User Reference Manual - FBO

This Food Licensing and Registration System user manual contains step by step process to be followed by Food Business Operators in India to apply for FSS License/Registration Certificate.

Ver. 3.0
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GENERAL INFORMATION
About Online FLRS System

Introduction

- FSSAI provides an opportunity for Food Business Operators (FBOs) to apply for Registration/Licensing through online Registration/Licensing System. It also provides an option to track the status of application online through an Application Reference No. provided by the system during the submission of application.
- The FBOs should take a print out of the Online Application Form generated through the system and submit the application to Regional Authority/State Authority with all supportive documents within fifteen days from the date of online submission of application for State License and Registration Certificate. In case State License and Registration Certificate of Delhi and for Central License all documents are to be uploaded electronically and no physical documents are to be submitted in the Regional Office.
- FBO can register themselves online for the username and password (or) by providing the contact details can apply for Licensing / Registration.

How to Access the System?

- The system can be accessed by using the link [http://foodlicensing.fssai.gov.in](http://foodlicensing.fssai.gov.in) using any standard web browser like IE, Firefox, Google Chrome etc.
- It is a web enabled system, hence can be used 24*7 by all the stakeholders. The stakeholders can access this online system through any web browser.
Latest Announcements

How to know the latest announcements of FSSAI?

Food Business Operator can know the latest announcements of FSSAI by clicking on the link “Latest Announcements” on the login page as shown below:-
Fee Structure

How to know the amount of fees to be paid?

- FBO can know the amount of fees to be paid by clicking on the link “Fee Structure” on the login page, as shown below:-

```
<table>
<thead>
<tr>
<th></th>
<th>Central (1 Year)</th>
<th>State (1 Year)</th>
<th>Registration (1 Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Application</td>
<td>Rs. 7500</td>
<td>View</td>
<td>Rs. 100</td>
</tr>
<tr>
<td>Renewal Application</td>
<td>Rs. 7500</td>
<td>View</td>
<td>Rs. 100</td>
</tr>
<tr>
<td>License/Certificate Modification</td>
<td>Rs. 7500</td>
<td>View</td>
<td>Rs. 100</td>
</tr>
<tr>
<td>Duplicate License/Certificate</td>
<td>10% of the Applicable License Fee</td>
<td>View</td>
<td>10% of the Applicable Certificate Fee</td>
</tr>
</tbody>
</table>
```
What are the modes of payment for Central License?

- In case of Central License the mode of payment is Online i.e. via Net Banking/Credit Card/Debit Card.

What are the modes of payment for State License & Registration Certificate?

- In case of State License and Registration certificate the payment mode varies from state to state. FBO can know the mode of payment by clicking on Home under State License as shown in the fig below:

Once clicked on home the list of States that are using Online FLRS system would be displayed.
Once clicked on the state the details of payment mode accepted in that particular state would be displayed as shown in the fig below:

**Maharashtra**

Maharashtra or the Great Nation is the third largest state in the country and covers a geographical area of 308,000 square km. The great nation has a glorious history behind the doors of the past. The history can be traced to 3rd century BC. The main rivers of the state include Krishna, Bhum, Godavari, Tapi Purna and Wardha-Wainganga. The Western ghats form the drainage area for most of the rivers flowing in the coastal region.

<table>
<thead>
<tr>
<th>District</th>
<th>Demand Draft</th>
<th>Treasury Challan</th>
<th>Cash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater Mumbai</td>
<td>DD In favour of Joint Commissioner Greater Mumbai, FDA MS</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>For all other districts</td>
<td>DD In favour of Commissioner of Food Safety, Maharashtra</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Document List

What documents are to be submitted?

- The list of documents that are to be submitted can be seen by the FBO by clicking on the link “Supporting Documents” on the login page, as shown below:
Where & whom to contact in case of any further information is required?

- In case if any further information is required, FBO can view the contact details of regional office by clicking on the link “Contact details” on the login page, as shown below:-
- For Central License FBO would have to click on the links of Regions Provided.

