

## FBOs must appoint a nodal officer for looking after grievances forwarded by FSSAI

FSSAI has launched “Food Safety Connect”, a grievance redressal mechanism wherein FSSAI has provided accessibility to the citizens to raise their concern through various interfaces like **FSSAI Email** ([compliance@fssai.gov.in](mailto:compliance@fssai.gov.in)), **FSSAI website** (<https://foodlicensing.fssai.gov.in/cmsweb/>), **FSSAI Mobile App** (android), **SMS**(9868686868), **Whatsapp** (9868686868), **Twitter** (twitter@fssaiindia), **Toll- Free No.** (1800112100) and **FSSAI Facebook Page**.

The quick redressal of grievances raised by consumer is an important aspect for ensuring food safety in the country. FSSAI is receiving complaints from all over India. In order to facilitate quick redressal of complaints forwarded to you by FSSAI, you are requested to **designate a Nodal officer (holding rank of Senior Manager/Executive) as Single Point of Contact (SPOC) for complaint handling** and share their following contact details:

1. Name:
2. Designation:
3. Correspondence Address:
4. Mobile no:
5. Email ID:

For any further communication regarding grievance redressal, FSSAI will contact the appointed nodal officer. The Food Business Operator's must appoint an officer at the earliest and send to **compliance@fssai.gov.in**

In case there is any query related to the process, you are requested to contact the following:

Sh. Prabhat Kumar Mishra  
Assistant Director (Regulatory Compliance)  
Tel: 011-23233475  
Email: **compliance@fssai.gov.in**