# STANDARD OPERATING PROCEDURES FOR FOOD MARKET IN GILGIT-BALTISTAN

**FOOD DEPARTMENT**
**GOVERNMENT OF GILGIT-BALTISTAN**

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## SCHEDULE-I

# 1. REGULATORY FRAMEWORK FOR CANTEEN OPERATING IN EDUCATIONAL, MEDICAL, AND PREMISES OF PUBLIC & PRIVATE ESTABLISHMENTS /PLACES

## 1.1. Licensing and Display Requirements

i. All food service establishments within educational institutions, healthcare facilities, and government or private offices must obtain a valid food business license from the concerned district Food Department under the Gilgit-Baltistan Food Act, 2022.

ii. The license shall be clearly displayed at the entrance or another prominent location, visible to the public and inspection authorities.

## 1.2. Drinking Water Quality and Maintenance

i. Canteens must ensure availability and provision of clean, safe, microbe free drinking water at all times in their premises.

ii. Water filtration units must be cleaned and disinfected at least once a month.

iii. Filter cartridges and membranes shall be replaced as per manufacturer instructions, with maintenance logs maintained and available for inspection.

## 1.3. Prohibited Items

i. Sale or promotion of carbonated drinks, energy beverages, fried chips, and other high-fat/high-sugar foods (which have been declared to be



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hazardous by any Food authority/ medical authority/ certified food testing lab) is prohibited.

ii. Any food product declared restricted or banned under the directives of the Federal, Provincial, or Gilgit-Baltistan Food department shall not be permitted for sale.

## 1.4. Raw Material Handling and Storage

i. Only certified, traceable, and safe raw ingredients from licensed suppliers shall be used.

ii. Expired, spoiled, adulterated items or unauthorized additives (e.g., non-food-grade colors or flavors) are strictly prohibited.

iii. Raw materials and ready-to-eat items must be stored separately under pest-free and hygienic conditions.

iv. Temperature-sensitive items must be stored in appropriate refrigeration or cold storage.

v. FIFO (First-In, First-Out) inventory management shall be practiced.

vi. All containers, utensils, and food contact equipment must be of certified food-grade material.

vii. All food items must remain covered to prevent contamination.

## 1.5. Staff Hygiene, Health, and Training

i. All food handlers must hold a valid medical fitness certificate (renewable every six months) and undergo training in food hygiene and safe handling.



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ii. Staff must follow strict personal hygiene: handwashing, use of gloves, clean attire (including head coverings and masks), and trimmed nails.

iii. Wearing of personal accessories (e.g., rings, jewelry) shall not allowed during food handling/preparation.

iv. Smoking, chewing tobacco, or similar activities (use of addictive items) shall be strictly prohibited in food preparation or service areas.

v. The management of the canteen shall provide a clean and separate changing area for staff near the canteen.

## 2. STANDARD OPERATING PROCEDURES (SOPs) FOR HOTELS, RESTAURANTS, AND GUEST HOUSES

### 2.1. Registration and Display of License

i. All existing and new hotels, guest houses, and restaurants must obtain valid registration and license from the respective District Food Authority/Office of the District Food Controller for operations.

ii. The license must be clearly displayed in a visible location for customers and inspection officials.

### 2.2. Staff Hygiene, Health & Training

i. All food handlers must possess valid medical fitness certificates and undergo training in food hygiene, personal sanitation, and safe food handling.

ii. Staff must maintain proper personal hygiene, including regular handwashing with soap and water, trimmed nails, and clean clothing.



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iii. Wearing of masks, head covers, gloves, and beard covers (where applicable) is mandatory during food preparation and service.

iv. Jewelry, rings, or any personal accessories are not allowed during food handling, especially for those dealing with water or ice.

v. Smoking, chewing tobacco, or similar activities are strictly prohibited in food handling areas.

vi. A clean and separate changing area must be provided for staff near or within the premises.

## 2.3. Sanitation and Premises Maintenance

i. Floors must be regularly swept and mopped using suitable cleaning agents; all surfaces, shelves, and fixtures should be easy to clean, preferably made of stainless steel.

ii. Utensils and kitchen equipment must be washed in designated areas; distinct sinks should be used for dishwashing and general cleaning.

iii. Drainage systems must be concealed, functional, and regularly maintained; waste bins should be foot-operated and sanitized regularly.

iv. Refrigerators and freezers must be cleaned routinely, kept free from rust, leaks, and stagnant water, and organized to prevent cross-contamination.

v. Air curtains and fly catchers shall be installed at all entry points to food handling areas.

vi. Toilet facilities must be located at a safe distance from food preparation zones.

## 2.4. Food Safety and Storage Practices



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i. Only high-quality, traceable, and safe raw materials from approved sources shall be used.

ii. Procurement and inventory records must be maintained and available for inspection.

iii. Expired, spoiled, or adulterated items, including decomposed eggs or rancid oil, are strictly prohibited.

iv. Artificial colors, synthetic flavors, or any unsafe additives not approved by regulatory authorities are not allowed.

v. Raw and cooked food items must be stored separately to avoid cross-contamination, using FIFO (First-In, First-Out) inventory method.

vi. Temperature-sensitive items must be stored under proper refrigeration; fried or cooked items must remain covered.

vii. Storage areas must be pest-proof, clean, above ground, and away from walls or hazardous materials like detergents.

viii. Food utensils and containers must be made of certified food-grade materials, only stainless steel and glassware are allowed; plastic cups/glasses are strictly prohibited.

## 3. STANDARD OPERATING PROCEDURES (SOPs) FOR MARRIAGE HALLS AND CONFERENCE VENUES

### 3.1. Registration and Licensing

i. All marriage halls, banquet, and conference venues involved in food service must be registered and licensed by the District Food Department.



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ii. The valid food license must be clearly displayed in an area visible to both patrons and inspection personnel at all times.

### 3.2. Staff Health, Hygiene, and Training

i. All food handlers must possess valid medical fitness certificates issued by authorized health facilities and undergo formal training in food safety, hygiene, and safe handling practices.
ii. Personnel must follow strict hygiene standards, including regular handwashing with soap and water, clean clothing, and trimmed nails.
iii. Use of gloves, masks, beard covers (where applicable), and head coverings is mandatory during food handling.
iv. Wearing of jewelry or accessories during food handling is prohibited.
v. Separate and hygienic changing rooms must be provided for food handling staff.
vi. Smoking, chewing tobacco, or any similar activity is strictly prohibited within food areas.

### 3.3. Sanitation and Facility Maintenance

i. All food prep and service areas must be regularly swept, mopped, and sanitized with approved cleaning agents to maintain hygienic conditions.
ii. All kitchen surfaces, shelves, and counters must be constructed of stainless steel or food-grade, non-porous material for easy cleaning.
iii. Utensil washing must occur in a dedicated area with separate sinks from general cleaning zones.
iv. Drainage systems must be concealed, clean, and regularly maintained to prevent hazards.



