

FSSAI asks Zomato to get food safety licence to continue operations

The Food Safety and Standards Authority of India (FSSAI) has issued a notice to online food delivery firm Zomato asking it to get a food safety licence for their operations. Citing section 31 of The Food Safety and Standards Act, 2006, FSSAI said no person or firm can carry out any food business without licence. The autonomous body further said even though the firm does not make food its accountable for the safety of food products.

Zomato has also been asked to provide lists of the food manufacturers and medical certificates of all the employees along with their FSSAI licences and registration numbers. FSSAI has given a week time to Zomato to file a response. A decade-old venture is a full-stack food platform that lets users discover restaurants, make a table reservation and facilitate on-demand delivery. For restaurants – it helps in sourcing grocery, fruits & vegetables, logistics, and driving footfalls (via subscription such as Zomato Gold). Earlier, FSSAI CEO had announced some new guidelines under which even food delivery chains need to procure relevant licences. This is to ensure that last-mile delivery is undertaken safely by trained personnel and the safety of food products is not compromised at the time of delivery.

Recently, Zomato introduced Review Bounty Programme (RBP) to weed out fake reviews and bar abusing restaurants and reviewers. It already removed around 300 users on the pretext of illegal and unethical practices.