative, all the food handlers at the designated railway station are required to be trained under FSSAI's FoSTaC program, followed by a third party audit as well as certification based on a pre defined checklist.

Eat Right Railway Station Checklist: The checklist of the Eat Right Station initiative comprises of 2 parts i.e.,

- Overall station hygiene checklist that covers common areas at the platform, basic cleanliness and hygiene, water facility, waste disposal and other necessary requirements.
- Catering/ Restaurants/ Kitchen/ Retail outlets/ Shops/ Vendors/ Kiosk etc. audit checklist that covers parameters on the basics of schedule IV guidelines, control of operations, availability of local and healthy food etc for each individual category of food providers in the station complex

Railway Stations that fulfill benchmark criteria (based on the independent third-party audit) will then be recognized as an "Eat Right Station" through plaque and/or certificate of excellence, which they would display prominently at the station complex as well as individual premise.

Types of food premises: Following food handling premises exist in a major station complex.

A. Platform:

1. A retail outlet (static)
2. Retail cum catering establishment (static)

3. Food plaza/ Food courts/ Restaurants (static)
4. Petty Food vendors/ Stalls/ Kiosks selling pre-cooked/ freshly cooked food mostly snacks (static/ mobile)

B. Station yard:

1. Warehouse
2. Base kitchen

Steps for Certification

To certify a station complex as an “Eat Right Station”, the following steps can be undertaken.

Step 1: Identification of the Railway Station and filling up the Enrolment Proforma (provided by FSSAI). Here the Railway administration is also requested to provide a letter of approval extending a permission for performing various activities related to the Eat Right Station initiative and nominate one nodal officer who can liason with FSO/ DO from the Food Safety Department, concerned district.

Responsibility: Railway Administration along with FSO/ DO from the Food Safety Department, concerned district.

Process: Indian Railways has divided its operations into 16 zones, which are further sub-divided into divisions, each having a divisional headquarters. To initiate the process of an Eat Right Station, a letter of initiation from the office of State Food Safety Commissioner can be sent to the Joint Food Commissioner of the respective Railway zone, who in turn, will direct the Designated Officer of the respective Railway zone to initiate the process in collaboration with the FSO/ DO of the respective district under the State Food Safety Department.

Step 2: Conduct an initial survey of the entire complex and conduct the Pre audit as per the indicators mentioned in the checklist.

Responsibility: IRCTC/ Railway Administration, FSO/ DO from the Food Safety Department and the implementation partner. The implementation partner can be an NGO/ Consumer Organization listed with FSSAI OR Corporate under the CSR effort OR Development partner OR an Industry Association

Process: A team of representatives from the Railways along with the support of FSO/ DO from the concerned district can initiate the process and conduct a pre-audit based on the checklist designed by FSSAI

Step 3: Undertake infrastructural or any other related improvement measures

Responsibility: Railway Administration

Step 4: Organize Food safety training and certification of all food handlers with a focus on the gaps identified during pre-audit.

Responsibility:

- Railway Administration to organize training and mobilize the vendors as well as allocate space for the training. Training can be conducted online/ offline
- FSSAI to engage an empanelled training partner under FoSTaC to conduct training and issue certificates to each trainee

Step 5: Final audit of the railway premises and all food outlets

Stakeholders: FSSAI empanelled third party auditing agency/ Hygiene Rating audit agency along with a team of representatives from IRCTC/ Railway Administration and FSO/ DO from the Food Safety Department

Based on the final audit score & recommendation by the auditing agency, the station complex will be declared as “Eat Right Station Complex” with ratings from two star (least score) till five star (max score) by FSSAI with a validity up to 2 years.

**Note: Half-yearly assessment of performance as per the given checklist will be conducted by a team of representatives from IRCTC/ Railway Administration. Local FSOs will withdraw samples randomly as per the risk involved. Same process will be followed after completion of two years of the certification.*

Role of Stakeholders

Indian Railways& IRCTC:

- Overall implementation and identification of railway stations;
- Conduct Self-Assessment as per the checklist;
- Overall support in identification, implementation and sustenance, mobilizing resources to become a certified 'Eat Right Station'.

State/UT's FDA:

- Self-assessment along with representatives from the Indian Railways/ IRCTC
- Organise FoSTaC training for all food handlers at the station premises
- Recommendation for declaring the station as 'Eat Right Station'

Training Partners:

Mobilizing participants and conducting FoSTaC Food Safety Supervisor (FSS) trainings, translation of training material into local languages.

Auditing agencies:

Ensuring timely third-party audits, preparing assessment report for certification OR highlight areas for further improvement.

Corporates/Funding Partners:

Adopting railway stations for Eat Right Station certification, promote awareness, use of CSR funds for training, printing and translation of training material etc.

Implementation Partners:

Overall support with identification of the station, necessary documentation, organizing awareness activities, liaising with various departments for implementation process.

Permission from the Railways (A Proforma)

E.g., Letter shared by Northern Railways with an Implementation Partner



NORTHERN RAILWAY

No:-2- Med/F.S.Cell/Eat Right/NR/2021
Dated-10.11.2021

Medical Department
Head Quarter/NR
Baroda House
New Delhi-110001

National Manager
Hindustan Unilever Limited
B.D. Sawant Marg
Chakala, Andheri(E),
Mumbai-400099

Subject: Regarding the process of Eat Right Initiative for New Delhi Railway Station and Varanasi Station of Northern Railway.

It is requested to kindly initiate the process of "Eat Right Station" for New Delhi Railway Station and Varanasi Station of Northern Railway as a part of Eat Right Movement by FSSAI. Northern Railway is committed to fulfill the goals targeted with "Eat Right India" movement. Therefore, it is requested to kindly provide assistance in this regard.

This has approval of competent authority.


10/11/2021
Dr. Shikha Gautam
(Designated Officer/ NR)