

DEPARTMENT OF FOOD SAFETY  
GOVERNMENT OF N.C.T. OF DELHI  
A-20, LAWRENCE ROAD INDUSTRIAL AREA,  
RING ROAD, DELHI – 110035.

1925  
9/8/14

Minutes of the meeting held in the Conference Room under the Chairmanship of Commissioner Food Safety on 3.6.14 at 11.00 am regarding grievance mechanism and complaint handling in the department.

The meeting was attended by all Designated Officers excluding Sh. Suniti Kr. Gupta, Designated Officer, who was in court duty. The following decisions were taken in the meeting after detailed deliberations:-

1. A complaint register shall be maintained in electronic as well as in manual form in every district separately. The said complaint register must have following columns, which are enclosed separately.
2. 15 days time has been prescribed in the Citizen Charter for action taken on the complaints. The said prescribed time limit must be adhered to.
3. Even if, the complaint is not concerned with the department, it should be forwarded to the concerned department with the intimation to the complainant.
4. Every complaint be closed at the level of Commissioner (Food Safety).
5. For complaints regarding unhygienic and sanitary conditions, an inspection be carried out by the FSO and if need be an Improvement notice under relevant section of the Act and the Rules be issued to the Food Business Operator.
6. Sometimes the complaint is received due to a wrong perception among people about the certain procedure/issues, jurisdiction/powers of the department, in all those cases a detailed reply may be sent to the complainant so that the wrong perception of the complainant about the department is cleared from his mind.
7. At times, it is desirable to inform the complainant, that in case the complainant so desires, he can take the sample himself from the FBO after following the due procedure prescribed in the Act and the Rules and get the same analyzed either from the Food laboratory of the department or the 9 NABL Accredited laboratories located in and around Delhi. In that case, a detailed procedure prescribed in the Act and the Rules need to be standardized and communicated to the complainant. Shri Shyam Lal, D.O.(SE) shall put up a note on this issue within 7 days.
8. At times, complaints are received regarding presence of insects worms etc. in the sealed and un-sealed food items till now such type of complaints are not being

dealt with satisfactorily. Sh. Om Pal, D.O. and Sh. Raj Pal Singh, D.O. is directed to put up a note giving detailed procedure to be followed for handling such type of complaints in the department. A note be put up within a week's time.

9. A complaint register prescribed must be put up by each D.O. to the Commissioner Food Safety in variably by the 5<sup>th</sup> of every month.
10. No complaint should be closed by the D.O. without the approval of Commissioner (FS).

  
06-06-2014  
(Sohan Singh Kanawat)  
Commissioner (Food Safety)

NO. P.S/FA/2014/1925

1. All Designated Officers
2. All Branch In-charges

Dated: 9/5/2014

Copy for information to:-

1. Secretary (Health & Family Welfare), Govt of NCT of Delhi.

### Columns of the Complaint Register

Sl.No.	Dy No.	Date of Receiving of complaint	Name & Address of the Complainant	Tel No. / E-mail Address of the Complainant	Name & Address of the FBO against whom the complaint has been received	Subject matter of the Complaint	Date on which assigned to FSO	Target date for Action Taken	Action Taken Report	Date of Disposal of the complaint
1	2	3	4	5	6	7	8	9	10	11