- For State License or Registration Certificate FBO would have to select the state from the drop down provided for which he is applying for as shown in the fig below:-
Once FBO selects the state it would re-direct to the selected state page where the details of the State contact office would be displayed as shown below:

**Assam**

Assam comprises an area of 78,523 square kilometers (30,318 square miles). Modern Assam has 22 districts which are akin to counties in the US or the UK. Except for the districts of Karbi Anglong and North Cachar Hills, Assam is generally composed of plains and river valleys. It can be divided into three principal geographical regions: the Brahmaputra Valley in the north; the Barak Plains in the south; and the Mikir (Karbi Anglong) and Cachar Hills that divide the two regions. Assam's forests cover about 20 percent of the total area. The Kaziranga National Park, the stronghold of the fast-disappearing great Indian one-horned rhinoceros, is its most famous wildlife refuge.

**Track Application Status**

Enter Application Reference No.

Enter Captcha Code

Go

**Track Food Business Operator**

How to know a Food Business Operator is licensed/registered or not?

- In order to view a Food Business Operator is registered or not an individual can search for the FBO with the help of FBO search available in the login page and search for its details as shown below:
GETTING STARTED
Check Eligibility

How FBO can check the eligibility of License through the online system?

- Food Business Operator can check their Eligibility (whether they are eligible for Central License OR State License OR Registration Certificate as per Capacity/Turnover of their business) by clicking on the link “Check your eligibility” on the login page, as shown below:-

- Once clicked on the link “Check Eligibility” it would redirect to the screen as shown below:-
Fill in the Address of Premises, State, District then click on “Save & Add” button under ‘Action’ column; if the FBO is operating from multiple premise/unit, using "Save & Add" add each premise/unit address details separately and check for eligibility individually as shown in below screen:

How to create login credentials to sign in?

Food Business Operator can create its own login credentials by clicking on the link ‘Sign-up’ to create a new account.
The screen below shows the FBO Sign-up form for FBO.

Fill the form and click on “Register” button after accepting the terms & conditions to complete the FBO sign-up process.

NOTE:-

- Enter a valid & active email id to receive alerts on e-mail.
- Enter a valid mobile no to receive alerts via sms.
- Once typed the User-ID the system will check for the availability. If the User-ID already exists in the system then an alert message “This UserID already exists. Please try another” will appear.
- Password length should be 6 to 20 characters including at least one special character.
After successful sign-up

- Sign-up success message will appear as shown below.
- SMS and E-mail will be forwarded confirming the successful sign-up.

![Account Successfully Created](image)

**NOTE:-**

- If FBO don’t apply within 30 days than the User ID will be disabled.
FBO LOGIN

How to login into the system?

❖ Food Business Operator can login to the system with the User Name and password created during FBO Sign up as shown below:-

![Login Screen](image-url)
How does the Home Page of a logged in Food Business Operator Looks Like?

- The home page for the logged in FBO will be displayed as shown below:

   ![Home Page Screenshot]

   - To view the status of submitted applications click on “Complete Application” against Application status and by selecting the License/Certificate Type applied for and the present status of the application submitted would be displayed under the header Application Status as shown in the fig below:-

   - If Inspection is completed for an application, then under heading Inspection details the Inspection report as filled by the Food Safety Officer would be displayed.

   - If License is issued for an application, then under heading License/Registration No. “License/Registration Number” will be displayed.

   - To view the Acknowledgement Receipt or FORM-A/B click on “View” against that Reference No.
To view the pending/incomplete applications click on “Incomplete Application” against Application Status and select the License/Certificate type applied for as shown in the fig below:
- Click on Proceed link to complete and submit the application.
- Click on Delete Application in order to delete an incomplete application.

![List of Applications]

**NOTE:**
- Incomplete Application functionality is not available for applications of Registration Certificate.
USING THE SYSTEM
Applying for License/Registration

❖ To apply for License/Registration move the mouse over “License/Registration” and from the drop down option click on “Apply for License/Registration” as shown below:-

❖ FBO will be re-directed to Page as shown below:-
Select the State for which license is to be applied (Select State of Premises for which License/Registration is being applied) from the drop down.

If the FBO is operating in more than One(1) state then the option Yes to be selected otherwise No.

If the FBO is applying for Head office/Registered office then the option Yes to be selected otherwise No.

Select all the kind of Businesses which are located in a single premise for which License is to be applied.

For each Kind of Business selected, check the capacity/turnover for determining the eligibility for that category.

Click on Proceed.

Each location will be issued separate license (except transporter where one license will be issued for all vehicle of a single transporter/ business). In case FBO is operating in more than two states, FBO has to obtain one additional Central License for Head office/ registered office and separate license for each location as per Capacity/Turnover (State/ Central License).

