

**Government of India  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs**

**LOK SABHA  
UNSTARRED QUESTION NO. 218 (OIH)  
TO BE ANSWERED ON 07.12.2022**

**POOR QUALITY OF FOOD**

218. SHRI HARISH DWIVEDI:  
(OIH)

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether there has been an increase in the number of consumer complaints against the quality of packaged food items during the last few years;
- (b) if so, the action taken by the Government against manufacturers with respect to the aforesaid complaints;
- (c) whether such complaints are being received against multinational companies also; and
- (d) if so, the action taken against multinational companies for poor quality of food products during the last three years?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री  
(श्री अश्विनी कुमार चौबे)**

**THE MINISTER OF STATE  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) and (b) : The Food Safety and Standards Authority of India (FSSAI), an autonomous statutory body under Ministry of Health & Family Welfare that lays down science based standards for articles of food and regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption. FSSAI has an online grievance portal on Food Safety Compliance System (FoSCoS) namely 'Food Safety Connect' where a consumer can register complaint relating to the food products. The portal to register complaint can be accessed at <https://foscos.fssai.gov.in/consumergrievance>. Further, complaints /concerns of consumers are also received by FSSAI through other channels like Integrated Grievance Redressal Mechanism (INGRAM) and Centralized Public Grievance Redress and Monitoring System (CPGRAM). As per FSSAI, during 2020-21 and 2021-22, 4398 and 9166 complaints respectively were received. During current financial year i.e. 2022-23, upto 30.11.2022, 8411 complaints have been received. The received grievances/complaints are assigned to Food Safety Officer (FSO) /Designated Officer (DO) of the concerned state for resolution and necessary action.

FSSAI has informed that the report of the action taken is uploaded on the Food Safety Connect Portal by the concerned DO for the complainant to view. The proper disposal of grievance is regularly monitored and reviewed with Commissioners of Food Safety, States/UTs through quarterly reports, performance review of States/UTs and periodical Central Advisory Committee Meetings.

(c) and (d) : FSSAI has also informed that separate company wise data is not maintained.

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