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v. An Integrated Pest Management (IPM) system must be in place with documented pest control activity.

vi. Foot-operated bins must be provided throughout the premises and cleaned regularly.

vii. Refrigerators/freezers must be hygienic, free from rust or leaks, and cleaned routinely.

viii. Air curtains and fly catchers must be installed at all food-related entry points.

ix. Toilet facilities must be located away from food prep areas to avoid contamination.

### 3.4. Procurement, Storage, and Food Safety

i. Only safe, certified, high-quality, and traceable food-grade raw materials shall be procured.

ii. All supply records must be maintained and made available during inspections.

iii. Expired, spoiled, decomposed, or banned items (e.g., rotten eggs, unsafe additives, rancid oil) are strictly prohibited.

iv. Proper labeling with manufacturing and expiry dates must be present on all raw material packaging.

v. Raw and cooked foods must be stored separately to avoid cross-contamination; separate refrigerator sections must be used.

vi. Food must be stored off the ground and away from walls, cleaning agents, and chemicals.

vii. FIFO (First-In, First-Out) stock rotation must be followed to ensure freshness.

viii. All utensils, containers, and equipment must be made of certified food-grade materials such as stainless steel or glass, plastic cups/glasses are strictly prohibited.



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ix. Used cooking oil must be discarded when it reaches an acid value above 2.5%; old oil must not be mixed with fresh oil.

x. Food preparation must take place in enclosed, hygienic environments, with all fried or cooked items kept covered to prevent contamination.

xi. Partially cooked or perishable items must be sealed and refrigerated properly.

## 4. STANDARD OPERATING PROCEDURES (SOPs) FOR SUPERSTORES, GENERAL STORES, AND RETAIL MARTS

### 4.1. Registration and Licensing

i. All superstores, general stores, and retail marts engaged in the sale of food items must be registered and licensed by the respective District Food Department before beginning operations.

ii. A valid license must be clearly displayed in a public area for visibility to customers and inspectors.

### 4.2. Staff Health, Hygiene, and Training

i. Food-handling staff must possess a valid medical fitness certificate and receive training in food safety, hygiene, and contamination prevention.

ii. Employees must practice proper hand hygiene, avoid wearing jewelry, keep nails trimmed and clean, and wear clean uniforms with appropriate head coverings.

iii. Handwashing with soap and water is mandatory before handling unpackaged food and after using restrooms.



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iv. Sanitary, separate changing rooms must be provided where needed, and hand hygiene compliance must be strictly enforced.

### 4.3. Cleanliness and Facility Maintenance

i. Premises must be clean, dry, and dust-free with regular sweeping and mopping using approved cleaning agents.

ii. Shelving, display units, and storage areas must be constructed from durable, non-porous, easy-to-clean materials like stainless steel or treated wood.

iii. Effective pest control (IPM) must be implemented with documented monitoring and actions.

iv. Waste must be disposed of using covered, foot-operated bins, emptied and cleaned regularly.

v. Restrooms must be located away from food areas and maintained according to hygiene standards.

vi. Smoking is strictly prohibited in all food handling, storage, and display areas.

vii. Food and non-food items (e.g., detergents, chemicals) must be stored and displayed separately to avoid contamination.

### 4.4. Raw Material and Product Handling

i. Only food products from certified, licensed, and traceable sources shall be stored or sold. Expired, spoiled, or damaged items (e.g., bloated/leaking packaging) must be removed and discarded as per documented procedures.

ii. All products must bear clear manufacturing and expiry dates and be stored off the floor using shelves or pallets.



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iii. Packaged and unpackaged food items must be displayed and stored separately to prevent cross-contamination.

iv. Raw and cooked food must be stored in separate compartments or units.

v. Cold storage must be clean, functional, and maintained within recommended temperatures for perishable items like dairy, meat, fruits, and vegetables.

vi. FIFO (First-In, First-Out) inventory rotation must be followed for all food products.

vii. Contaminated or spoiled items must be immediately withdrawn and disposed of with records maintained.

viii. Staff personal belongings are not allowed in food storage, handling, or display areas.

## 5. REGULATIONS AND STANDARD OPERATING PROCEDURES (SOPs) FOR CHICKEN, MUTTON, AND BEEF SHOPS AND SLAUGHTERING HOUSES

### 5.1. Registration and Licensing

i. All meat retail outlets and slaughtering facilities must be registered and licensed by the District Food Department.

ii. A valid, current food license must be prominently displayed for customers and inspectors at all times.

### 5.2. Staff Health, Hygiene, and Training

i. All personnel handling, slaughtering, or processing meat must hold a valid medical fitness certificate from an authorized institution.



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ii. Staff shall receive mandatory training on personal hygiene, sanitary practices, proper handwashing, and hygienic glove use.

iii. Employees are required to wear clean uniforms, aprons, head coverings, and protective masks, with personal jewelry strictly prohibited and fingernails kept short and clean.

iv. Hands must be thoroughly washed with soap and clean water before and after handling raw meat, and post-toilet handwashing shall be strictly enforced.

v. A separate hygienic changing facility must be provided for staff.

vi. Smoking, chewing tobacco, and oral stimulants are strictly prohibited within any meat handling or processing areas.

### 5.3. Cleanliness and Facility Maintenance

i. All slaughtering and meat processing areas must be kept clean, sanitary, and pest-free at all times, with floors cleaned and disinfected after each session using approved agents.

i. Surfaces such as walls, cutting tables, knives, and hooks shall be made from non-porous, corrosion-resistant, easily cleanable materials.

ii. A concealed and well-maintained drainage system must be installed for hygienic waste disposal.

iii. Separate, physically distinct areas shall be maintained for live animal holding, slaughtering, and meat processing to prevent cross-contamination.

iv. An Integrated Pest Management (IPM) program shall be implemented with detailed records maintained.



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v. All waste by-products must be promptly and hygienically disposed of in compliance with regulations, with covered, foot-operated waste bins provided and regularly sanitized.

vi. Toilet facilities, if provided, must be located away from processing zones and maintained per public health standards.

vii. Continuous supply of clean, potable water shall be ensured for washing meat, surfaces, and tools.

viii. Adequate refrigeration facilities shall be available for storing unsold or processed meat.

## 5.4. Raw Material and Meat Handling

i. Only healthy, disease-free animals certified by licensed veterinarians shall be slaughtered, with ante-mortem and post-mortem inspections documented and retained.

ii. Meat shall never contact the ground and must be handled on clean, food-grade surfaces.

iii. Meat must be covered with clean, food-grade materials or stored in enclosed units; displaying or hanging meat uncovered is prohibited.

iv. Fresh meat must be stored separately from frozen or processed meat to avoid cross-contamination.

v. Temperature controls must be strictly maintained: fresh meat at 0°C to 4°C, frozen meat at or below -18°C.

vi. FIFO stock rotation shall be strictly followed.

vii. Expired, spoiled, or contaminated meat must be immediately removed from sale and properly disposed of, with records kept.

viii. Processed and unprocessed meat must be stored and transported separately.



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ix. Transport vehicles must be regularly cleaned, sanitized, and equipped with refrigeration where required.

x. Unauthorized or unhygienic slaughtering practices are prohibited and subject to penalties.

xi. The use of harmful chemicals or unapproved preservatives at any stage of meat processing is strictly forbidden.

