

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

**LOK SABHA
UNSTARRED QUESTION NO. 2996
TO BE ANSWERED ON 6TH DECEMBER, 2019**

HELPLINE NUMBER FOR CONSUMERS

2996. SHRI ANUMULA REVANTH REDDY:

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

- (a) whether the Government is planning to set up a helpline number/online portal for the complaints of food adulteration in the market;
- (b) if so, the details thereof;
- (c) if not, whether the Government is planning to set up any such helpline number/online portal in near future;
- (d) if so, the details thereof along with the time by which the said service is likely to be made available; and
- (e) if not, the reasons therefor?

**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 already set up a helpline number 1800112100 for resolving all concerns related to food including for lodging of complaints relating food adulteration in the market. Besides, FSSAI has provided few other channels to raise concerns including Web Portal & Mobile App, Email, WhatsApp, Twitter, Facebook. The online 'Food Safety Connect' web portal also enables citizens to share their concerns regarding food safety violations, allows a consumer to know their rights, track Food Business Operator license/registration certificate authenticity and view related articles/videos on food safety. It is a credible and robust information and feedback mechanism to create a responsible ecosystem.

(c) to (e): Does not arise.

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