If FBO wants to apply for Conversion to FSS license, then select “YES” for question “Are you already holding License given under other laws existing prior to Food Safety and Standards Regulations, 2011?”

After clicking on Proceed, FBO will be re-directed to below screen:-
After Assessment all the Kind of businesses will be grouped under the respective ‘License Category’. FBO can apply for each license category individually by clicking on the link ‘Click to apply’ link against each License Category (OR) apply for a single highest license evaluated as per the eligibility criteria of all the business by clicking on link above CANCEL button.

Once clicked on “Click to Apply” FBO would be redirected to a page where a Declaration/Undertaking is to be accepted by FBO and once accepted than FBO would be able to proceed further as shown in the fig below:-

- Depending upon the assessment of the eligibility criteria for each individual business of an FBO, if it is determined that an FBO is eligible for multiple licenses, then the FBO can opt for individual licenses for each food business/category by clicking on the “Click to Apply” link against a License category.

  OR

- FBO can opt for a single highest license evaluated as per the eligibility criteria of all the business by clicking on link above CANCEL button and further the highest fee applicable license shall be applicable.
How to apply for Central License?

- Based on Pre-check if the FBO is re-directed to Central License then the application form for Central License will appear as shown in the screen below:

![Application Form](image)

- Enter the Correct information as same will be printed on the License Issued by the Authority.
- A ‘help’ option would be available on each page of FBO to support the FBO to fill the relative information available on that particular page.
Fill the form details and click on “SAVE & NEXT” button to proceed further. FBO will be re-directed to the Product details page as show below:
To add any product, click on the “Select Food Category” and from the drop down menu select the food category. And if there are Sub categories for the Food category selected then select the sub category from the drop down menu as show below (IF applicable).

- Enter the Name of all Food items which will come under the selected food category separated by comma.
- Enter the Quantity and Incase of Processing unit Select the Kind of business from the drop down list.
- Click on “Save & Add” button under heading Action to add the product.
- FBO can add more than one Food category one by one.
After completing this section click on ‘Save & Next’ button, FBO will be re-directed to the screen as shown below:
After completing the above section click on ‘Save & Next’ button, FBO will be re-directed to the screen as shown below:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Document Description</th>
<th>Submission Type</th>
<th>Upload Document(s)/Remark(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Any change in documents or information provided during grant of previous licenses (if any)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
<tr>
<td>2</td>
<td>Certificate or Plan of Food Safety Management System being adopted (for units under Central Licensing it has to be a certificate from accredited agencies)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
<tr>
<td>3</td>
<td>List of workers with their medical fitness certificates (These may be available with the units and be shown at the time of inspection)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
<tr>
<td>4</td>
<td>Name, qualification and details of technical personnel in charge of operation (optional for manufacturing &amp; processing units)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
<tr>
<td>5</td>
<td>Form H1: Nomination of Persons by a Company alongwith the Board Resolution (if any)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
<tr>
<td>6</td>
<td>Declaration Form (if any)</td>
<td>Electronically</td>
<td>Choose File</td>
</tr>
</tbody>
</table>

**NOTE:**

- The period cannot be changed once the application has been submitted.
- Once the no. of years is selected it would display the amount that is to be paid.

To submit the documents electronically click on ‘Choose File’ and select the file from your system and click on ‘Upload’.

If any document is not applicable for the category of business, then select “Not Applicable”.

Select the no. of years (1 – 5) for which license is to be applied from the drop down.
Once clicked on Save & Next it would redirect to the payment page.

Once FBO selects the payment gateway it would redirect to the page for making final submission.

Once FBO clicks on Proceed for Payment FBO would be redirected to the page to make payment and once the payment is successful FBO would have to upload the FORM-B as shown in the fig below:

FBO can view the application before final submission by clicking on “Preview Application”.
FBO can make changes in the application filled by clicking on “Previous”.

Note: Once you click on ‘Proceed for Payment’ button, you will not be able to modify any details. So kindly make sure all the information provided in the application is correct by clicking on “Preview Application” button.

Credit/Debit card charges - 0.85% + Taxes as applicable per transaction
Net banking charges - Rs. 9.75 + Taxes as applicable per transaction

In case your amount is deducted from your bank account but not updated in FLRS, please do not attempt another payment, send a mail on licensing@dss.gov.in and wait for 24-48 hours.

The fee paid by any applicant for a licence shall not be refundable under any circumstances.
License Application will be submitted successfully (Receipt will be generated as shown in the fig below) and online application will be forwarded to the respective Designated Officer. Please note down the Reference Number generated for future reference.