## 6. STANDARD OPERATING PROCEDURES (SOPs) FOR MILK AND DAIRY SHOPS

### 6.1. Registration and Licensing

i. All establishments dealing with the sale, storage, or handling of milk and dairy products must be registered and licensed by the relevant District Food Department.

ii. A valid, current food license must be prominently displayed at the premises for visibility by both customers and inspection authorities.

### 6.2. Staff Health, Hygiene, and Training

i. All personnel handling milk and dairy products must possess a valid medical fitness certificate from a recognized medical facility.

ii. Staff must undergo mandatory training in food hygiene, dairy sanitation, and contamination prevention.

iii. Strict hand hygiene must be practiced, including washing hands with soap and potable water before handling any dairy products.

iv. Employees must wear clean uniforms, aprons, masks, and head coverings; jewelry, long or



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unclean fingernails, and dirty garments are strictly prohibited.

v. Smoking, eating, drinking, or using tobacco in any form is prohibited in dairy handling, storage, or sales areas.

vi. A separate and sanitary changing area must be provided for operational staff, wherever possible.

## 6.3. Cleanliness and Shop Maintenance

i. Dairy shops must be cleaned and sanitized daily, with special care given to storage tanks, dispensers, counters, and refrigeration equipment.

ii. Floors must remain clean, dry, and contaminant-free, and be regularly cleaned using approved agents.

iii. All equipment—such as milk cans, chillers, dispensers, and weighing tools—must be made from food-grade, non-reactive materials and sanitized regularly.

iv. A well-designed, maintained drainage system must be in place to prevent stagnation and contamination.

v. An Integrated Pest Management (IPM) program must be implemented and documented for inspection purposes.

vi. Covered, foot-operated waste bins must be available and regularly cleaned to maintain hygiene.

vii. Refrigeration and chilling equipment must be routinely cleaned, defrosted, and kept in optimal working condition.

viii. Only potable water shall be used for cleaning, equipment washing, and any process involving direct or indirect dairy contact.



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## 6.4. Product Handling and Storage

i. Only fresh, uncontaminated, and microbiologically safe milk and dairy products may be sold or distributed.

ii. Raw milk must be sourced from certified suppliers or verified through testing for adulterants and pathogens.

iii. Raw and pasteurized milk must be strictly segregated during handling, storage, and transport to prevent cross-contamination.

iv. Milk must be stored at or below 4°C, and frozen dairy products at -18°C or below to ensure safety and freshness.

v. All dairy products—including cheese, yogurt, and butter—must be stored in clean, temperature-controlled environments using sanitized containers and utensils.

vi. The First-In, First-Out (FIFO) method must be strictly followed to ensure timely product rotation.

vii. Expired, spoiled, or compromised dairy products must be removed immediately and disposed of according to local waste regulations.

viii. All dairy items must be properly labeled with manufacturing and expiry dates, and be traceable to their source.

ix. The sale, display, or storage of adulterated, unhygienic, or contaminated dairy products is prohibited and shall result in penalties under food safety laws.

# 7. REGULATIONS AND STANDARD OPERATING PROCEDURES (SOPs) FOR FRUITS AND VEGETABLES SHOPS

## 7.1. Registration and Licensing



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i. All establishments involved in the sale or handling of fruits and vegetables must be registered and licensed with the respective District Food Department.

ii. A valid food license must be prominently displayed at the premises, clearly visible to both customers and inspection authorities.

## 7.2. Staff Health, Hygiene, and Training

i. All staff handling fruits and vegetables must hold a valid medical fitness certificate issued by a recognized healthcare facility.

ii. Employees must undergo training in food safety, personal hygiene, and the proper handling of fresh produce.

iii. Staff are required to maintain proper hand hygiene, including thorough washing with soap and potable water before and after handling products.

iv. Clean uniforms, masks, and head coverings must be worn during working hours; wearing of jewelry, unclean clothing, or long/untrimmed nails is strictly prohibited.

v. Smoking, chewing tobacco, and the consumption of food or beverages are strictly forbidden in areas where produce is handled or displayed.

vi. Where feasible, a separate, sanitary changing facility must be provided for staff.

## 7.3. Shop Cleanliness and Maintenance

i. All shop areas—including floors, racks, and counters—must be cleaned and sanitized daily to maintain hygiene.



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ii. Produce must be displayed on clean, elevated racks or platforms to prevent contact with the floor and exposure to dust or dirt.

iii. Waste including dust, refuse, and spoiled organic matter must be promptly removed and discarded appropriately.

iv. A well-maintained drainage system must be installed to prevent stagnation and contamination risks.

v. An Integrated Pest Management (IPM) program must be implemented with documented records for monitoring.

vi. Covered, foot-operated waste bins must be provided and regularly cleaned.

vii. Handwashing facilities with soap and potable water must be available and accessible for staff.

## 7.4. Product Handling and Storage

i. Only fresh, hygienic, and market-quality fruits and vegetables are to be offered for sale.

ii. Produce must be protected from sunlight, dust, insects, moisture, and other contaminants during display and storage.

iii. Direct contact with the floor is prohibited; food-grade containers, trays, or crates must be used for storage and handling.

iv. Perishable produce should be stored in well-ventilated and temperature-appropriate conditions.

v. The First-In, First-Out (FIFO) method must be applied to ensure proper product rotation and prevent spoilage.

vi. Spoiled, damaged, or decaying items must be promptly removed and disposed of hygienically.



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vii. Only clean and potable water may be used for washing or moistening produce.

viii. The use of unapproved chemicals, synthetic coloring agents, or preservatives is strictly forbidden.

ix. Measures must be taken to avoid cross-contamination between spoiled and fresh produce through proper sorting and separation practices.

## 8. REGULATIONS AND STANDARD OPERATING PROCEDURES (SOPs) FOR SWEETS AND BAKERS' SHOPS

### 8.1. Registration and Licensing

i. All sweets and bakery establishments must be duly registered and licensed with the Food Department of the respective district.

ii. A valid and current food license must be clearly displayed within the shop where it is visible to both customers and food inspectors.

### 8.2. Staff Health, Hygiene, and Training

i. All food handlers and staff must possess a valid medical fitness certificate issued by an authorized medical institution.

ii. Employees must receive mandatory training on food safety, hygiene standards, and safe handling of raw ingredients and finished products.

iii. Strict hand hygiene is required, including washing hands with soap and potable water before any food handling activity.

iv. Staff must wear clean uniforms, gloves, masks, and head coverings during all food preparation and handling processes.



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v. Wearing of jewelry, non-compliant or unclean clothing, and having long or dirty fingernails is strictly prohibited.

vi. Smoking, eating, or use of tobacco in any form is prohibited within food preparation or storage areas.

vii. A clean and designated changing facility must be provided for staff and maintained in a hygienic condition.

