

Sir/Madam,

Subject: Online Training Programme on "Complaint Handling and Food Recall Procedure as per FSSAI Guidelines" on 12 November, 2021 , Time: 10:00 AM – 01:00 PM (IST). - Request for Nominations.

National Productivity Council (NPC) is an ISO 9001:2015 certified autonomous organization under Ministry of Commerce and Industry, Government of India. NPC is also an accredited agency of National Accreditation Board for Certification Bodies (NABCB) as Type A Inspection Body for undertaking Food Safety Audits of Food Business Operators (FBOs) for Food Safety and Standards Authority of India (FSSAI) and Inspection Agency of Warehouses for Warehousing Development and Regulatory Authority (WDRA). NPC plays a catalytic role in productivity promotion by undertaking Audits, consultancy, training and research activities in frontier areas of Food Safety Management. I am glad to inform you that NPC is organizing a **Online Training Programme on "Complaint Handling and Food Recall Procedure as per FSSAI Guidelines" on 12 November, 2021 , Time: 10:00 AM – 01:00 PM (IST).**

About the Training:

Food Safety and Standards Authority of India (FSSAI) is a statutory body under Food Safety and Standards Act, 2006. The Food Safety and Standards (FSS) Act, 2006 is the primary law for the regulation of food products. This act also sets up the formulation and enforcement of food safety standards in India.

Food on sale for human consumption must be wholesome, unadulterated, uncontaminated, properly labelled and fit for human consumption. Violation of the provisions in these regards may lead to regulatory action against the concerned FBO under the Act, or rules and regulations made there under.

Food recalls are an appropriate method for removing or correcting marketed food products and their labelling that violate the laws administered by the regulatory authority. Recall can be defined as an action to remove food products from market at any stage of the food chain, including that possessed by consumer, which may pose a threat to the public health or food that violate the Act, or the rules or regulations made there under. Recall of food product is in the common interest of the industry, the government and in particular the consumer. Manufacturers and/or distributors should initiate a recall at any time to fulfill their responsibility to protect the public health from products that present a risk of injury or gross deception, or are otherwise defective. Firms may also initiate a recall following notification of a problem by Food Authority or a state agency, in response to a formal request by authority, or as ordered by Authority

Course Objective:

Complaints are a fact of life for any food business. They are practically unavoidable. A food process, like any other process, experiences variation and other failures which can lead to complaints. A robust Complaint Management system helps in effectively handling the customer complaints and recalls. This webinar will help you in understanding the basic elements of complaint handling and product recall as per FSSAI guidelines.

Online Training Programme: Module Wise Course Coverage:

Time	Modules
	Module-1
10 AM- 11:00 AM	<ul style="list-style-type: none">Complaint Handling Procedure
	Module-2
11:00 AM- 1:00 AM	<ul style="list-style-type: none">Product Recall Procedure as per FSSAI GuidelinesQ &A Session

TARGET GROUP

- This online training program is designed for those who work in the food and food-related industries and who are planning on implementing, or who already have implemented Recall System. The programme is designed to provide an overview of the requirements that are to be undertaken by the industry in Food Recall System as per FSSAI Guidelines.
- The Training is designed for officials working across Food Industry, Researchers of various Institutes and students.
- The online training programme is designed for Employees who are new to Food Recall system who need to acquire a complete understanding of how to implement it.
- Experienced professionals looking for information on the latest regulatory changes.

We are sure that your organization/ employees would take advantage of this opportunity by registering/sponsoring participants to the Online Training. Nominations should indicate the name(s) of the participant(s), designation, e-mail id, phone/mobile number, organization name, etc., along with participation fees of **Rs 750/-** (Rupees Seven Hundred and Fifty only) **inclusive of GST Per Participant.**

Date: 12 November, 2021

Time: 10:00 AM – 1:00PM (IST)

Participation fee: Rs 750/- (inclusive of GST) per participant

Registration Link:

https://www.npcindia.gov.in/NPC/User/webinar_registration?course_select_id=MTU10A==

Participants will be provided e-Certificate towards participation.

For any further queries, kindly contact Shri Saurabh Singh on Mobile: +91-9953534229, Phone:- 011-24607382 and email- inspectiondivision@npcindia.gov.in

Thanks & Best Regards,

Saurabh Singh

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