

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

**LOK SABHA  
UNSTARRED QUESTION NO.3687  
TO BE ANSWERED ON 25<sup>th</sup> MARCH, 2022**

**CONTACT NUMBERS OF FOOD SAFETY OFFICERS**

**3687. SHRI Y.S. AVINASH REDDY:**

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

- (a) whether the Government has issued directions to States/UTs and Food Safety Commissioners to ensure that complaint numbers, phone numbers and e-mail IDs of the officials concerned be displayed prominently outside every restaurant, eatery, provision store and other establishments dealing with food items;
- (b) if so, the details thereof along with the violations noticed, action taken and penalties imposed thereon; and
- (c) the measures taken to create awareness among the people regarding the ill effects of consuming adulterated food and their right to lodge complaints with the food safety officials?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY  
WELFARE  
(DR. BHARATI PRAVIN PAWAR)**

(a) & (b): Food Safety and Standards Authority of India (FSSAI) issued directions dated 12.11.2021, for operationalisation of the requirement for Restaurants/ Eating places to display Food Safety Display Boards (FSDBs) prominently in the premises. FSDBs are colour coded Boards which contain information about FSSAI License/ Registration number and basic good hygiene and sanitary practices to be followed by the food handlers in the premises to ensure safe and hygienic food. It also has contact details of FSSAI and Food Business Operator (FBO) for sharing feedback or a complaint (if any). Moreover, State Food Safety Departments regularly conduct surveillance, sampling and enforcement drives to ensure the availability of safe and wholesome food. Details of samples analysed, found non-conforming and action taken during the last two years are as below:-

Year	No. of Samples Analysed	No. of Samples found non-conforming	Action taken -Civil Cases			Action taken-Criminal Cases		
			No. of Cases Launched	No. of Cases decided	No. of Convictions	No. of Cases Launched	No. of Cases decided	No. of Convictions
<b>2019-20</b>	118775	29589	27412	18192	17345	4681	828	780
<b>2020-21</b>	107829	28347	24195	15878	14817	3869	520	506

(c): FSSAI develops and disseminates the Guidance notes for consumers and other stakeholders to address common concerns around food adulteration and other food safety issues and dispel food related misconceptions. FSSAI also creates consumer awareness related to food safety, health and nutrition through regular updates shared through different social media platforms like Facebook, Instagram, Twitter and through MyGov platform. Documentary films explaining methods of detection of adulterants in commonly used foods and ill effects thereof have been developed and are available on FSSAI's YouTube channel. These videos are also shown during various campaigns and events. Similarly, a manual named DART (Detecting Adulterants with Rapid Testing) has been developed to create awareness in consumers about food adulteration and detection methodology for use at household level. This has been disseminated through social media and uploaded on the FSSAI website for general information and awareness of the public.

FSSAI has disseminated adequate information for consumer to be able to lodge/track food product related complaint/concern easily. The contact details of Food Safety Commissioners of all States/UTs are available at FSSAI's website for general information of public. FSSAI has dedicated Food Safety Connect App/Portal where any person can lodge food safety related complaints/concerns. States/UTs have help desk/toll free numbers for providing assistance in filing food related complaints/concerns. Complaint/ concern is directed to designated officer digitally for investigation and consumer can also track the status of the complaint/concern.

.....