## 8.3. Cleanliness and Shop Maintenance

i. The entire premises—including kitchens, storage areas, and display zones—must be thoroughly cleaned and sanitized daily.

ii. Documented cleaning schedules must be maintained for all structural and functional areas including floors, ceilings, surfaces, and shelving.

iii. All food preparation tools, machinery, and surfaces must be cleaned and sanitized after every use.

iv. Insect-control measures, including air curtains and insect-killer devices, shall be installed at all entry points of production and sales areas.

v. Foot-operated, covered waste bins must be provided and routinely cleaned to prevent contamination.

vi. Toilet facilities must be maintained in sanitary condition and located separately from food preparation zones.

vii. A pest control program based on Integrated Pest Management (IPM) principles must be implemented and properly documented.

## 8.4. Raw Material and Product Handling



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i. Only high-quality, hygienic, and traceable raw materials sourced from licensed suppliers are permitted for use.

ii. All ingredients must be stored above ground level, away from walls, and in clean conditions that prevent contamination and facilitate inspection.

iii. Expired, spoiled, or non-compliant ingredients must be immediately removed and their disposal documented in inventory records.

iv. All ingredients must be appropriately labeled, including manufacturing and expiration dates.

v. The use of non-food grade additives, synthetic dyes, or unapproved preservatives is strictly forbidden.

vi. Inventory must be rotated using the First-In, First-Out (FIFO) method to maintain product freshness.

vii. All utensils and food-contact equipment must be made of certified food-grade materials.

viii. Finished products, such as sweets and bakery items, must be displayed in enclosed, dust-proof units (e.g., glass cabinets) to ensure hygiene.

ix. Perishable items, especially those containing dairy, must be stored under refrigeration at appropriate temperatures to preserve safety and quality.

## 9. STANDARD OPERATING PROCEDURES FOR FLOUR MILLS, FOOD PROCESSING AND MANUFACTURING UNITS (LARGE/MEDIUM/ SMALL)

### 9.1. Registration and Licensing

i. All Flour Mills, Food Processing Units, and Manufacturing Units must be registered and



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licensed with the Food Department of the concerned district or competent authority.

ii. The valid food license must be prominently displayed in a visible area for both customers and regulatory officials.

iii. Licenses must be renewed regularly, and units shall be subject to inspections in accordance with Gilgit-Baltistan Food Department regulations.

### 9.2. Staff Health, Hygiene, and Training

i. All personnel, particularly those handling raw or processed food, must have valid medical fitness certificates from recognized healthcare institutions and undergo routine health checks.

ii. Employees must be trained in food safety, proper hygiene practices, handling procedures, and appropriate use of Personal Protective Equipment (PPE).

iii. Hand hygiene must be strictly followed, with mandatory handwashing using soap and clean water before handling food or after restroom use.

iv. Staff must wear clean uniforms, food-grade gloves, face masks, head coverings, and closed footwear at all times in production areas.

v. Eating, smoking, or using tobacco is prohibited within production, storage, or food handling zones.

vi. Dedicated changing rooms and hygienically maintained restroom facilities must be provided.

vii. Workers must be trained in proper use, storage, and disposal of PPE and sanitation supplies.

### 9.3. Facility Cleanliness, Maintenance, and Equipment Hygiene



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i. The entire premises, including production areas, storage units, and offices, must be cleaned daily using approved food-safe cleaning agents.
ii. Floors, walls, machinery, and equipment must be sanitized regularly, with a documented cleaning and maintenance schedule in place.
iii. Integrated Pest Management (IPM) protocols must be implemented and documented to keep the facility pest-free.
iv. Air curtains, fly catchers, and other pest prevention systems shall be installed at critical points of entry.
v. Waste must be disposed of hygienically using foot-operated, covered bins, which should be cleaned and emptied regularly.
vi. Restrooms must be separate from food production areas and maintained in a sanitary condition.
vii. Equipment must be cleaned, lubricated, and serviced per manufacturer guidelines to ensure safety and functionality.

### 9.4. Raw Material Handling and Storage

i. Only high-quality, traceable, and food-grade raw materials, ingredients, and packaging supplies from approved vendors shall be used.
ii. Raw materials must be stored off the floor and away from walls to prevent contamination and facilitate inspection.
iii. Expired, spoiled, or damaged materials must be immediately removed, documented, and safely discarded.
iv. All raw materials must be clearly labeled with manufacturing and expiry dates.
v. Inventory shall be managed using the First-In, First-Out (FIFO) method.



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vi. Chemicals, cleaning agents, and non-food-grade materials must be stored separately from food items.

vii. Temperature-sensitive items must be stored in appropriately controlled environments (e.g., refrigerated or frozen).

viii. Storage areas must be well-ventilated to prevent humidity, condensation, or spoilage, and raw grains or flour must be stored in airtight containers.

ix. Contaminated or questionable items must be quarantined and tested before further handling or use.

## 9.5. Manufacturing Process, Food Safety, and Quality Control

i. All food manufacturing processes must comply with applicable food safety and hygiene regulations.

ii. Equipment used in processing must be routinely maintained, serviced, and cleaned to ensure safe operations.

iii. Temperature control systems must be in place for products requiring specific environmental conditions.

iv. Food safety audits, quality inspections, and microbiological testing must be conducted regularly throughout the production cycle.

v. Batch records must be meticulously maintained, including raw material sources, production dates, and quality control checks.

vi. Only approved, certified food-grade additives and chemicals may be used.



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vii. Packaging materials must be food-grade, clean, and stored separately from raw materials and chemicals.

## 9.6. Packaging and Labeling

i. All finished products must be packaged in hygienic, food-grade materials that protect against contamination, physical damage, and moisture.

ii. Each product must be labeled in accordance with Gilgit-Baltistan and national food labeling regulations, including product name, manufacturing and expiry dates, ingredients, and manufacturer contact details.

iii. Tamper-evident seals or secure packaging mechanisms must be used to ensure product integrity during storage and transport.

iv. Packaging materials must be stored in clean, dry, pest-free conditions, separate from raw food items and chemicals.

## 9.7. Transportation and Distribution

i. Food transport vehicles must be clean, well-maintained, and sanitized regularly to prevent contamination.

ii. Transport methods must match product requirements—for example, refrigerated trucks for perishable goods.

iii. During transportation, food products must be securely packed and protected from environmental contamination.

## 9.8. Record-Keeping and Documentation



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iv. Accurate and up-to-date records must be maintained for raw material procurement, batch production, supplier details, and finished goods.

v. Traceability systems must be in place to enable efficient recalls or investigations, if needed.

vi. Logs must be kept for equipment maintenance, cleaning schedules, pest control, and product testing (e.g., microbiological and shelf-life studies).

### 9.9. Safety Measures and Emergency Protocols

i. Fully equipped first-aid kits must be accessible in all work areas.

ii. Fire safety systems, including extinguishers and emergency exits, must be installed, clearly marked, and regularly maintained.

iii. Employees must be trained in emergency response protocols such as fire evacuation, foodborne illness containment, and personal safety procedures.

iv. Appropriate warning signs and safety instructions should be clearly displayed in hazardous or sensitive areas.

## 10. STANDARD OPERATING PROCEDURES FOR ROADSIDE CAFES (DHABAS) AND BEVERAGE/JUICE CORNERS

### 10.1. Registration and Licensing

i. All roadside cafés and beverage/juice corners must obtain valid registration and licensing from the Food Department of the relevant district.