![Receipt Image]

Click on “View/Print License Application” to take print out of Application (Form -B) and click on Printer icon to print the Receipt.

NOTE:-

To modify the application details after final submission, please contact your concerned Designated Officer.
How to apply for State License?

- Based on Pre-check if the FBO is re-directed to State License then the application form for State License will appear as shown in the screen below:

![Application Form B](image)

Note: The above information will be printed on the license; make sure there are no typographical errors. Once you click on "Save & Next" button your information will be saved and in case you exit the system, you can continue the submission process from the list of incomplete applications on Home page.

- Enter the Correct information as same will be printed on the License Issued by the Authority.
- A 'help' option would be available on each page of FBO to support the FBO to fill the relative information available on that particular page.
Fill the form details and click on “SAVE & NEXT” button to proceed further. FBO will be re-directed to the Product details page as show below:-

To add any product, click on the “Select Food Category” and from the drop down menu select the food category. And if there are Sub categories for the Food category selected then select the sub category from the drop down menu as show below(IF applicable).

Enter the Name of all Food items which will come under the selected food category separated by comma.
Enter the Quantity and Incase of Processing unit Select the Kind of business from the drop down list.
Click on “Save & Add” button under heading Action to add the product.
FBO can add more than one Food category one by one.
After completing this section click on 'Save & Next' button, FBO will be re-directed to the screen as shown below:
After completing the above section click on ‘Save & Next’ button, FBO will be re-directed to the screen as shown below:-

- To submit the documents electronically click on ‘Choose File’ and select the file from your system and click on ‘Upload’.
- If any document is not applicable for the category of business, then select “Not Applicable”.
- If any document is to submitted physically than FBO would have to select the option Physically.
- Select the no. of years (1 – 5) for which license is to be applied from the drop down.

**NOTE:**

- The period cannot be changed once the application has been submitted
- Once the no. of years is selected it would display the amount that is to be paid.
- In case of State License applications of Delhi the option physically would not be available.
Once clicked on Save & Next it would redirect to the payment page.

Select Payment Mode

- Pay Via Demand Draft
- Pay Via Treasury Challan
- Pay Via Cash
- Close

Once FBO selects the payment mode it would redirect to the page for making final submission.

FBO can view the application before final submission by clicking on “Preview Application”.
FBO can make changes in the application filled by clicking on “Previous”.
Once FBO clicks on Submit after filling the payment details it would be redirected to the page to upload the FORM-B as shown in the fig below:-
License Application will be submitted successfully (Receipt will be generated as shown in the fig below) and online application will be forwarded to the respective Designated Officer. Please note down the Reference Number generated for future reference.

Click on “View/Print License Application” to take print out of Application (Form -B) and click on Printer icon to print the Receipt.

To modify the application details after final submission, please contact your concerned Designated Officer.
Payment modes would differ from State to State.
How to apply for Registration Certificate?

- Based on the Pre-check if the FBO is directed to registration then the application form for registration would appear as shown in the screen below:
The Kind of Business selected in the first page will be automatically selected. If the users want to add more business types they can select any other Kind of Business.

Select the designation of the business.

Fill Address of Premises where food business is located.

Add details of food items proposed to be manufactured or sold as shown in the fig. below:

Select the number of years for which the License is to be applied.

Upload photo and select and upload the type of identity proof electronically.

Select the type of water source that the user has.

After filling the application form click on “Proceed for payment” in order to make payment.
Once clicked on submit the application for Registration Certificate would be submitted and the Receipt would be generated as shown in the screen below:-

![Receipt screenshot]

- Click on “View Application” to take print out of Application (Form -A) and click on Printer icon to print the Receipt.

- Payment modes would vary from state to state.
- To modify the application details after final submission, please contact your concerned Designated Officer.
- In case of some States the Declaration Form is also mandatory.
Editing and Cancelling of a Application Forwarded by DO

How to edit or modify an application forwarded by Designated Officer?

 In the home page move the mouse over “License/Registration” and click on “Application for Editing” link to find the applications forwarded by Designated Officer for editing as shown in fig. below:-

 It will redirect to the page for “Application for Modification” as shown in the fig.

 To modify the application click on the “Proceed” link against the application.

 Once the application is sent for modification FBO can modify the details according to the Remarks by DO.

