

FSSAI reinforces stringent food safety norms for e-commerce platforms

In a decisive move to tighten food safety standards across the growing e-commerce sector, G. Kamala Vardhana Rao, CEO of the Food Safety and Standards Authority of India (FSSAI), has issued a stern warning to leading online food platforms: any non-compliance with food safety protocols will be met with serious consequences.

In a high-level meeting held at FSSAI headquarters in New Delhi on Tuesday, over 70 representatives from major e-commerce companies gathered to deliberate on strategies for strengthening food safety and hygiene across the digital food supply chain.

Key Directives Issued to E-Commerce Platforms

During the meeting, Rao emphasized the critical importance of maintaining stringent food safety protocols amid the rapid expansion of online food commerce in India. The FSSAI outlined clear directives to e-commerce platforms:

- **Mandatory Display of FSSAI License Numbers:** All platforms must prominently display their FSSAI License/Registration numbers on receipts, invoices, and cash memos issued to customers.
- **Consumer Awareness Measures:** Information about the Food Safety Connect App must be included on all consumer-facing documents.
- **Transparency in Supply Chain:** E-commerce platforms are required to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal.
- **Visibility of Expiry Dates:** The feasibility of displaying “Date of Expiry” or “Use By” information at the consumer interface was also discussed to ensure transparency at the point of purchase.

- **Strict Hygiene Protocols:** Warehouses and storage units must comply with FSSAI-mandated hygiene standards. Photographic evidence of compliance must be uploaded regularly on the FoSCoS portal.
- **Mandatory Food Safety Training:** All food handlers—including those employed by or working with e-commerce platforms—must undergo compulsory FoSTaC (Food Safety Training and Certification). Companies are required to submit training schedules and compliance timelines to the FSSAI.
- **Licensing and SOP Compliance:** All warehouses involved in food operations must be registered or licensed under FSSAI guidelines. Platforms must adhere to all Standard Operating Procedures (SOPs) as defined under the FSS Act.
- **Data Sharing for Monitoring:** Platforms must share relevant data on warehouses, food handlers, and other critical components of their operations to aid in transparency and regulatory oversight.

Shared Responsibility for Consumer Safety

Rao reiterated that food safety is a shared responsibility—extending from food manufacturers to the last-mile delivery agents. The FSSAI is adopting a collaborative approach and expects full cooperation from all stakeholders to ensure that food delivered through e-commerce channels meets the highest standards of safety and hygiene.

Upholding Trust in the Digital Age

This proactive engagement underscores FSSAI's firm commitment to protecting consumer health, regardless of whether food is purchased in a traditional store or through an app. As digital food delivery continues to transform India's consumption patterns, FSSAI's stringent oversight ensures that public trust in the system remains intact.

This landmark meeting signals a new era of accountability and collaboration in India's online food ecosystem and reaffirms FSSAI's mission to make safe, hygienic food a non-negotiable standard for every Indian consumer.