

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE
RAJYA SABHA**

**UNSTARRED QUESTION NO. 707.
TO BE ANSWERED ON FRIDAY, THE 25TH JULY, 2025.**

**VIOLATION OF HYGIENE, LICENSING AND FSSAI NORMS BY QUICK
COMMERCE PLATFORMS**

707. SHRI IMRAN PRATAPGARHI:

Will the Minister of **Commerce and Industry** be pleased to state:

- (a) whether Government is aware that several dark stores operated by Quick Commerce platforms have been flagged by State authorities for violating hygiene, licensing and FSSAI norms;
- (b) whether action has been taken against outlets in cities like Pune, Gurugram and Bengaluru, operating without proper food business licenses;
- (c) whether the Ministry has held meetings with such platforms to ensure compliance;
- (d) whether inter-agency coordination with DPIIT, FSSAI and State FDAs has been initiated to standardise dark store regulations; and
- (e) whether the broader impact on health, competition and zoning laws has been assessed?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE & INDUSTRY
(SHRI JITIN PRASADA)**

- (a) to (e):** To regulate online marketing companies engaged in selling food items, Food Safety and Standards Authority of India (FSSAI), in 2018, specified procedures for the licensing and registration of e-commerce business operators along with their responsibilities. Accordingly, E-commerce Food Business Operators (FBOs) are required to ensure that all listed sellers are licensed/registered, provide mandatory food information (including principal display panel), and de-list non-compliant products etc.

In FY 2024-25, a total of 8143 inspections of storage facilities (including those storage facilities operated by e-commerce food businesses) have been conducted wherein 526 storage facilities were found non-compliant and improvement notices were issued accordingly.

In last two years, FSSAI has conducted 5 meetings with E-commerce food business operators wherein regulatory expectations such as training of delivery personnel, product labelling, traceability of warehouses and complaint handling were discussed.

FSSAI regularly takes up the compliance and enforcement issues with Commissioners of Food Safety of all States/UTs regularly through its Central Advisory Committee meetings which generally meets once in 3 months.

The Competition Act, 2002 ('the Act') was enacted to prevent practices having adverse effects on competition, to promote and sustain competition in markets, to protect interests of consumers and to ensure freedom of trade carried on by other participants in markets. The Act prohibits anti-competitive agreements (Section 3), abuse of dominant position (Section 4) and provides for regulation of combinations i.e., mergers and acquisitions (Sections 5 & 6). The Competition Commission of India (CCI) has been established under the Act to enforce these provisions and empowers CCI to issue appropriate remedies for such anti-competitive behaviour. Since its inception, CCI has been enforcing the Act and promoting fair competition in the markets. It has issued various decisions and orders against firms that have violated the provisions of the Act and has imposed penalties and issued other remedies on firms engaging in anti-competitive conduct.