 There are certain scenarios for which the DO’s can send the application for modification to FBO.

  ➢ Invalid business or mismatching of business details.
  ➢ Improper submission of supporting documents.
  ➢ Other discrepancies.
How to cancel an application forwarded by Designated Officer?

- In the home page move the mouse over “License/Registration” and click on “Application for Editing” link to find the applications forwarded by Designated Officer for editing as shown in fig.

- It will redirect to the page for “Application for Modification”.
- To cancel the application click on the “Cancel Application” link against the application.
ADDED FEATURES
Modification of an Issued License/Certificate

How to make changes or do modification of an already issued license?

- FBO can apply for modification of the issued License such as adding new business, communication details etc. User has to pay 1 year fee for modification on generated license.

Move the mouse over “Modification” (ref above fig.) and click on the “Apply for Modification in License” in the drop down list and the page “List of central License for Modification” with issued list which is shown as below:-
To make any modification on any License, select the option where modification is to be made and click on ‘Proceed’ as shown in the fig below:

After clicking on the Proceed link of that particular license a warning message box would appear as shown below:

Once clicked on the proceed link the modification process has to be completed. Otherwise the selected licence will be displayed under “Incomplete Application” section. In order to continue click on the OK button (ref above fig.) and make the necessity modification and then submit the details.
- Modification done for companyName/Registered Office Address/Kind of Business fees of one year is to entitled with it.
- No fees is required for modification made for Contact Details/Supporting Documents.

How to make changes or do modification of an already issued Certificate?
- FBO can apply for modification of the issued Certificate such as adding new business, communication details etc. User has to pay 1 year fee for modification on generated Certificate.

Renewal of License/Certificate

How to apply for renewal of a license?
- The Issued License will start listing under Renewal Bin 60 days prior to expiry. FBO has to renew the FSS License to avoid penalties. If the License renewal date comes in the time frame of 30 days then FBO will have to pay penalty charges Rs 100/day. FBO will click on “Apply for Renewal of License” to initiate the process.
Place pointer on “Renewal” (ref above fig.) and click on the “Apply for Renewal of License” in the drop down list. The page “List of Licenses for Renewal” would be listed as shown below:

![List of Licenses for Renewal](image)

To apply for Renewal on any License, click on the Proceed link of that particular license. The warning message box will be displayed as shown below.

![Warning Message Box](image)

Are you sure to apply for Renewal of license?
Note: If you click on Ok and do not complete the application submission process of Renewal of License, an application with Renewal as APPTYPE shall get listed under Incomplete Application section in HOME Page. Once clicked on OK, the Issued License shall no more get listed in this page. Hence, decide before confirming OK.

![OK and Cancel Buttons](image)

Once the FBO clicks on “OK” button the License Renewal Process has to be completed. Otherwise the selected licence will be displayed under “Incomplete Application” section. So if the FBO wish to continue click on the OK button (ref above fig.) and submit the application for License Renewal.
How to apply for renewal of a Certificate?

- The Issued Certificate will start listing under Renewal Bin 60 days prior to expiry. FBO has to renew the Certificate within the stipulated time. FBO will click on “Apply for Renewal of License” to initiate the process.

Re-apply for Expired license

NOTE: License number will change even after using this option.

How to re-apply for an expired license?

- To re-apply for already expired License move the mouse over “Duplicate/Surrender” and from the drop down option click on “Apply for Duplicate/Surrender of License(s)” as shown in the fig. below
Select “Expired Licenses” from the drop down menu under License type as shown in the fig below:

The entire list of license that is expired would be displayed.
Click on the “Apply for new License” link of that particular license in order to apply for an expired License.
- The rest process is same as applying for new license.
- The functionality to apply for a new certificate for an already expired certificate is not available and FBO can only view its expired certificate.

Application for a Duplicate License/Certificate

How to apply for a duplicate license?
- To apply for duplicate license click on “Apply for Duplicate/Surrender/Transfer of License(s)” under the head “Duplicate/Surrender/Transfer” as shown in the fig. below.
❖ To apply for duplicate license click on “Duplicate” against the license number as shown in fig. below:

❖ Once FBO uploads the relevant document put remarks and click on proceed it would redirect to the payment gateway to make the necessary payment.

❖ Once the payment is successful the application for Duplicate License will be submitted (Receipt will be generated as shown in fig below) and online application will be forwarded to the respective Designated Officer. Please note down the Reference Number generated for future reference.
How to apply for a duplicate Certificate?

