

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

**LOK SABHA**

**STARRED QUESTION NO. \*361**

TO BE ANSWERED ON 26.03.2025

**CONSUMER COMPLAINTS RELATING TO FOOD AND BEVERAGES**

\*361. SHRI NAVEEN JINDAL

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) the total number of consumer complaints registered under the food and beverages category during each of the last three years, State-wise;
- (b) the nature of these complaints including issues related to food safety, adulteration, labelling violations and the percentage of complaints resolved so far;
- (c) the key measures taken by the Government to strengthen grievance redressal mechanism for food and beverage consumers;
- (d) the steps taken to ensure stricter quality control, regular inspections and penalties for violations to prevent recurring complaints;
- (e) the status of implementation of these measures and whether the Government plans to enhance awareness on food safety through nationwide campaigns; and
- (f) if so, the details thereof?

**ANSWER**

**THE MINISTER OF**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI PRALHAD JOSHI)**

(a) to (f) : A Statement is laid on the Table of the House.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) TO (f) OF LOK SABHA STARRED QUESTION NO.\*361 FOR 26.03.2025 REGARDING CONSUMER COMPLAINTS RELATING TO FOOD AND BEVERAGES.**

(a) to (d): Food Safety and Standard Act 2006 and rules and regulations framed thereunder lay down the quality and safety standards for various articles of food. The issues related to food safety, adulteration, labelling violations, Quality control, inspections and penalties for violation of Food Safety and Standards Act 2006, Rules and Regulations are dealt by Food Safety and Standards Authority of India (FSSAI) under the administrative control of the Ministry of Health and Family Welfare. Implementation and enforcement of these standards primarily lies with the State/UT Governments.

In order to ensure the above, regular inspections and audits are conducted by FSSAI through Food Safety Officers of Central and State Authorities to verify compliance with storage, segregation, and hygiene requirements under the Food Safety and Standards Act, 2006. The details of samples analysed and action taken including penalties imposed and convictions made as informed by Food Safety and Standards Authority of India is given below:

Year	No. of samples Analysed	No. of samples found non-conforming	Non-Conforming samples			Civil Cases		Criminal Cases	
			Unsafe	Sub-Standard	Labelling defects/ Misleading/ Misc.	No. of convictions	Penalties Raised (Cr. Rs.)	No. of convictions	Penalties Raised (Cr. Rs.)
2023-24	170513	33808	6782	22603	4423	29586	74.12	1161	2.67
2022-23	177511	44626	6579	21917	16130	28464	33.23	1188	2.75
2021-22	144345	32934	4890	16582	11462	19437	53.39	671	1.38
2020-21	107829	28347	5220	13394	9733	14817	49.92	506	0.83
2019-20	118775	29589	4526	15671	8995	16881	57.77	821	1.61

FSSAI also has a robust mechanism for handling consumer complaints/concerns. The complaints of consumers received in FSSAI are mainly related with various food safety issues related to adulterated food, unsafe food, substandard food, labelling defects in food and misleading claims & advertisements etc. through various channels such as Web portal and Mobile App, FSSAI Helpline, Twitter, Facebook, etc. and are directed into a single portal i.e. Food Safety Connect Portal which is the part of the online Food Safety Compliance System (FoSCoS).

Further the National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country wherein all grievances including Food and Beverages are redressed at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages through a toll-free number 1915, WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app.

The grievances received in the NCH portal with respect to **Food and Beverages** mainly relate to deficiency in services, delivery issues, quality, hygiene, charging, packaging etc. The State-wise details of consumer complaints last three years is placed at **Annexure**.

NCH has introduced AI-based Speech Recognition, a Translation System, and an AI enabled Chatbot as part of the NCH 2.0 initiative. These technological advancements aim to make the grievance filing process more seamless, efficient, and inclusive. The AI-powered Speech Recognition and Translation System enables consumers to file complaints through voice input, reducing manual intervention. The AI enabled Chatbot provides real-time assistance, streamlining complaint-handling processes, and improving the overall user experience. These upgrades ensure that consumers have equal access to the grievance redressal system.

