

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

**LOK SABHA
UNSTARRED QUESTION NO. 1094
TO BE ANSWERED ON 08TH FEBRUARY, 2019**

ONLINE SALE OF FOOD

1094. SHRI DUSHYANT CHAUTALA:

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

- (a) whether the Government has received complaints regarding poor quality of food sold online and if so, the details thereof;
- (b) whether there are guidelines/ monitoring system to check the quality of food sold online and if so, the details thereof; and
- (c) the steps taken by the Government to ensure the quality of food sold online?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

(a): Instances of poor quality food being sold online have come to the notice of Food Safety and Standards Authority of India (FSSAI). In this regard, FSSAI, in the month of July, 2018, directed e-commerce companies who are involved in the food business as aggregator or facilitator or as a direct dealer, to implement the guidelines of e-commerce Food Business Operators (FBOs) and delist the FBOs that are not having license or registration under the Food Safety and Standards (FSS) Act, 2006.

(b) & (c): FSSAI has formulated guidelines for operations of e-Commerce Food Business Operators and the same have been incorporated in Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 through an amendment. These regulations provide for mandatory licence/registration of the e-Commerce food business operators and lay down various responsibilities of such entities with the objective of ensuring that food sold through online platforms is safe. The said amendment regulation has been operationalised on 15.2.2018 and is available on the website of FSSAI.

The liability of FBOs handling consumer complaints and the responsibility of e-Commerce FBOs towards recall are also provided in the guidelines for operations of e-Commerce Food Business Operators.

As the implementation and enforcement of FSS Act, 2006, Rules and Regulations made thereunder primarily rests with State/UT Governments, the Commissioner of Food Safety of all states/UTs have also been asked to take necessary action to ensure that FBOs selling food online also obtain license /registration, as the case may be, under Section 31 of the Act.

Regular surveillance, monitoring, inspection and random sampling of food products are being carried out by the officials of Food Safety Departments of the respective States/UTs to check compliance of the standards laid down under FSS Act, 2006 and Rules, Regulations made thereunder. In cases where the food samples are found to be non-conforming, penal action is initiated against the defaulting Food Business Operators as per provisions of the Act.