- To apply for duplicate license click on “Apply for Duplicate/Surrender of Certificate(s)” under the head “Duplicate/Surrender/Transfer” as shown in the fig. below:

- To apply for duplicate certificate click on “Duplicate” against the certificate number as shown in fig. below:
Once FBO uploads the relevant document put remarks and click on proceed it would redirect to the payment gateway to make the necessary payment.

Once the payment is successful the application for Duplicate Certificate will be submitted (Receipt will be generated as shown in fig below) and online application will be forwarded to the respective Registration Authority. Please note down the Reference Number generated for future reference.
The amount to be paid for Duplicate License/Certificate is 10% of the actual fees paid.

Surrender of License/Certificate

How to apply for surrender of a License?

To apply for surrender of a particular license move the mouse over “Duplicate/Surrender/Transfer of License(s)” and from the drop down option click on “Apply for Duplicate/Surrender/Transfer of License(s)” as shown in the fig. below
To apply for surrender of license click on “Surrender” against the license number as shown in fig. below:-

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>License No.</th>
<th>Company Name</th>
<th>Kind of Business</th>
<th>Issued date</th>
<th>Expiry date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10014011002000 D-2</td>
<td>Transporter</td>
<td>05/10/2013</td>
<td>04/10/2014</td>
<td>Duplicate</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>10014011002010 D-3</td>
<td>Manufacturer</td>
<td>03/10/2013</td>
<td>02/10/2014</td>
<td>Duplicate</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>10014011002011 D-4</td>
<td>Manufacturer</td>
<td>08/08/2014</td>
<td>07/09/2015</td>
<td>Duplicate</td>
<td></td>
</tr>
</tbody>
</table>

Upload relevant documents, put remarks and click on “Apply for Surrender” in order to surrender a license as shown in the fig below:-

Note: DBO has to submit original License/Registration to the concerned officer within 15 days.
After applied for surrender the following message would be displayed as shown in the fig below:

How to apply for surrender of a Certificate?

To apply for surrender of a particular certificate move the mouse over “Duplicate/Surrender/Transfer of Certificate (s)” and from the drop down option click on “Apply for Duplicate/Surrender/Transfer of Certificate (s)” as shown in the fig. below

To apply for surrender of license click on “Surrender” against the license number as shown in fig. below:
FBO has to submit original License within 15 days to the concerned office.

Transfer of License/Certificate

How to apply for transfer of a License?

- To apply for transfer of a particular license move the mouse over “Duplicate/Surrender/Transfer of License(s)” and from the drop down option click on “Apply for Duplicate/Surrender/Transfer of License(s)” as shown in the fig. below.
To apply for transfer of license click on “Transfer” against the license number as shown in fig. below:

- Fill the necessary details and click on proceed.
Once clicked on proceed the application for transfer would be submitted to DO’s account for further processing.
How to apply for transfer of a Certificate?

 To apply for transfer of a particular Certificate move the mouse over “Duplicate/Surrender/Transfer of Certificate(s)” and from the drop down option click on “Apply for Duplicate/Surrender/Transfer of Certificate(s)” as shown in the fig. below:-

 To apply for transfer of license click on “Transfer” against the license number as shown in fig. below:-

 Fill the necessary details and click on proceed.
Once clicked on proceed the application for transfer would be submitted to RA's account for further processing.

- Transfer of License/Certificate is applicable only in case of death of License Holder.
Forgot Password/User Id

How to retrieve password/User ID?
In case FBO doesn’t remember its User ID or password than FBO can use the link “Forgot User Id / Password” link (as shown in below fig.) or contact Support team.

Once clicked on the link “Forgot User Id/Password” it would redirect to the page as shown below:-

- Enter any one of the following details and click on submit in order to retrieve the User Id and password.
Reset Password

How to change password?

❖ To reset your Password click on “Reset Password” link (as shown in below fig.).
Edit /Update Profile

How to change the details of a profile?

- To modify the profile details, click on “My Profile” as shown in fig. and then click on Edit button.
Technical Support

Where to contact in case of any technical difficulties?

- Telephone numbers: 011 – 65705552 / 64672224 {Monday – Friday (9:30 a.m. – 6:30 p.m.)}
  {Saturday 9:30 a.m. – 1:00 p.m.}

- E-mail id: licensing@fssai.gov.in

- The contact details are also displayed in the login page.