**Procedure to be followed For Rapid Alert (RASFF) and Complaints**

**Exporters**

* 1. Within 7 days of receipt of rapid alert from IOPEPC, the exporter will be required to submit the following:

1. Copy of Certificate of Export
2. Copy of laboratory test report
3. Copy of health certificate
4. Lab Inspector’s sampling visit report
5. Lab Inspector’s Stuffing supervision report
6. Name and address of the unit from where the material has been sourced along with traceability details such as lot No., batch code, grade of raw material and finished product, source of raw material procured by the processing unit, date of entry of raw material into processing unit, date of processing and other such relevant details.
7. Status of the consignment post rapid alert.
   1. The exporter will be required to conduct root-cause analysis by one of the food safety consultants empanelled with the Council. The exporter will send a detailed report containing possible reasons for rapid alert, proposed corrective actions and measures to prevent the recurrence of the non-compliance. The fees for conducting root cause analysis will be paid by the exporter to the food safety consultant.
   2. The exporter will be required to submit root cause analysis report within 21 days from the receipt of rapid alert from IOPEPC. The exporter will also be required to submit evidence within 45 days (from the date of submission of root cause analysis report) showing that the proposed corrective action mentioned in the root cause analysis has been undertaken at the processing unit.
   3. In case of three rapid alerts, the following measures will be required to be undertaken:
8. In case the testing was done by the same laboratory, the exporter will have to change the laboratory (from the list authorised laboratories) for testing of next 10 consignments.
9. IOPEPC would appoint food safety consultant to conduct root cause analysis. The exporters would be required to pay the charges of the food safety consultant appointed by the Council for root cause analysis.
10. Representative of IOPEPC would also accompany during the root cause analysis. The expenditure on the visit of IOPEPC presented would be borne by the exporter at per actuals.
    1. IOPEPC shall conduct surprise check and verification of food safety system being practised at the processing unit/warehouse, control measures exercised by the processing unit at all stages of processing, Post-Harvest Handling procedure and transportation, including Good Handling Practices (GHP), sanitary controls, personal hygiene control, pest control, calibration, record keeping, Internal audits including primary production, training of employees, etc.

**Laboratory**

* 1. For each rapid alert communicated to the laboratory concerned, the laboratories will have to do the following:

1. Submit complete set of Test reports, details of the sampling and testing of the cargo on the rapid alert. This would include name of the sampling person, photographic evidence of sampling, name of the laboratory person who has conducted the testing of cargo, testing records and protocol details.
2. The control sample retained by the laboratory shall be sent to the Council. As and when felt necessary, this sample may be tested by another laboratory for the veracity of test results reported.
   1. The Council would conduct surprise sampling check at the place of sampling. The Council would also conduct inspection of laboratories as and when felt necessary.