

CONSUMER PROTECTION IN FOOD SAFETY

OVERVIEW

Food safety is a scientific discipline that describes preparation, handling, and storage of food in ways that prevent food borne diseases or illness. Every consumer has the right to know whether the food they consume is safe and of good quality. **Food Safety and Standards Authority of India (FSSAI)** is an autonomous body established under the Ministry of Health and Family Welfare, Government of India. It has been established under the Food Safety and Standards Act, 2006 which is related to food safety and regulation in India. FSSAI is responsible for protecting and promoting public health through the regulations and supervision of food safety.

COMPLAINT REDRESSAL SYSTEM

In case of any complaint, the consumer must first contact the Shopkeeper / manufacturer. The next step must be to approach the Local Health Authority of District or Commissioner of Food Safety of the State/ Union Territory. If not satisfied, the consumer must approach the Consumer Forum.

FORM FOR REGISTERING COMPLAINTS

The link given below will guide the consumer to file the complaint through online
<http://old.fssai.gov.in/Feedback.aspx>

REGULATORY BODY

Food Safety and Standards Authority of India (FSSAI) is the regulatory body under this sector. It is an autonomous body established under the Ministry Of Health and Family Affairs, Government of India. FSSAI is responsible for protecting and promoting public health through the regulation and supervision of food safety. FSSAI has been created for laying down science based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption.

ACTS

(The links given below will guide the consumers to the Acts)

THE FOOD SAFETY AND STANDARDS ACT, 2006

<http://lawmin.nic.in/ld/P-ACT/2006/The%20Food%20Safety%20and%20Standards%20Act,%202006.pdf>

FOOD SAFETY AND STANDARDS RULES, 2011

[file:///C:/Users/hp/Downloads/FSS_Gazete_Rules_2011%20\(2\).pdf](file:///C:/Users/hp/Downloads/FSS_Gazete_Rules_2011%20(2).pdf)
(IN ENGLISH FROM PAGE NO 36)

FOOD SAFETY AND STANDARDS (CONTAMINANTS, TOXINS AND RESIDUES) REGULATIONS, 2011

<http://fsdaup.gov.in/writereaddata/images/pdf/act-and-rules/fss-regulation/Food-safety-and-standards-contaminants-toxins-and-residues-regulation-2011.pdf>

FOOD SAFETY AND STANDARDS (FOOD PRODUCTS STANDARDS AND FOOD ADDITIVES) REGULATIONS, 2011

PART 1

<http://fsdaup.gov.in/writereaddata/images/pdf/act-and-rules/fss-regulation/Food-safety-and-standards-Food-product-standards-and-Food-Additives-regulation-2011.pdf>

PART 2

<http://fsdaup.gov.in/writereaddata/images/pdf/act-and-rules/fss-regulation/Food-safety-and-standards-Food-product-standards-and-food-additives-regulation-2011-part-II.pdf>

FOOD SAFETY AND STANDARDS (PROHIBITION AND RESTRICTIONS ON SALES) REGULATIONS, 2011

<http://fsdaup.gov.in/writereaddata/images/pdf/act-and-rules/fss-regulation/Food-safety-and-standards-Prohibition-and-Restriction-on-sales-regulation-2011.pdf>

FOOD SAFETY AND STANDARDS (PACKAGING AND LABELLING) REGULATIONS, 2011

<http://fsdaup.gov.in/writereaddata/images/pdf/act-and-rules/fss-regulation/Food-Safety-and-standards-Packaging-and-Labeling-regulation-2011.pdf>

FOOD SAFETY AND STANDARDS (LICENSING AND REGISTRATION OF FOOD BUSINESSES), REGULATIONS 2011

[http://fda.up.nic.in/Legislation/regulations_2011/Food%20safety%20and%20Standards%20\(Licensing%20and%20Registration%20of%20Food%20businesses\)%20regulation,%202011.pdf](http://fda.up.nic.in/Legislation/regulations_2011/Food%20safety%20and%20Standards%20(Licensing%20and%20Registration%20of%20Food%20businesses)%20regulation,%202011.pdf)

CONTACT DETAILS

The link given below will guide the consumer for contact details

<http://www.fssai.gov.in/home/contact-us.html>

FREQUENTLY ASKED QUESTIONS

1. What is FSSAI, 2006 and why is there a need for this act?

Ans: FSSA, 2006 is an Act enacted to keep up with changing needs / requirements of time and to consolidate the laws relating to food and to establish the Food Safety and Standards Authority of India. The Act was needed to bring out a single statutory body for food laws, standards setting and enforcement so that there is one agency to deal and no confusion in the minds of consumers, traders, manufacturers and investors which was due to multiplicity of food laws.

2. What are the main priorities of FSSAI?

Ans: The priorities of the FSSAI is laying down scientific based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import, to ensure availability of safe and wholesome food for human consumption.

3. Where is Food Safety Commissioner's Office?

Ans: Head office of Food Safety Commissioner, Karnataka is the Office of the Commissioner Health and Family Welfare Services, III Floor, IPP Building, AnandRao Circle, Bangalore-560009.

4. How do I lodge a complaint with the Food Safety Office?

Ans: You can lodge a complaint with the nearest designated officer / Food Safety Officer in writing. You can contact personally, on telephone, send e-mail or post a letter.

5. Can I make a complaint over phone?

Ans: Yes, complaint can be lodged on phone.

Consumers can visit the remaining FAQ's with the help of the link given below

<http://www.foodsafety.kar.nic.in/faq.asp>

PROCEEDING IN ACCORDANCE WITH THE CONSUMER PROTECTION ACT 1986

One can file a case in the respective consumer forums/Commission either in case of getting relief or to appeal.

http://clap.nls.ac.in/?page_id=102

REFERENCE

<http://www.nationalconsumerhelpline.in/foodSafety.aspx>

https://en.m.wikipedia.org/wiki/Food_Safety_and_Standards_Authority_of_India

http://old.fssai.gov.in/AboutFssai/Introduction.aspx?RequestID=iShiiSKemuiME4H0SMU_d0Action=True

<http://www.foodsafety.kar.nic.in/faq.asp>

Reference from the links given for the Acts under 'ACTS' subheading