Date: 04/04/2018

SOP for handling rapid alerts, rejections and complaints for APEDA products

Part-I Action by QC

1 Download; carry out preliminary assessment of each rapid alert, rejection and complaint and upload in RASFF software.

2 Send system generated show cause notice to concerned exporter, involved unit, pack house advising stop export of non complying products with a copy to product division to enable the exporter to upload explanation within 15 days.

3 Send system generated show cause notice to laboratory to stop sampling and analysis of concerned product to upload explanation within 10 days.

4 Assess explanation of laboratory. In the event of unsatisfactory report, action against laboratory including temporary suspension of lab for specific product under monitoring at first incidence.

5 Update final action taken against involved laboratory within 15 days of system generated show cause.

6 Inform to C&I to disable access of laboratory to system for specific product.

7 Update importing country's portal with a copy to DoC based on action taken updated by product division(s) against concerned exporter, involved unit, pack house and action taken against lab.

Part-II Action by Respective Product Division

(a) **On first rapid alert, rejection and complaint**:

8 Assess explanation of exporter, involved unit, packhouse for updating action taken report in RASFF software.

9 In the event of unsatisfactory explanation within specified period from date of system generated show cause and warning, initiate appropriate action against exporter, unit, packhouse which includes temporary suspension of exporter, unit, packhouse, refusal of RCAC, COE, suspension of recognition for specific product to specific market.

10 Update final conclusive action taken against exporter, involved unit, packhouse within 21 days of system generated show cause and warning in RASFF software.

11 In case exporter non-identifiable, not registered by APEDA, obtain offline feedback from concerned association and Regional Office within 21 days and update action taken in RASFF software.

(b) **On second rapid alert, rejection and complaint**:

12 Imposition of temporary suspension of exporter, unit, packhouse even on same date of same product of same exporter, involved unit, packhouse within 7 days of uploading in RASFF software until appropriate corrective action.

13 Decision on allowing exporter, unit, pack house to undertake export to other country whose standard is relaxed than the country that raised rapid alert, rejection and complaint.

14 Issuance of RCAC, COE and other certificate to the exporter and unit to other countries would be subject to ensuring that the rejected product shall not be re-routed, mixed in food chain and reshipped to the country and region whose standard was not met earlier.

15 Inform C&I to disable concerned exporter, unit, packhouse in system for specific country and region so that they are not able to create consignment.

16 Inform to Director, Enforcement, FSSAI wherever NOC issued for import of rejected consignment.

(c) **On third rapid alert, rejection and complaint onwards**:

17 Initiate suspension of RCMC of exporter and suspension of unit, pack house on third rapid alert even on same date of rejection and complaint of same product of the same exporter and unit.

18 Restore RCMC, unit, pack house registration after verifying satisfactory implementation of corrective action by the exporter, unit, pack house.

(d) **General:** Monthly review meeting is taken by CS and quarterly by JS, FTEU, DoC. EU issues RASFF on the basis of non compliances to food safety and maintains on weekly, monthly, quarterly, half yearly and calendar year basis hence same periodicity shall be maintained.

Impact table

No.	Impact	Action to be taken by
1	Addressing rapid alert, rejection and complaint on time	Product Division, QC, exporter, unit, packhouse & Lab
2	ATR status on each rapid alert, rejection & complaint	Product Division, C&I, QC
3	Visible action against regular violators (exporter/unit/lab)	Product divisions & QC
4	Flow of timely ATR to DoC & importing country	QC
5	Flow of information to FSSAI	Product Division
6	Verification of corrective action taken by Exporter, unit, pack house	Product Division
7	Verification of corrective action taken by laboratory	QC

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