

A SOCIO-LEGAL STUDY ON SAFETY QUALITY CONTROL MANAGEMENT ON HOTEL AND RESTAURANT FOOD DELIVERY SERVICE IN ANAND CITY

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ABSTRACT:

This research paper cover **main research problem** is that Food manufacturers and marketers thus have an investment in their product identities that they naturally wish to protect. It is in their interest, therefore, to establish and administer the controls that ensure that their products do indeed meet consumer expectations of safety and quality. The present study was **undertaken to investigate** at the heart of all food control activities is the establishment of safety, quality and labelling standards. These should be established on the broadest possible scale, in the recognition that food production and marketing is truly a global industry.

This **research is need** because of Control of food safety and quality encompasses a broad number of factors, and governments must carefully select the areas in which they will set standards. In particular, quality includes attributes of food that are market concerns rather than public health matters. Governments should focus their attention and resources on the public health aspects of quality and on those market-related aspects of quality and labelling that will protect consumers against fraud and misleading claims.

Here researcher **select one specific category** of Industry's efforts to ensure quality in food service chain like hotel and restaurant food delivery service in Anand. Researcher depend on Central Food Safety and Standard Act, 2006 because this act deal that minimum standards of food safety. Researcher use questionnaire method to understand currant research problem. This research is useful to understand safety quality control management on hotel and restaurant food delivery service in Anand City.

KEYWORDS: Food Delivery Services, Hotel Management, and Quality Control Management,

INTRODUCTION:

Hotel business industry is one of the fastest growing business segment in India. Lot of new entrepreneurs have choose hotel business due to this positive growth. Thus it is equally important to maintain the quality of food and hygiene practices of these hotels. The food safety standard authority of India (FSSAI) has made it mandatory for all hotels to obtain FSSAI Food safety License Registration in order to start their venture.

FSSAI Food safety Registration is mandatory for anyone who intends to do food business. This not only involves preparing food but everyone who handles food at various stages before it ultimately reaches the customer like raw materials, Manufacturing, processing, Mess, Canteen packing and the distribution as well as the agencies who have authority to sell them.

State FSSAI License Registration

The Food Standards and Safety Authority of India (FSSAI) is the supreme authority which is responsible for regulating and supervising the food safety. So it is mandatory to take FSSAI Food safety License Registration as per the law. Here we discuss about FSSAI state license. Businesses having annual turnover between Rs.12 lakhs to 20 crore can apply for FSSAI state license. Food business operators like small to medium-sized manufacturers, storage units, Transporters, Retailers, Restaurants Marketers, distributors etc. are however required to obtain the FSSAI State License Registration.

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RESEARCH QUESTION:

- Importance of FSSAI License Registration?
- FSSAI License Registration Procedure?
- FSSAI License Registration Documentations?
- Type of FSSAI License Registration?
- How to Renew FSSAI License?
- For whom it is mandatory to obtain the FSSAI License IN India?
- What is food and safety Department?

- What is FSSAI license number?
- How to Get FSSAI License for Online Food Selling Business?
- Approval of FSSAI License?
- How to file Annual Return?
- What are the Criteria for FSSAI Registration?
- Which FSSAI License is Required by a Food Business Operator to Run a Food Business in more than Two States?
- Who will Issue License to Food Business Operators Under Railways Premises?
- Who will Issue License to Food Business Operators Under Airport/Seaport Premises?
- In what Circumstances Application will be Rejected?
- What is the fee for modification of license?
- Repetition of IEC Code of Importer?
- How can a Consumer Register his Complaint or Grievance?
- For whom it is mandatory to obtain Central License from central Licensing Authority?

POSITION IN GUJARAT:

The Gujarat government on Thursday issued a notification asking restaurants and hotels to remove "no entry" signs so that customers can enter their kitchens and inspect the level of hygiene.

The notification was issued by HG Koshia, Commissioner, Food and Drug Control Administration (FDCA).

It directed concerned officials to visit restaurants and hotels in their respective areas and remove sign boards announcing "No entry" or "No admission without permission" from kitchen doors.

FOOD SERVICE SEFTY IN ANAND:

In Anand City authorities issue hygiene ratings that are made public or even displayed on the front of the premises, which can improve or damage business reputations, and provides added incentive to produce food of high quality.

Legislation is aimed to ensure premises are clean and well maintained, they are designed to allow adequate cleaning, have enough space for working, allow maintenance of good hygiene,

food preparation practices prevent contamination e.g. from dirt, disease-causing organisms and pests, and food can be stored safely and cross contamination is prevented. But every thing depends on administrative department and anand mahanagarpalika.

It allows the customers to see the condition of the kitchen. The notification has been issued under the Food Safety Standard Act (FSS) of 2006. It remains the primary food regulation law in the country. The notification said that in two weeks, restaurants should remove signs saying, no admission and no admission without permission. It would thus allow customers to walk-in and get a chance to witness the preparation of their food.

The decision comes after a series of posts by customers showing sub-standard food services. Hemant Koshiya spoke to IE on how the idea of open kitchens was conceived. He had gone to a highway restaurant for lunch. He was impressed with the overall appearance. He then decided to check the kitchen. They had a no admission board and the kitchen site itself was very dirty and unhygienic. Since that incident, he wanted to do something on such entry restrictions. He decided to implement the notification at the start of the lunar year, post-Diwali.

The implementation of the notification took place through the issue of an internal circular to 43 Designated Officers (DO) serving as district level licensing authorities for food under Food Safety Act, across the state of Gujarat. The circular stated that all restaurants under their jurisdiction should have their kitchen doors replaced by glass panels so that the procedures in the kitchen could be seen. Hemant Koshiya, even wrote to the President of the Hotel and Restaurant Association of Gujarat in order to ensure greater compliance.

CONCLUSION:

If the restaurants still do not comply with the basic hygiene standards they will be fined Rs one lakh under the Food Safety and Standards Act 2006, Section 56 for unhygienic or unsanitary processing or manufacturing of food. Nearly 75% of restaurants have removed signs restricting entry. 60% have already put up a glass window or glass panel since the implementation of the notification.

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