

**GOVERNMENT OF INDIA  
MINISTRY OF HEALTH AND FAMILY WELFARE  
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA  
UNSTARRED QUESTION NO. 4696  
TO BE ANSWERED ON 23<sup>rd</sup> MARCH, 2018**

**CONSUMER COMPLAINT REDRESSAL SYSTEM**

**4696. PROF. RAVINDRA VISHWANATH GAIKWAD:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

(a) whether the Government has set up consumer complaint redressal system to ensure the quality of milk in the dairy sector in the country;

(b) if so, the details thereof;

(c) whether the Government has identified those who are engaged in selling adulterated milk; and

(d) if so, the details thereof and the action taken against such offenders?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) & (b): Yes. Food Safety and Standards Authority of India (FSSAI) has provided accessibility to the citizens to raise their food concerns, including concerns regarding quality of milk, through following interfaces as per their convenience : i) FSSAI Email ii) Web Portal-Food Safety Connect iii) FSSAI Mobile App iv) SMS /Twitter/Facebook v) Whatsapp vi) Toll- Free 24x7 Helpline vii) Snailmail/Walk-in viii) CPGRAM and ix) INGRAM (National Consumer Helpline).

(c) & (d): The implementation and enforcement of Food Safety and Standards Act, 2006 and Rules and Regulations made thereunder primarily rests with the State/UT Governments. Regular random sampling, and testing of food products, including Milk and Milk products, are being done by the Officials of the Food Safety Departments of the respective States/UTs to check compliance with the standards laid down under the Food Safety and Standards Act, 2006, Rules and Regulations made thereunder . In cases where the food samples are found to be non-conforming, recourse is taken to penal provisions under Chapter IX of the Food Safety and Standards Act, 2006. As per the information made available by the State/UT Governments, the details of samples of milk collected, tested, found non- conforming to the prescribed standards and norms and action taken under penal provisions of the Act during the year 2016-17 is as under:

Total no. of Samples of Milk Received	No of Samples analysed	No. of Samples found non-conforming	No. of Cases launched	No. of cases of Conviction /Penalties
9130	7717	2307	2104	540/976