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ii. The valid license shall be clearly displayed within the premises in a location easily visible to customers and food inspectors.

iii. Licenses must be renewed prior to expiry to ensure uninterrupted legal operation.

### 10.2. Staff Health, Hygiene, and Training

i. All food and beverage handlers must possess valid medical fitness certificates issued by recognized medical authorities.

ii. Personnel shall undergo basic training in food hygiene, safety standards, and proper handling techniques.

iii. Staff must observe strict personal hygiene, including frequent handwashing with soap and potable water, especially before and after handling food.

iv. Employees must wear clean uniforms, gloves, and appropriate head coverings during food preparation and service.

v. Wearing of jewelry, having open wounds, or maintaining unclean nails is prohibited during food handling.

vi. Smoking, eating, or chewing tobacco within food preparation or service areas is strictly forbidden.

### 10.3. Facility Maintenance and Hygiene

i. All premises—including kitchen, seating, and serving areas—must be cleaned and sanitized daily.

ii. Floors must be regularly swept and disinfected to prevent contamination.



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iii. Covered, foot-operated bins must be used for waste disposal and emptied frequently.

iv. Effective pest control measures (e.g., traps, sprays) shall be implemented and documented.

v. Cooking, beverage preparation, and seating areas must be physically separated to avoid cross-contamination.

vi. Adequate ventilation systems must be installed to eliminate smoke, odors, and airborne contaminants.

vii. Clean drinking water must be provided for both customers and staff.

## 10.4. Raw Material Handling and Storage

i. All raw materials, including fruits, vegetables, milk, water, and ice, must be of food-grade quality and sourced from reliable suppliers.

ii. Ice used in beverages must be prepared from potable water or obtained from approved hygienic sources.

iii. Expired, spoiled, or contaminated items must be discarded immediately and not used in preparation.

iv. Ingredients must be clearly labeled with manufacturing and expiry dates and stored in clean, covered containers off the ground.

## 10.5. Food and Beverage Preparation and Service

i. Equipment such as juicers, blenders, and cooking tools must be cleaned and sanitized daily.

ii. All beverages must be prepared using safe, potable water.



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iii. Prepared food and drinks must remain covered and protected from dust, flies, and other contaminants until served.

iv. Only food-grade utensils shall be used, and separate tools must be used for raw and ready-to-eat foods to prevent cross-contamination.

## 10.6. Water and Ice Safety

i. Water used for drinking, preparation, and handwashing must be safe and potable.

ii. Water storage tanks must be cleaned at least monthly, with records maintained for verification.

iii. Ice must be hygienically prepared or sourced from approved facilities using potable water.

## 10.7. Waste Management

i. Waste must be disposed of in covered bins located away from food preparation and customer areas.

ii. Waste bins must be cleaned and sanitized regularly to prevent foul odors and pest attraction.

## 10.8. Equipment and Utensil Management

i. All serving glasses must be made of stainless glass (not plastic), and maintained in clean condition.

ii. Equipment such as knives, cutting boards, and blenders must be sanitized frequently.

iii. Separate utensils must be designated for raw and cooked foods.

iv. Damaged or malfunctioning equipment must be promptly repaired or replaced.

## 10.9. Safety and Emergency Preparedness



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i. Functional fire extinguishers must be installed and easily accessible.
ii. Staff must be trained in basic fire safety and emergency response procedures.
iii. Gas cylinders must be securely installed and regularly checked for leaks or other hazards.

### 10.10. Record-Keeping and Compliance

i. Accurate records must be maintained for raw material purchases, pest control, staff health certificates, and cleaning schedules.
ii. Inspection certificates and compliance notices from the Food Department must be clearly displayed for public and official viewing.

## 11. STANDARD OPERATING PROCEDURES (SOPs) FOR CATERING UNITS

### 11.1. Registration and Licensing

i. All catering units must obtain valid registration and licensing from the relevant Food Department, prominently display the license at their site, carry it to off-site events, and ensure timely renewal for uninterrupted service.

### 11.2. Staff Health, Hygiene, and Training

i. All food handlers must have valid medical fitness certificates and receive training in personal hygiene, food safety, and proper handling techniques.
ii. Workers must wear clean uniforms, gloves, head covers, and beard covers, if necessary, maintain



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regular handwashing with soap and clean water before food handling and after restroom use.

iii. Avoid jewelry, and refrain from smoking, eating, or chewing gum in food preparation and serving areas.

## 11.3. Facility and Equipment Maintenance

i. Kitchens, preparation, and storage areas must be cleaned and disinfected daily, with food preparation areas separated from cleaning and waste zones.

ii. Equipment (stoves, ovens, refrigerators) must be regularly cleaned, maintained, and sanitized.

iii. Proper ventilation and pest control measures must be documented, and potable water supply tested regularly.

## 11.4. Raw Material Management

i. Only high-quality, food-grade raw materials from registered vendors must be used, labeled with manufacturing and expiry dates, stored off the floor and protected from pests, and expired or contaminated ingredients discarded immediately.

## 11.5. Food Preparation and Handling

i. Separate designated areas for raw and cooked food must be maintained to prevent cross-contamination.

ii. FIFO inventory rotation must be followed.

iii. Utensils and cutting boards must be sanitized before and after use.



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iv. Temperature-sensitive foods must be stored and transported under proper refrigeration, and half-cooked foods sealed and chilled if not served immediately.

## 11.6. Transportation and Delivery Standards

i. Food transport vehicles must be clean, pest-free, and temperature-controlled when required.
ii. Ready-to-eat foods must be properly covered and hot foods kept above 63°C, cold foods below 5°C until delivery.

## 11.7. Food Serving and Event Management

i. Buffets and serving stations must be protected with sneeze guards, utensils replaced regularly, and hand sanitizers placed nearby.
ii. Staff must maintain personal hygiene, wear protective gear, and leftover food must be safely handled or discarded.

## 11.8. Waste Management

i. Waste must be segregated (organic, recyclable), stored in covered bins, collected regularly to avoid overflow and pests, and food waste stored separately from food preparation areas.

## 11.9. Water and Ice Management

i. Only potable water must be used for cooking, cleaning, and drinking; ice must be made from potable water.



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ii. Storage tanks must be cleaned monthly with proper documentation.

### 11.10. Record-Keeping and Compliance

i. Up-to-date records of staff health certificates, cleaning and pest control schedules, raw material sourcing, and equipment maintenance must be maintained.
ii. Food safety inspection reports must be available for verification.
iii. Compliance certificates should be displayed during service when required

## 12. STANDARD OPERATING PROCEDURES (SOPs) FOR OILS AND GHEE DERIVATIVES

### 12.1. Registration and Licensing

i. All oil and ghee distribution units must obtain valid registration and licensing from the Food Department of the concerned district.
ii. Display the license prominently where visible to customers and food inspectors.

### 12.2. Guidelines for Staff / Workers

i. All staff involved in handling, loading, and unloading must have valid medical fitness certificates, wear clean uniforms, maintain trimmed nails, and be trained regularly in personal hygiene, safe handling, and storage of oil and ghee products.
ii. Workers must wash hands with soap and clean water before handling product packaging, avoid



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smoking, eating, or drinking during operations, and have access to separate rest and changing areas.

