

GOVERNMENT OF INDIA
MINISTRY OF FOOD PROCESSING INDUSTRIES
LOK SABHA
UNSTARRED QUESTION No. 4599
TO BE ANSWERED ON 27TH MARCH, 2025

FOOD SAFETY STANDARD

4599. SHRI CHARANJIT SINGH CHANNI:

Will the Minister of **FOOD PROCESSING INDUSTRIES** be pleased to state:

- (a) whether the Government is aware of the violations of food safety standards in e-commerce platforms and departmental stores, particularly the sale of near-expiry food products and if so, the number of complaints received during the last three years and the current year;
- (b) whether the Government plans to regulate the sale of near-expiry food products at discounted prices by online and offline retailers and if so, the measures taken by the Government in this regard;
- (c) whether the Government has taken any steps to monitor and prevent the sale of expired or near-expiry food items and if so, the punitive actions taken by the Government; and
- (d) whether the Government intends to issue stricter guidelines for e-commerce platforms and departmental stores to ensure food safety and if so, the manner in which the enforcement would be ensured?

ANSWER

THE MINISTER OF STATE FOR FOOD PROCESSING INDUSTRIES
(SHRI RAVNEET SINGH)

(a): Food Safety and Standards Authority of India (FSSAI) was established under Ministry of Health and Family Welfare as per provisions contained in the Food Safety and Standards Act 2006 (i.e. **FSS Act 2006**) and it has been mandated for laying down science based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption.

The details of the complaints received by FSSAI w.r.t e-commerce platforms (including those related to products sold near expiry date), as on 21.03.2025, are given as under:

FY	Grievances Received	Grievances Resolved
2020-2021	102	93
2021-2022	498	455
2022-2023	714	621
2023-2024	919	648
2024-2025	1379	707
Total	3612	2524

(b) to (d): FSSAI has taken the following steps to regulate/monitor and prevent the sale of expired or near-expiry food products:

- i. Issued the guidelines for operations of e-commerce Food Business Operators (FBOs) on various Regulatory Requirements.
- ii. Notified Food Safety and Standards (Licensing and Registration of Food Business) Amendment Regulations, 2020 for the Licensing and Registration of E-Commerce Food Business Operator.
- iii. Issued advisories for e-commerce FBOs. Advisory dated 03.12.2024, which inter alia highlight the following need for e-commerce FBOs to prioritize -
 - a. The training of last mile delivery personnel.
 - b. product claims made on e-commerce platforms must be fully aligned with the information provided on the product's physical label.
 - c. ensure that food products being delivered have sufficient remaining shelf life (min 30% or 45 days before expiry), and
 - d. display of FSSAI license/registration number of sellers by the FBO.
- iv. FSSAI undertakes regular surveillance, monitoring, inspection and random sampling of food products from manufacturers/sellers and the food products sold online through e-commerce platforms, throughout the year. In case of non-conformity found, the correction measures are taken as per FSS Act 2006 and the Rules & Regulations made thereunder.
