

Online food delivery apps told to de-list restaurants without licences

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FOR REPRESENTATIONAL PURPOSE

FSSAI says 30-40% of restaurants listed with apps like Swiggy, Zomato lack permits.

#NEW DELHI The food you are ordering through online delivery apps may not be always safe or hygienic.

A recent review conducted by the Food Safety and Standards Authority of India (FSSAI) has revealed that 30-40 per cent of the restaurants and hotels listed on online food aggregators are not registered. Ten e-commerce food platforms — Box8, Faasos, FoodCloud, Foodmingo, Foodpanda, JusFood, LimeTray, Swiggy, UberEats and Zomato — reported lack of compliance by over one-third of the restaurants and hotels listed with them after the FSSAI sent them queries.

According to FSSAI officials, smaller restaurants apply for registration, while bigger ones have to get licences.

“In July, we directed leading delivery platforms like Swiggy, Zomato, Foodpanda,

UberEats and others to delist food businesses that don't have our licences by July 31 after receiving complaints from consumers," said an official spokesperson. "We learnt that more than 30-40 per cent of listed food businesses by these e-commerce aggregators are unlicensed or unregistered. In many cases, listed food businesses recently applied for FSSAI permits," the official added.

FSSAI has given two weeks to the food aggregators to submit an action plan to de-list the unlicensed businesses. "This is part of a special drive to bring in all food businesses under the FSSAI licensing regime. We have also appealed to the aggregators to use their resources in training and capacity building of restaurants rather than focusing only on deep discounts," said Pawan Agarwal, CEO, FSSAI.