

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

**LOK SABHA
UNSTARRED QUESTION NO.2764
TO BE ANSWERED ON 12TH March, 2021**

PORTAL FOR COMPLAINTS OF FOOD ADULTERATION CASES

**2764. SHRI ARVIND DHARMAPURI:
SHRIMATI MEENAKASHI LEKHI:**

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

(a) whether there is a Government portal for registering complaints pertaining to presence of harmful chemicals in the food items; and

(b) if so, the details thereof?

ANSWER

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

(a) & (b): Food Safety and Standards Authority of India (FSSAI) has an online grievance portal namely 'Food Safety Connect' where a consumer can register complaint relating to the food articles , including presence of harmful chemicals in food items . The portal to register complaint is <https://foscoc.fssai.gov.in/consumergrievance>. On submission of complaint/ grievance, a unique reference ID is generated which is sent to the complainant by email/SMS for tracking status of grievance. The grievance received is forwarded to concerned Food Business Operator (FBO) /State Designated Officer for taking necessary remedial action.

The status of consumer grievance is monitored by FSSAI through quarterly report submitted by State/UT Governments which are also taken up with States in the meeting of Central Advisory Committee (CAC), where Food Safety Commissioners of all States/UTs are represented.