Annex – Template for Service Level Standards

Name of the Agency: Food Safety & Standards Authority of India

Imports:

Upon submission of Bills of Entry, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Bill of Entry is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency?
   Expected time taken (service level standard) in hours: Not applicable

(ii) From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency(without involving lab-testing):
    Expected time taken (service level standard) in hours: Not applicable

(iii) From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory:
    Expected time taken (service level standard) in hours: 1 day (scrutiny) + 1 day (Payment) + 1 day (scheduling appointment) + 5 days (Time taken by lab) = 8 days (total)
    Note: In case of micro biological testing lab may take more than 5 days

    Important: If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test.

(iv) [Fill only if applicable] From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action eg. fumigation/quarantine period is required:
    Expected time taken (service level standard) in hours:__________

    Important: If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.
Exports:

Upon submission of Shipping Bills, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Shipping Bill is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency?

*Expected time taken (service level standard) in hours:_________*

(ii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency(without involving lab-testing):

*Expected time taken (service level standard) in hours:_______*

(iii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory:

*Expected time taken (service level standard) in hours:________*

**Important:** If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test.

(iv) [Fill only if applicable] From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action eg fumigation/quarantine period is required:

*Expected time taken (service level standard) in hours:________*

**Important:** If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.