## 12.3. Guidelines for Cleanliness and Tidiness

i. The distribution facility must be clean, dry, well-ventilated, with floors swept daily and mopped using suitable agents, no seepage or standing water, and foot-operated covered bins for waste, cleaned regularly.

ii. Rodent and pest control measures with proper records must be in place; separate clean zones designated for packaging materials; toilets provided and maintained hygienically; and smoking or food consumption inside the facility strictly prohibited.

## 12.4. Guidelines for Storage and Handling

i. Oil and ghee products must be stored off the floor, away from walls, protected from direct sunlight, heat, and moisture, with separate areas for different brands to avoid mixing.

ii. Containers must be intact, undamaged, and leak-free; damaged or expired stock separated and disposed of per regulations.

iii. FIFO stock rotation strictly followed and storage racks made of food-grade, non-toxic materials.

iv. Transport vehicles must be clean, covered, and dedicated exclusively to food-grade products.

## 12.5. Record Keeping and Traceability



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i. Complete, updated records of received, stored, and distributed products must be maintained, including supplier/vendor details, batch numbers, manufacturing, and expiry dates.

ii. Any product complaints must be documented and addressed systematically, with all records readily available for Food Department inspection.

### 12.6. General Guidelines

i. Only edible oil and ghee products approved by relevant food department shall be distributed.

ii. Temperature monitoring must be ensured where required, adequate signage installed for product categories, and proper emergency procedures established for fire, spillage, or contamination incidents.

## 13. STANDARD OPERATING PROCEDURES (SOPs) FOR FAST FOOD ESTABLISHMENTS

### 13.1. Registration and Licensing

i. All fast-food establishments operating within Gilgit-Baltistan must obtain a valid food license from the respective district Food Department.

ii. The license must be displayed prominently at the premises and renewed before expiry to avoid penalties, suspension, or closure.

### 13.2. Staff Health, Hygiene, and Training

i. All food handlers must have valid medical fitness certificates and undergo training in food safety, hygiene, and handling of raw and cooked food.



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ii. Staff must wear clean uniforms, head covers, masks, and disposable gloves; jewelry, watches, or accessories are prohibited during food handling.

iii. Hands must be washed with soap and clean water before work, after toilet use, and after handling raw or contaminated items.

iv. Personal cleanliness, including trimmed fingernails, must be maintained; smoking, chewing tobacco, and spitting in food areas are strictly prohibited.

### 13.3. Cleanliness and Maintenance of Premises

i. Food preparation and serving areas must be kept clean and sanitary, with regular sweeping, mopping using food-grade disinfectants, and cleaning of all surface's multiple times daily.

ii. Raw and cooked food areas must be separated to prevent cross-contamination; functional drainage and foot-operated waste bins should be maintained.

iii. Effective pest control must be in place with records; toilets, if available, must be hygienically maintained and located away from food areas.

### 13.4. Raw Material Handling and Storage

i. Only fresh, high-quality ingredients from licensed suppliers must be used; meat must be sourced from registered slaughterhouses.

ii. Raw and cooked items must be stored separately at safe temperatures with proper labeling (manufacturing/expiry dates), and FIFO system strictly followed.



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iii. Spoiled or expired items must be discarded with proper logging; food should be kept covered and protected from contaminants at all times.

iv. Utensils must be food-grade and cleaned before and after each use; cooking oil must be replaced once its acid value reaches 2.5%.

## 13.5. Food Preparation and Cooking Standards

i. Food must be prepared in a hygienic environment and cooked to safe internal temperatures.

ii. Ready-to-eat items must be kept at safe hot or cold temperatures and served fresh.

iii. Use of banned additives, synthetic chemicals, and non-food-grade colors is strictly prohibited.

iv. Sauces, chutneys, and salads must be freshly prepared daily.

v. BBQ grills should be used in ventilated areas with proper fire safety.

## 13.6. Packaging and Serving

i. Only food-grade, preferably biodegradable or recyclable packaging materials shall be used.

ii. Food handlers must wear gloves while packing; food must be properly covered during delivery.

iii. Takeaway items must be labeled with preparation date/time and storage instructions if required.

## 13.7. Waste Management

i. Waste must be segregated into organic and inorganic types and disposed of daily to prevent odor and pests.



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ii. Waste oil and grease must be disposed of in an environmentally safe manner; discharge into open drains is strictly prohibited.

### 13.8. Compliance and Record-Keeping

i. Maintain and provide on request: staff medical certificates, pest control logs, cooking oil records, and supplier documents.

ii. Food safety inspectors must be given full access during inspections; violations must be corrected promptly.

## 14. STANDARD OPERATING PROCEDURES (SOPs) FOR WAREHOUSES AND DISTRIBUTION UNITS

### 14.1 Registration and Licensing

i. All food warehouses and distribution units in Gilgit-Baltistan must obtain a valid license from the respective district's Food Department.

ii. This license must be prominently displayed in the office or reception area for visibility to visitors and food inspectors.

### 14.2 Staff Guidelines

i. All personnel involved in handling, storing, or distributing food must possess valid medical fitness certificates and receive training in hygiene and food safety practices.

ii. Staff must wear clean uniforms, gloves, and appropriate protective gear (head covers, masks), maintain hand hygiene, and refrain from wearing jewelry, keeping unclean nails, smoking, eating, or drinking during food handling.



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iii. A designated rest and changing area must be provided, and refresher training sessions should be conducted regularly.

### 14.3 Cleanliness and Sanitation of Premises

i. Warehouse premises must be kept clean, organized, dust-free, and well-ventilated with adequate lighting.
ii. Daily sweeping and mopping with approved disinfectants are mandatory. Foot-operated covered bins should be installed and cleaned regularly.
iii. An Integrated Pest Management (IPM) program must be maintained with proper documentation.
iv. Toilets should be located away from storage areas and kept hygienic.
v. Smoking, spitting, and food consumption within operational areas are strictly prohibited.

### 14.4 Storage and Handling of Food Products

i. Food products must be stored off the ground, away from walls, and separated by adequate spacing for cleaning and inspection.
ii. Items should be categorized (dry, frozen, fresh), and stored in appropriate temperature-controlled environments when necessary.
iii. FIFO inventory management must be followed. Packaging must be checked for integrity and labeling before storage.
iv. Damaged, expired, or unsafe items must be promptly removed and safely disposed of.



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v. Use of non-food items or chemicals in storage areas is prohibited, and all handling equipment must be food-safe and regularly sanitized.

## 14.5 Transportation and Distribution

i. Transport vehicles must be clean, in good condition, dedicated solely to food items, and equipped to protect products from environmental exposure.
ii. Temperature control must be ensured where required.
iii. Drivers and transport staff must be trained in food safety and medically fit. Complete records of deliveries and distributions must be maintained for traceability.

