

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1875
TO BE ANSWERED ON 5TH AUGUST, 2025**

**COMPLIANCE WITH FOOD SAFETY AND HYGIENE STANDARDS BY ONLINE
FOOD AGGREGATORS**

1875 SHRI KARTIKEYA SHARMA:

Will the **Minister of HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) the measures taken by Food Safety and Standards Authority of India (FSSAI) to ensure compliance with food safety and hygiene standards by online food aggregators and cloud kitchens operating through digital platforms;
- (b) whether regular inspections, quality audits or mandatory registration mechanisms are in place for such vendors, and if so, the details thereof;
- (c) the grievance redressal mechanism available to consumers for reporting food safety violations on aggregator platforms; and
- (d) the number of complaints received and action taken against non-compliant aggregators or vendors including penalties imposed or licences cancelled in the last three years, Statewise, if so, the details thereof?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a): Food Safety and Standards Authority of India (FSSAI) has specified procedures for the licensing and registration of e-commerce business operators, which details their responsibilities to regulate the food delivery services operating through digital platforms.

From time to time FSSAI issues Orders and Advisories to guide the food business operators. FSSAI has also issued directions to States/UTs to conduct inspections of warehousing facilities owned or utilized by E-commerce FBOs.

(b): FSSAI, through the Central and the State machinery (State Food Safety Authorities), undertakes regular surveillance, monitoring, inspection, and random sampling of food products,

including those sold online through E-commerce platforms throughout the year. In case of non-conformity found, measures are taken as per FSS Act and Rules & Regulations made thereunder, including issuance of improvement notices, suspension of operations, penalties etc.

(c) & (d): Consumers can report food safety violations through multiple channels, including:

- FSSAI's toll-free helpline number 1800-11-2100
- 'Food Safety Connect' Mobile App
- Through the FoSCoS website with the link: <https://foscos.fssai.gov.in/consumergrievance/>
- Consumer grievance portals of the respective aggregator platforms

As per sub-regulation 5.8 of the FSS (Labelling and Display) Regulations, 2020, Food Business Operators shall provide Consumer Care details as provided in the Legal Metrology Act, 2009 (1 of 2010) and the Rules made thereunder.

In the event of non-compliances being found, measures are taken as per the FSS Act and Rules & Regulations made thereunder, including the issuance of improvement notices, suspension of operations, and penalties. Details of enforcement activities undertaken in the past 3 years is tabulated below:-

| Details of Enforcement for last 3 Years | | | |
|---|-------------------------|-------------------------------------|-----------------------|
| F.Y. | No. of Samples Analysed | No. of Samples found non-conforming | No. of Cases Launched |
| 2024-25 | 1,94,757 | 34,388 | 31,407 |
| 2023-24 | 1,70,513 | 33,808 | 30,747 |
| 2022-23 | 1,77,511 | 44,626 | 29,652 |
