

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

**LOK SABHA
UNSTARRED QUESTION NO. 2074
TO BE ANSWERED ON 31TH JULY, 2026**

**SALE OF UNSAFE FOOD PRODUCTS THROUGH ONLINE DELIVERY
PLATFORMS**

**2074. SHRI KISHORI LAL:
PROF. SOUGATA RAY:**

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

- (a) whether the Food Safety and Standards Authority of India (FSSAI) has recently issued notices to any company following consumer complaints regarding the supply of spoiled, expired, rotten and contaminated food products through its platform and if so, the details thereof;
- (b) whether FSSAI has sought an action taken report from the company and if so, the corrective measures proposed or undertaken by the Government in this regard;
- (c) whether similar complaints have been received against other quick-commerce and e-commerce grocery platforms during the last three years, if so, the details thereof, year and platform-wise along with the action taken by the Government in each case; and
- (d) the steps being taken by the Government to strengthen food safety compliance, warehouse inspections, traceability and accountability among online food and grocery delivery platforms so as to protect consumers from unsafe food products?

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

(a) to (d): Food Safety and Standards Authority of India (FSSAI) is mandated to lay 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 implementation and enforcement of the Food Safety and Standards (FSS) Act, 2006 is a shared responsibility between the Central and State Governments.

FSSAI vide advisories dated 3rd December 2024 & 23rd July 2026 had directed all e-commerce FBOs for strict compliance with the labelling and display requirements prescribed under the Food Safety and Standards Act, 2006 and the rules and regulations made thereunder. In addition, FSSAI has taken cognizance of multiple consumer complaints regarding the

delivery of allegedly spoiled, expired, rotten and contaminated food products through e-commerce platforms. Accordingly, notices have been issued to various e-commerce platforms directing them to take necessary corrective and compliance measures.

To regulate online marketing companies engaged in selling food items, FSSAI has specified procedures for the licensing and registration of e-commerce business operators along with their responsibilities. Accordingly, e-commerce FBOs are required that all listed sellers are licensed/registered, provide mandatory food labelling, minimum shelf life, train delivery personnel, avoid misleading claims and delist non-compliant products. Additionally, they must also maintain hygiene standards, facilitate sampling and promptly address consumer complaints.

FSSAI has also specified General Hygienic and Sanitary Practices to be followed by Licensed/Registered FBOs under Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 which is applicable to food businesses involved in storage activity. Based on the same, detailed inspection checklist has also been specified and made available on FSSAI website <https://fssai.gov.in/cms/inspection-matrices.php> which are used by food safety officers for compliance verification.
