CONSUMERS
Do’s and Don’ts

Who are Consumers?

- People who eat or take away food to eat,
- Consumers may eat at home or at Eateries (Hotels, Restaurants, Canteens, Dhabaas, Street food stalls etc.)
What should a consumer Look For —
At different steps of Food handling?

1. PROCUREMENT OF RAW FOOD

- Fresh and from a reliable source.
- Has no unwanted additives / pollutants, physical abrasion, offensive odour, fungal growth or is rotten.
- Properly packed packaged food — well before expiry date. Eg. Should be sealed and not tampered with at the time of procurement and free from visible signs of puffing, leaking etc.
2. **Cleaning of Raw Food**

- Thorough cleaning with safe and potable running water.
- Vegetarian and non-vegetarian food washed separately.

3. **Storage of Raw Food**

- Kept in a clean and covered vessel and stored as early as possible at proper temperature — (Perishable food refrigerated within 2 hours).
- Animal food stored separately to avoid cross contamination
- Foods stored in a cool, clean dry place or as per the directions.
4. Processing or Cooking of Food

- Thoroughly cooked/ processed.
- Safe and potable water and food grade ingredients used.
- Separate equipment and utensils used for handling Vegetarian/ Non Vegetarian foods.
- Cooked food stored in covered containers
- Cooked food reheated thoroughly before use.
5. SERVING AND DISPLAY OF COOKED FOODS

- Fresh, safe, hygienic and at right temperature.
- Clean and food grade utensils used.
- Hand washing facilities easily available.
- Hygienic behaviour of food handler — clean hands, disease free, clean clothes, tidy hair etc.
- Clean table, Kiosk, Counter, floor area etc.
- Well lit, airy, dust free and garbage free area.
6. Storage of Cooked Food

- Cover or pack food before storage.
- Refrigerate cooked food.
- Ensure no change in taste, colour, odour or texture.
- Do not re-refrigerate once thawed.

7. After Service Cleaning

- Running safe water used for cleaning used utensils.
- Good quality detergents and disinfectants used.
- Clean used area thoroughly.
- Use clean washed cloth for drying.
- Garbage bin should be covered and cleaned at regular interval.
Ideal behaviour of a consumer

- Look for all the Food Safety Codes as already mentioned.
- Wash hands with soap and water (20 secs.) before eating.
- Use garbage bin to dispose off left over foods.
- Ensure good personal hygiene.
- Do not cough, sneeze or spit near food.
- Do not smoke, chew tobacco etc. near food area.
- Do not litter food.
- Do not touch mobile, money, purse or other open areas during eating.
The Consumer should know

• What to look for at different steps of food handling.
• What to do and how to behave.

Ensure that the food you eat is safe

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Yellow Series - Basics of Food Safety