

Government of Jammu & Kashmir
Office of the Commissioner Food & Drug Administration
Drugs & Food Control Organization, J&K
New Laboratory Complex, Dalgate, Srinagar

A D V I S O R Y

PROCUREMENT, STORAGE, USE & SALE OF MILK & MILK PRODUCTS

Milk and milk products are widely consumed by the general public and are extensively used in the preparation of meals, sweets, bakery products and various ready-to-eat food items served in hotels, restaurants, catering establishments, cafes, sweet shops, itinerant vendors and food vending establishments.

Besides adhering to the hygienic and sanitary practices in storing, selling and preparation of food as mandated under Schedule 4 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 and complying with the conditions of the license or registration, Food Business Operators (FBOs) are bound to exercise utmost due diligence while procuring, storing, using and serving milk and milk products and products prepared in their establishments, for informed choices of consumers.

However, it has come to the notice of the Department that in certain instances, milk products, particularly Paneer, Ghee and Khoa/Mawa, are being procured, supplied or used without proper disclosure of procurement chain, quality assurance and traceability. Such practices may pose a serious risk to public health and mislead consumers regarding the nature and quality of food being served.

Accordingly, all Food Business Operators, especially hotels, restaurants, catering establishments, cafes, sweet shops, tea stalls, itinerant vendors and food vending establishments, are hereby advised to follow the following guidelines:

Procurement: Products like Paneer, Chhana, Khoa/Mawa and other milk products should be procured only from Food Business Operators holding a valid FSSAI registration/license and a list of such vendors must be kept on record for ready reference.

Traceability and Quality: Food Business Operators should verify the quality, source, composition and labelling of milk products before procurement. Every procurement should invariably be supported by proper bills, invoices or cash memos (Form E, Form of

Guarantee) to ensure traceability and quality as well as for verification during inspections, surveillance and enforcement activities, as referenced under Clause 2.1.14(2) of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011.

Restrictions: Food Business Operators must ensure that milk and milk products used in their establishments are genuine and as per the quality demanded by the consumers. It is prohibited under Food Safety and Standards (Prohibition and Restrictions on sales) Regulations, 2011 to:

- a) Sell or serve milk which contains any added water.
- b) Sell dahi or curd not prepared from boiled, pasteurised or sterilized milk.
- c) Sell skimmed milk (fat abstracted) as milk.
- d) Milk or a milk product specified in Food Safety and Standards (Food Products Standards and Food Additives) regulations, 2011 containing a substance not found in milk, except as provided in the regulations.

Khoa/Mawa: Khoa/Mawa, by whatever regional or popular name sold, should conform to prescribed standards and should be free from added starch, added sugar or any non permitted substance as per Food Safety and Standards (Food Products Standards and Food Additives) Regulations, 2011.

Paneer and Chhana: Paneer and Chhana should conform to prescribed standards relating to moisture and milk fat content under the Food Safety and Standards (Food Products Standards and Food Additives) Regulations, 2011.

Low-Fat Variants: Low Fat Paneer and Low Fat Chhana should be sold only in sealed packages carrying the mandatory declaration: “LOW FAT PANEER” or “LOW FAT CHHANA” for consumers to make informed choices.

Packaging and Labelling Compliance: All pre packaged milk products should comply with the provisions of the Food Safety and Standards (Labelling and Display) Regulations, 2020 and other applicable regulations. Packaging material used for dairy products should be food grade, hygienic and tamper proof, preferably stainless steel and inert containers.

Menu Labelling / Notice Board: Every Food Business Operators involved in sale of cooked or prepared food must ensure that milk and milk products used in their establishments properly labelled and inform the consumers on the nature of product through:

- a) Menu Labelling, list of ingredients.
- b) Display of ingredients used in the preparation.
- c) Allergen warnings for information relating to allergens.
- d) Logo for vegetarian or non-vegetarian.

Food Safety Display Board: Every Food Business Operator shall display on all its premises, where food is stored, processed, distributed or sold, the FSSAI Registration/License No. as the case may be or Food Safety Display Board. FBOs dealing with prepared food viz. hotels, restaurants, catering establishments and *dhabas* shall ideally place Food Safety Display Board at prominent place for information of the consumers.

All concerned Food Business Operators, especially dealing with sale of milk and milk products and prepared food are advised to comply with the mandatory regulations of the FSS Act, 2006 and adhere to advice and guidance provided from time to time, in the interest of food safety, consumer protection and public health.

Consumers have right to demand safe and wholesome food in food establishments and outlets and are requested to read labels, display boards and to bring any concern related to the quality of the food into the notice of the department through Toll Free Number 104 and email cfsjandk.fnd@k.gov.in or at <https://foscoss.fssai.gov.in/consumergrievance> for redressal.

Sd/-

(Khalid Jahangir) JKAS
Commissioner,

Food & Drugs Administration, J&K.
Dated 13.06.2026

File No.:FADA-MISC/1/2026-05

Copy to the:

1. Commissioner/Secretary to the Government, H&MED, J&K, Srinagar for kind information.
2. Joint Director, Information & Public Relations, Jammu/Kashmir for information with the request to have the notice published in all the leading dailies of J&K, for at least 3 consecutive days for wider publicity.
3. Deputy Commissioner Food Safety Jammu/Kashmir, for information and followup. They are further requested to direct the enforcement staff working under their control to carrying out inspection of FBOs dealing in Milk & Milk Products on a wider scale in a systematic manner covering entire range of commonly consumed milk products and with regular frequency, as per carefully calibrated timings to create maximum impact.
4. Assistant Commissioner, (Designated Officer) Food Safety Districts (All), for information and necessary action.
5. Record file.



(Firdous A Ahmad)

Food Safety Officer Hqrs/State Nodal Officer
Food & Drugs Administration, J&K.