



**National Consumer Helpline**  
Center for Consumer Studies  
Indian Institute of Public Administration  
New Delhi - 110 002



राष्ट्रीय उपभोक्ता हेल्पलाइन  
उपभोक्ता अध्ययन केंद्र, भारतीय लोकप्रशासन संस्थान  
नई दिल्ली-110 002

CD/NCH/F-16/93  
Dated: 22/06/2017

**Sub: Serving of Food in Melamine ware at Food Outlets / Catering Services**

Dear Sir,

We would like to bring to your notice that food served at hotels/restaurants or by caterers are in melamine-ware, and the safety of food contact materials is a matter of public concern. Tableware products made of melamine-formaldehyde resins, generally described as melamine-ware, are widely used at food outlets & catering services due to their strong durability, good chemical and heat resistance and low cost. To ensure that the melamine-ware is safe to serve food, a specific regulation governing the safety of melamine tableware used in serving food is the need of the hour.

As per the guidelines provided by NSF (NSF International, America) Certified Melamine ware ([www.get-melamine.com](http://www.get-melamine.com)) the practices to be followed while handling melamine crockery are as follows:

1. Handle melamine ware like any fine dinnerware or according to product instructions. To avoid chipping and scratching, do not strike melamine ware with or on any hard surface while attempting to remove excess food.
2. Clean melamine ware as soon as possible to avoid destaining procedures and protein build-up.
3. To prevent staining and to maintain luster, it is recommended to periodically presoak melamine products before dishwashing.
4. Use Sponges or woven plastic pads for cleaning.
5. If using dishwasher do not overload your dishwasher rack to prevent chipping and scratching.
6. Immediately remove any damaged or chipped melamine ware from operational use.
7. Use oil based lubricant to remove sticker residue.
8. To avoid cracking and blistering from heat, do not use melamine ware in oven or microwaves or for heating or cooking food.
9. Do not use melamine-ware to hold hot oil, deep-fried foods, or store highly acidic foods.
10. Melamine ware is recommended for serving food.
11. Procure melamine-ware from reliable manufacturers and suppliers and use melamine-ware of suitable quality to serve food to customers.

D  
23.6.17