## 14.6 Record Keeping and Traceability

i. Comprehensive records of stock movements (including batch numbers, expiry dates, and supplier/customer data) must be maintained and made available for inspection.
ii. Regular audits should be documented.
iii. Complaints register with follow-up actions must also be maintained. All record-keeping must comply with the Gilgit-Baltistan Food Act, 2022.

## 14.7 General Provisions

i. Only food-grade materials (racks, pallets, containers) are permitted.
ii. Emergency protocols (e.g., fire safety, spill response) must be clearly documented and communicated to staff.



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iii. A warehouse layout map should be visibly displayed.

iv. Internal audits must be conducted periodically, and food labeling must comply with departmental standards, including batch and expiry/manufacture dates.

## 15. STANDARD OPERATING PROCEDURES (SOPs) FOR BEE FARMS

### 15.1 Licensing, Registration, and Identification

i. All bee farms must be registered and licensed with the respective district's Food Department.

ii. The official certificate must be visibly displayed at the main entrance or administrative area.

iii. Up-to-date records of licenses, renewals, and permits related to honey processing, packaging, and transport must be maintained.

### 15.2 Water, Sanitation, and Utilities

i. Only potable water shall be used for honey processing and equipment sanitation. Water storage systems must be cleaned monthly, and filtration units serviced per manufacturer guidelines, with all maintenance documented.

ii. Wastewater and runoff must be managed effectively to avoid contamination and pest attraction.

### 15.3 Beekeeping and Hive Management

i. Only healthy, disease-free colonies may be used, with new colonies quarantined before integration.



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ii. Hives must be made from non-toxic, weather-resistant materials, kept in shaded and ventilated areas, and routinely inspected for cleanliness and damage.

iii. Colony management practices, including requeening and division, must follow approved protocols, with seasonal inspections documented for disease control and productivity tracking.

## 15.4 Honey Harvesting, Handling, and Storage

i. Honey should be extracted only from mature, capped combs using food-grade tools and containers. It must be filtered through certified food-grade mesh before bottling, and stored in cool, dry areas away from sunlight.

ii. Processing areas must be sanitized daily and remain pest-free. All containers must be labeled with batch number, harvest date, origin, and storage guidelines, and a FIFO system must be followed to ensure freshness.

## 15.5 Feed and Supplement Controls

i. Supplemental feeding is permitted only under extreme conditions using approved additive-free substances.

ii. The use of antibiotics, pesticides, or hormones in hives or feed is prohibited. All feeding activities must be documented, including type, quantity, and date of administration.

## 15.6 Pest and Disease Management



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i. Integrated Pest Management (IPM) practices must be employed to reduce chemical dependency.
ii. Infected hive materials must be safely destroyed. A health log for each colony must be maintained, recording treatments and observations.

## 15.7 Worker Hygiene and Safety

i. Workers must undergo medical evaluations every six months and wear protective gear (bee suits, gloves, boots, masks) during operations.
ii. Strict personal hygiene (handwashing, clean attire, no jewelry) must be maintained.
iii. Training in food safety, beekeeping, and emergency response is mandatory.
iv. Facilities for changing, PPE storage, handwashing, and first aid must be available.
v. Smoking, eating, or intoxication in work zones is strictly prohibited.

## 15.8 Environmental and Ethical Standards

i. Beekeeping must be conducted without harming biodiversity or pollinator habitats.
ii. The use of chemicals near hives during bloom periods is strictly prohibited.
iii. Sustainable practices—such as cultivating nectar-rich plants—and adherence to environmental laws are required.

## 15.9 Record Maintenance and Traceability

i. Comprehensive records of hive management, honey production, treatments, queen replacement,



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and staff attendance must be kept for at least two years and made available for inspection.

ii. Digital record-keeping is encouraged to improve efficiency and traceability.

## 16. STANDARD OPERATING PROCEDURES (SOPs) FOR EDIBLE OIL MANUFACTURING UNITS

### 16.1 Licensing, Registration, and Identity Display

i. All edible oil manufacturing units must be registered and licensed with the district Food Department.

ii. The valid certificate must be prominently displayed at the main entrance or office.

### 16.2 Water, Sanitation, and Utility Maintenance

i. Only potable water (as per national standards) shall be used for all processing, equipment cleaning, and sanitation activities.

ii. Water tanks, pipelines, and treatment systems shall be cleaned, disinfected, and serviced monthly or as per manufacturer's instructions, with maintenance logs maintained.

iii. Wastewater and effluents must be treated and disposed of according to environmental regulations to avoid contamination and pest issues.

### 16.3 Raw Material Handling and Quality Control



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i. Only certified, food-grade oilseeds from approved suppliers shall be used and stored in clean, dry, ventilated, and pest-free areas.
ii. Each consignment must be inspected for moisture, infestation, and impurities before acceptance for processing.

## 16.4 Oil Extraction, Refining, and Storage

i. Oil extraction shall be done using approved mechanical or solvent systems following food safety regulations.
ii. Refining (degumming, bleaching, deodorization, etc.) must comply with Codex or national food safety standards.
iii. All processing equipment must be cleaned and sanitized daily and before each batch; use of CIP systems is recommended.
iv. Refined oil must be filtered using certified food-grade filters and stored in sealed, hygienic, temperature-controlled containers or tanks.

## 16.5 Pest and Contamination Control

i. An Integrated Pest Management (IPM) plan shall be implemented to control pests with minimal chemical use.
ii. Only food-safe, approved pest control materials may be used and stored away from food areas.
iii. Contaminated or spoiled materials must be immediately segregated and disposed of per Food Department protocols.

## 16.6 Worker Hygiene, Safety, and Training



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i. All staff must have valid medical fitness certificates (renewed biannually) and wear proper PPE (uniforms, gloves, caps, masks).
ii. Strict personal hygiene must be followed (no jewelry, trimmed nails, handwashing before work).
iii. Workers must receive regular training in food safety, HACCP, emergency response, and machinery safety.
iv. Adequate PPE, handwashing stations, and first aid kits must be provided at all critical locations.

### 16.7 Environmental and Ethical Practices

i. By-products (oilcake, sludge, wastewater) must be disposed of in an environmentally responsible way.
ii. Operations should use energy-efficient and water-saving practices wherever possible.
iii. Preference should be given to sustainable sourcing, especially from local growers.
iv. Full compliance with the Gilgit-Baltistan Environmental Protection Act and related laws is mandatory.

## 17. STANDARD OPERATING PROCEDURES (SOPs) FOR WATER PLANT/RO WATER

### 17.1 Registration and Licensing

i. All Water/RO Plants must be registered and licensed by the Food Department, with valid licenses displayed at visible locations and renewed as per schedule.

### 17.2 Staff Health, Hygiene, and Training



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i. Staff must have valid medical certificates, wear protective gear (gloves, masks, caps), maintain personal hygiene (e.g., handwashing), and follow no-smoking/eating rules in processing zones.
ii. Workers must be trained in hygiene, water safety, emergency procedures, and must be provided with separate changing and washroom facilities.

## 17.3 Plant Cleanliness and Maintenance

i. All areas (production, storage, office) must be cleaned regularly; floors disinfected daily; and pest control (IPM) carried out with records.
ii. Water tanks, pipelines, and bottling equipment must be cleaned regularly; air curtains, fly catchers, and foot-operated bins must be installed and maintained.
iii. Waste water must be properly drained using a closed system to avoid backflow and contamination.

