



དཔལ་ལྷན་འབྲུག་གཞུང་། གསོ་བ་ལྷན་ཁག་ འབྲུག་བཟའ་ཆས་དང་སྒྲིན་རིགས་དབང་འཛིན།

ROYAL GOVERNMENT OF BHUTAN
MINISTRY OF HEALTH
BHUTAN FOOD AND DRUG AUTHORITY
INSPECTION SERVICES



PROCEDURE FOR PUBLICLY AVAILABLE INFORMATION

1. PURPOSE

To ensure the necessary information is placed in the public domain regarding BFDA-IS's inspection programme and inspected clients.

2. SCOPE

This procedure is applicable to all information placed in the public domain related to Inspection activities operated by BFDA-IS in accordance with ISO/IEC17020:2012.

3. RESPONSIBILITY

3.1 Director is responsible for defining the responsibilities and obligations of the BFDA and the clients.

3.2 The Respective Chiefs, PABD and FQSD is responsible to ensure implementation of this procedure.

3.3 The Technical Focal Officer is responsible to upload the necessary information on BFDA's website.

4. PROCEDURE

4.1 Publicly available information

4.1.1 The general information is available through a published Inspection Brochure.

4.1.2 BFDA-IS has a well-designed website for placing information in the public domain or providing link to get information on BFDA-IS inspection processes and the following publicly available information is given on the website:

- BFDA-IS receives the financial support from Royal Government of Bhutan obtains financial support and general information on the fees charged to applicants and to clients,
- BFDA-IS charges fees for the inspection and licensing activities as follows and also has mentioned it on their website.
 - Application Registration Fee: Nu. 100
 - Food Safety Licensing Fee: Nu. 500
- A description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the BFDA's name and inspection mark and on the ways of referring to the inspection granted,

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- d) Information about procedures for handling complaints and appeals, and BFDA's procedure is directly available to the public, without the public having to go through layers of cross linkages.

4.1.3 BFDA-IS has uploaded the following accurate and non-misleading publicly available information on BFDA's website.

- a) information on applications for inspections
- b) means to confirm the validity of an inspection report
- c) Inspection wise, directory of valid inspections.
- d) fees charged and fee structure.
- e) Information of license no., Site inspected its location and products

4.1.4 Website information is updated as and when necessary with accurate information.

4.2 The principles of disclosure of information

4.2.1 Openness:

BFDA-IS discloses information about its inspection activities to any user subject to relevant legal requirements, as per the current schemes operated by BFDA-IS, information may be publicly disclosed with the permission of the Client/customer, or in response to a query about the authenticity of a claim by a client.

BFDA-IS provides access or disclosure to specific interested parties of non-confidential and non-proprietary information about the inspection it has made for specific systems, in order to gain or maintain confidence in its inspection activities.

4.2.2 Access to information:

Any information held by BFDA-IS relating to inspection of a client is, upon request, made accessible to the person or organization which contracted BFDA-IS to undertake the inspection activity.

5. REFERENCES

Food Act of Bhutan 2005

Food Rules and Regulations of Bhutan 2017

BFDA-IS-PR-01 Procedure for control of documents

BFDA-IS-PR-16 Procedure for control of records

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