

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 3398
TO BE ANSWERED ON 01.04.2025

COMPLAINTS REGARDING FOOD QUALITY IN ONLINE FOOD DELIVERY APPS

3398. SHRI A. A. RAHIM

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the total number of complaints regarding food quality, adulteration, and hygiene violations in online food delivery apps in the last five years, year-wise;
- (b) the number of cases where action was taken, including penalties imposed and licenses revoked, year-wise;
- (c) whether Government has conducted inspections or quality assessments of food sold via online platforms, and the findings thereof;
- (d) whether consumer grievance redressal mechanisms on food delivery apps remain ineffective, and the corrective steps taken; and
- (e) the details of regulatory measures or policies proposed to ensure food safety in online deliveries?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a) to (e) : Food Safety and Standards Act 2006 and Rules and Regulations framed thereunder lay down the quality and safety standards for various articles of food. The issues related to food safety, adulteration, labelling violations, Quality control, inspections and penalties for violation of Food Safety and Standards Act 2006, Rules and Regulations are dealt by Food Safety and Standards Authority of India (FSSAI) under the administrative control of the Ministry of Health and Family Welfare. Implementation and enforcement of these standards primarily lies with the State/UT Governments.

In order to ensure the above, FSSAI undertakes regular surveillance, monitoring, inspection and random sampling of food products from manufacturers/sellers, hotels and restaurant etc. sold online through e-commerce platforms, throughout the year. The details of the total number of consumer grievances registered against online food delivery apps in the last five years, year-wise is at **Annexure-I** and the details of number of cases where licenses were cancelled and suspended and details of penalties imposed in the civil cases in the last four years is at **Annexure-II**.

FSSAI also has a robust mechanism for handling consumer complaints/concerns. The complaints of consumers received in FSSAI are mainly related with various food safety issues related to adulterated food, unsafe food, substandard food, labelling defects in food and misleading claims & advertisements etc. through various channels such as Web portal and Mobile App, FSSAI Helpline, Twitter, Facebook and are directed into a single portal i.e. Food Safety Connect Portal which is the part of the online Food Safety Compliance System (FoSCoS).

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country wherein all grievances including grievances against online food delivery apps are redressed at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages through a toll-free number 1915, WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app.

To safeguard the interests of consumers from unfair trade practices in e-commerce, the Department of Consumer Affairs has notified the Consumer Protection (E-commerce) Rules, 2020 under the provisions of the Consumer Protection Act, 2019. These rules, inter-alia, outline the responsibilities of e-commerce entities and specify the liabilities of marketplace and inventory e-commerce entities, including provisions for consumer grievance redressal.

The Department of Consumer Affairs, in consultation with all the stakeholders, has finalized a “safety Pledge” which is a voluntary public commitment of e-Commerce platforms to ensure the safety of goods sold online and respect the consumer rights. Aligned with global best practices, this initiative strengthens consumer protection in the e-Commerce. On the National Consumer Day 2024, 13 major e-Commerce companies including food aggregators like Zomato and Swiggy signed the Safety Pledge for ensuring consumer safety.

E-commerce websites are mandated to ensure proper disclosure of essential information under the Legal Metrology (Packaged Commodities) Rules, 2011. This includes the name and address of the manufacturer, packer, or importer, along with the name of the country of origin, to maintain transparency for consumers. Additionally, the common or generic name of the commodity, its net quantity and MRP must be clearly displayed. For products with a limited shelf life, the ‘best before’ or ‘use by’ date, month, and year must be mentioned to ensure consumer safety. These mandatory declarations promote fair trade practices, prevent misleading information, and strengthen consumer protection in the digital marketplace.

The Department of Consumer Affairs is actively enforcing the Legal Metrology Act, 2009 to ensure fair trade practices and protect consumer rights. A total of 821 cases have been booked for violations under the Legal Metrology Act, 2009 and the Legal Metrology (Packaged Commodities) Rules, 2011. As per the provisions of the Act and Rules cases are compounded by paying the compounding fees to the Government.

ANNEXURE-I

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (e) OF RAJYA SABHA UNSTARRED QUESTION NO.3398 FOR 01.04.2025 REGARDING “COMPLAINTS REGARDING FOOD QUALITY IN ONLINE FOOD DELIVERY APPS”.

Details of total number of consumer grievances registered with FSSAI against online food delivery apps in the last five years, year-wise:

Year	No. of grievances received
2020-21	805
2021-22	3726
2022-23	4321
2023-24	4708
2024-25	7482
Total	21042

ANNEXURE-II

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (e) OF RAJYA SABHA UNSTARRED QUESTION NO.3398 FOR 01.04.2025 REGARDING “COMPLAINTS REGARDING FOOD QUALITY IN ONLINE FOOD DELIVERY APPS”.

Details of number of cases where licenses were cancelled & suspended and details of penalties imposed in the civil cases in the last four years by FSSAI.

Year	License Cancelled	License Suspended	Penalties imposed (Rs. in Crore)
2020-21	164	72	49.92
2021-22	266	158	53.40
2022-23	566	307	33.23
2023-24	502	316	74.12