## 17.4 Water Source, Treatment, and Quality Control

i. Water must be sourced from approved origins and treated using RO, UV, ozonation, and filtration systems, which must be cleaned and maintained as per manufacturer guidelines.
ii. Water quality must be tested regularly (pH, TDS, microbial and chemical parameters) with accredited lab reports maintained every three months.

## 17.5 Packaging and Bottling



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i. Only new, food-grade bottles and caps may be used; they must be rinsed, disinfected, and dried before filling in a hygienic environment.

ii. Bottles must be sealed tamper-proof and labeled with brand, manufacturing/expiry dates, batch and license numbers, and nutritional info (if applicable).

### 17.6 Storage, Transportation and Documentation

i. Finished products must be stored in clean, shaded areas on pallets and transported in clean, closed, temperature-controlled vehicles not used for non-food items.

ii. Records of source testing, production batches, maintenance, sanitation, pest control, staff health, training, and lab reports must be maintained and updated for traceability and inspection.

### 17.8 Safety and Emergency Protocols

i. Emergency plans (for contamination, malfunction, disasters) must be in place, with first aid kits, fire extinguishers, evacuation plans, and contact numbers provided; staff must be trained in safety measures.

## 18. STANDARD OPERATING PROCEDURES (SOPs) FOR NAAN/TANDOOR SHOPS

### 18.1 Registration and Licensing

i. All Naan/Tandoor shops must be registered and licensed with the relevant Food Department, with valid licenses prominently displayed and renewed on schedule.



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## 18.2 Staff Health, Hygiene, and Training

i. All workers must hold valid medical fitness certificates and receive training on personal hygiene, food safety, and emergency procedures.
ii. Workers must wear clean uniforms, masks, and head covers, keep nails trimmed, avoid jewelry, and practice handwashing with soap before handling food or after contamination risks.
iii. Smoking, chewing tobacco, and unhygienic practices are strictly prohibited.
iv. Separate changing rooms and storage for personal belongings must be provided.

## 18.3 Facility Cleanliness and Pest Control

i. Premises including floors, walls, ceilings, and ventilation must be kept clean and well-maintained, with regular sweeping, mopping, and disinfection.
ii. Pest and rodent control programs must be implemented with documented records.
iii. Foot-operated dustbins must be provided, regularly cleaned, and waste disposed of properly.
iv. Handwashing stations with soap and running water must be available.

## 18.4 Raw Material Handling and Storage

i. Only food-grade raw materials must be sourced from reliable suppliers, stored off the ground in sealed, labeled containers following FIFO system.
ii. Expired or spoiled materials must be discarded immediately.



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## 18.5 Food Preparation and Equipment Maintenance

iii. Dough must be prepared in a hygienic environment; equipment including tandoor must be cleaned daily to prevent buildup and contamination.

iv. Baking areas must be protected from dust, insects, and other contaminants.

v. Use of non-food-grade additives or colors is prohibited.

vi. Partially prepared items must be covered and stored at proper temperatures.

## 18.6 Water Quality and Usage

i. Only potable, clean water shall be used for dough preparation, cleaning, and handwashing.

ii. Water storage tanks must be cleaned and disinfected monthly; filters and water treatment systems maintained per manufacturer's guidelines.

## 18.7 Packaging and Serving

i. Finished products must be protected from dust and pests, wrapped in clean, food-grade materials, and served using gloves or utensils, not bare hands.

## 18.8 Safety and Emergency Preparedness

i. Fire safety equipment such as extinguishers must be installed, maintained, and staff trained in fire and emergency procedures.

ii. Gas cylinders and heating equipment must be safely installed and regularly inspected.



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## 18.9 Record-Keeping and Documentation

i. Maintain records of raw material purchases, pest control, equipment maintenance, staff medical certificates, and training.

ii. Inspection reports and licenses must be kept available for review.



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# SCHEDULE-II

## Enforcement and Penalty Guidelines for SOPs Violations

| Sr. No | SOP Category | Offense Description | Suggested Penalty/imprison/Seal |
|---|---|---|---|
| 1 | **Licensing and Display** | Operating without valid license or failure to display it | Rs. 5000-50,000/- fine, notice for compliance, imprison the owner or seal the premises if require |
| 2 | **Water Quality and Maintenance** | Using untested or contaminated water | Rs. 5000-10,000/- fine, imprison the owner or seal the premises if require |
| 3 | **Expiry, Prohibited & Restricted Items** | Use of banned additives or unsafe chemicals | Rs. 5000-20,000/- fine per product, destruction of items, imprison the owner or seal the premises if require |
| 4 | **Raw Material Handling & Storage** | Storing raw materials in unhygienic or improper conditions | Rs. 5000-10,000/- fine and warning |
| 5 | **Staff Health, Hygiene & Training** | Employing staff without medical fitness or proper training | Rs. 5,000 fine per staff, mandatory training or seal the premises if require |
| 6 | **Cleanliness & Facility Maintenance** | Dirty floors, walls, equipment or surroundings | Rs. 5,000 fine, reinspection or seal the premises if require |
| 7 | **Manufacturing Process, Food Safety & Quality** | Unsafe practices or food contamination | Rs. 5000-15,000 fine, product disposals or seal the premises if require |
| 8 | **Packaging & Labeling** | Mislabeling or incomplete labels | Rs. 5,000-20,000/- fine per product type |
| 9 | **Transportation & Distribution** | Use of dirty or non-food-grade vehicles | Rs. 5000-10,000 fine, vehicle ban until compliance |

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| | | | |
|---|---|---|---|
| **10** | **Record Keeping & Documentation** | No batch records, traceability or inspection logs | Rs. 1000-5,000 fine and warning |
| **11** | **Safety Measures & Emergency Protocols** | No fire extinguisher, first aid, or emergency exits | Rs. 5,000 fine & notice for rectification |
| **12** | **Water Source, Treatment & Quality Control** | No filtration/treatment or microbial testing of water | Rs. 5000-10,000 fine |
| **13** | **Preparation & Cooking Guidelines** | Undercooking or cross-contamination | Rs. 1000-5,000 fine & training |
| **14** | **Equipment/Utensil Management** | Use of rusted, broken or dirty utensils | Rs. 1000-5,000 fine & replacement order |
| **15** | **Food Serving & Event Management** | Food left uncovered or served at unsafe temperatures | Rs. 1000-5,000 fine & notice |
| **16** | **Waste Management** | No bins, improper waste disposal, or burning near premises | Rs. 1000-5,000 fine & waste removal order or seal the premises if require. |
| **17** | **Practices and Management** | Failure to follow documented SOPs or checklists | Rs. 1000-5,000 fine & training |
| **18** | **Pest & Disease Control** | Signs of rodents, insects or lack of pest control program | Rs. 1000-5,000 fine |
| **19** | **Environmental Practices** | Polluting surroundings, drains or smoke release | Rs. 10,000-20,000/- fine, warning, imprison the owner or seal the premises if deem fit |



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