



**Milk Quality Survey 2016 : Feed  
back form for Food Safety Officers**

**Feedback Form**

*This document will assist FSSAI for mapping Sampling Procedures  
during MQS-2016*

## Introduction :

### Objective

To understand sampling procedures and protocol during Milk Quality Survey 2016.

**Name of Food Safety Officer:** \_\_\_\_\_

**Mobile Number:** \_\_\_\_\_

**Email id:** \_\_\_\_\_

**Location/City:** \_\_\_\_\_

**State:** \_\_\_\_\_

### Basic Understanding of sampling procedure

1. Are you satisfied with the details provided regarding the complete sampling procedures
  - a. Yes
  - b. No
  - c. Can't say

If the answer is b or c then answer 2 else go to question 3.

2. Where did you find difficulty in understanding the procedures ( you may tick on as many as you wish
  1. How to fill up the form
  2. How to identify the location from where the samples are to be drawn
  3. How to create code for each sample
  4. How to freeze the numbers of the samples to be drawn from each of the location
  5. What to do with the three copies of filled up forms ?
  6. Any other \_\_\_\_\_
  7. Sampling protocol on how to draw sample
  8. Procedure for how to cap and seal the bottle
  9. Procedure for how to write code on bottles
  10. Procedure on how to keep bottles with Ice in chilled condition
  11. Clarity on which laboratory the sample is to be given
  12. Procedure of deposing bottle at the notified laboratory and taking a receipt
  13. Any other \_\_\_\_\_

3. Please share your experience with the hardware supplied to you for sampling

a. Ice Box	Satisfied	Can't say	Not satisfied
b. Sampling bottles	Satisfied	Can't say	Not satisfied
c. Caps of the bottle	Satisfied	Can't say	Not satisfied
d. Permanent Marker	Satisfied	Can't say	Not satisfied

## Sampling Process

4. Did you collect required number of samples from specified locations as provided by FSSAI?

Yes                      No

In case of No go to question 5 else 6

5. Which of the specified location was difficult for sampling? ( you may tick on more than one)

- a. Organised Sector
- b. Milkman
- c. Dairy Shop
- d. Dairy farm
- e. Milk Mandi/whole sale market

6. What was the temperature state at which milk samples were collected?

- |                                 |         |               |         |
|---------------------------------|---------|---------------|---------|
| a. Organised                    | Chilled | Slightly cool | Ambient |
| b. Milk Man                     | Chilled | Slightly cool | Ambient |
| c. Dairy shop                   | Chilled | Slightly cool | Ambient |
| d. Dairy farm                   | Chilled | Slightly cool | Ambient |
| e. Milk Mandi/whole sale market | Chilled | Slightly cool | Ambient |

7. How was your experience in filling the milk pet bottles and sealing the cap?

Simple                      Slightly tedious                      Very tedious

8. How was the response of various stakeholder at the time of your sampling at various locations :

- |                                 |          |          |            |
|---------------------------------|----------|----------|------------|
| a. Organised                    | Friendly | Reserved | Unfriendly |
| b. Milk Man                     | Friendly | Reserved | Unfriendly |
| c. Dairy shop                   | Friendly | Reserved | Unfriendly |
| d. Dairy farm                   | Friendly | Reserved | Unfriendly |
| e. Milk Mandi/whole sale market | Friendly | Reserved | Unfriendly |

9. If answer to any of the category was reserved or unfriendly then how did you tackle that situation

- a. For Reserved behaviour \_\_\_\_\_
- b. For Unfriendly behavior \_\_\_\_\_

10. Did you get sufficient vendors/sample in quantity from all the locations?

Yes

No

If the answer is no then go to question 11 else 12

11. How did you manage your sample quantity

- a. You ensure atleast one bottle of sample
- b. You took whatever quantity he offered
- c. You did not take sample from that vendor but switched to other
- d. In case you did not find a vendor in a particular category then you took equivalent number of samples from other locations
- e. Any other \_\_\_\_\_

### Logistics and experience at Notified labs

12. How many samples you were able to collect during the day?

- a. Organised \_\_\_\_\_ Nos
- b. Milk Man \_\_\_\_\_ Nos
- c. Dairy shop \_\_\_\_\_ Nos
- d. Dairy farm \_\_\_\_\_ Nos
- e. Milk Mandi/whole sale market \_\_\_\_\_ Nos

13. How long you collected samples every day? \_\_\_\_\_ Hrs

14. How long you took to reach to the laboratory after collecting all the samples?  
\_\_\_\_\_ Hrs/Mts on an average

15. Weere you carrying sufficient Ice cubes/blocks with you? Yes No  
If the answer is yes then go to 16 else 17

16. Was it convenient to buy ice from the market? Yes No

17. How many people accompanied you for sampling? \_\_\_\_\_ Nos

18. How much did you pay on an average for each sample to the vendor ? \_\_\_\_\_ Rs/ltr

### Experience at Laboratory

19. Did you confirm your surveillance plan with the laboratory in advance? Yes No

20. Did you reach laboratory with samples at the tentative time being mentioned by you? Yes No  
( Please mention average time of the day when you reached the laboratory)

21. How were you received at the laboratory? a. Very well b. OK c. Not so warmly

22. Were the laboratory team ready to receive your samples as planned? Yes No

23. Were the samples in chilled condition at the time of handling over to the laboratory? Yes  
No
24. Were the code written on bottles intact at the time of hand over of the samples? Yes  
No
25. Were there some damaged samples/leaked bottles from the caps etc which you finally rejected at the time of hand over? Yes No
26. In case the answer is yes then how many of such cases happened with you in total  
\_\_\_\_\_
27. Any other experience which you would like to share so as to make this surveillance smoother and efficient in future  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Other: Data Points

28. What is the biggest hurdle in dairy industry? Probe on... Steps taken by dairy firm to tackle same?
29. What kind of support does a dairy firm expect from government?