(e) to (f): FSSAI undertakes regular surveillance, monitoring, inspection, random sampling of food products throughout the year and targeted drives especially during festive/peak demand seasons through its regional offices and States/UTs to ensure compliance with FSS Act, Rules & Regulations.

Further the Legal Metrology (Packaged Commodities) Rules, 2011 and FSS(Labelling and Display) Regulation 2020 have been harmonized. The declarations of Name & address of the manufacturer/ packer/ importer, the common or generic names of the commodity, Month & year in which the commodity is manufactured or pre-packed or imported and Best before or use by the date, month & year is as per FSSAI Regulations and rest all other declarations are as per Legal Metrology Rules.

The Department of Consumer Affairs has been generating consumer awareness by undertaking country-wide multimedia awareness campaigns under the aegis of "Jago Grahak Jago" to reach out to every consumer across the country by utilizing traditional media like All India Radio, Doordarshan, fairs & festivals, etc. as well as social media. Through simple messages and jingles, consumers are made aware about the consumer rights, unfair trade practices, consumer issues and the mechanism to seek redressal. The Department has also been releasing grant-in-aid to States/UTs for generating consumer awareness at local level. During the current financial year, the department, under consumer awareness scheme, undertook campaigns through All India Radio (AIR) during T20 World Cup, IVRS (Interactive Voice Response System) campaign, Pan-India interaction session with panchayats (ongoing), for generating awareness about consumer rights, standards, redressal mechanism, etc.

FSSAI has also implemented a number of initiatives like Website and Social Media, Adulteration Videos, Food Safety on Wheels (FSWs), Pan-India Surveillance of Food products, Eat Right India movement, Food Safety Guidebook for Teachers/Students, Food Safety Magic Box ,Resources like the DART Book to raise awareness about food safety among consumers.

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**ANNEXURE REFERRED TO IN REPLY TO PART (a) and (b) OF LOK SABHA STARRED QUESTION NO.\*361 FOR 26.03.2025 REGARDING “CONSUMER COMPLAINTS RELATING TO FOOD AND BEVERAGES”.**

State-wise details of the total number of consumer complaints registered on NCH under the food sector during last three years:

<b>S. No.</b>	<b>State/UT</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
1	Andaman Nicobar	7	35	35
2	Andhra Pradesh	429	1037	1751
3	Arunachal Pradesh	6	355	2268
4	Assam	138	235	748
5	Bihar	580	804	1592
6	Chandigarh	115	139	221
7	Chhattisgarh	120	171	296
8	Dadra & Nagar Haveli	7	8	5
9	Daman & Diu	2	4	7
10	Delhi	2261	3018	5412
11	Goa	39	75	130
12	Gujarat	650	943	1613
13	Haryana	1001	1305	2387
14	Himachal Pradesh	50	48	106
15	Jammu & Kashmir	70	95	194
16	Jharkhand	219	257	575
17	Karnataka	1453	4884	7811
18	Kerala	246	491	1113
19	Ladakh	1	2	7
20	Lakshdweep	-	-	1
21	Madhya Pradesh	590	740	1460
22	Maharashtra	2249	3155	6394
23	Manipur	2	1	4
24	Meghalaya	8	11	24
25	Mizoram	-	3	6
26	Nagaland	1	4	2
27	Odisha	214	365	664
28	Puducherry	19	32	37
29	Punjab	425	488	1028
30	Rajasthan	1103	1317	2350
31	Sikkim	1	12	18
32	Tamil Nadu	755	1174	2369
33	Telangana	1127	1830	3538
34	Tripura	16	32	80
35	Uttar Pradesh	2254	3022	5657
36	Uttarakhand	156	173	401
37	West Bengal	1075	1489	2924
<b>Grand Total</b>		<b>17389</b>	<b>27754</b>	<b>53228</b>