

Media Compendium

**FSSAI warns stringent action against
e-commerce platforms**



#FSSAIinAction

FSSAI warns e-commerce platforms over food safety lapses

TNN / Jul 09, 2025, 02:57 IST



MUMBAI: Food regulator FSSAI warned e-commerce platforms of "severe action" if they fail to comply with food safety protocols. In a meeting on Tuesday with companies, CEO G Kamala Vardhana Rao directed platforms to share data pertaining to their warehouses, food handlers, and other relevant information with the authority to ensure transparency and compliance. They were also asked to "prominently display" their FSSAI licence number on every receipt, invoice, and cash memo provided to consumers."The focus of the meeting was to strengthen food safety and hygiene practices throughout the entire e-commerce food supply chain. A key emphasis was also placed on the necessity for e-commerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS (Food Safety Compliance System) portal," FSSAI said in a statement. The possibility of displaying the date of expiry/use by for food products at the consumer interface was also discussed. The development comes at a time when quick commerce platforms have come under scrutiny over food safety violations. Last month, the [Maharashtra](#) Food & Drug Administration (FDA) department suspended food business licenses of Zepto's Dharavi dark store and another managed by Blinkit in Pune's Balewadi area over food safety lapses and regulatory non-compliance. The licences were reinstated following inspection by authorities and adherence to compliance by the platforms. Several brands have started tightening their terms of contract with platforms and are renegotiating clauses related to storage, handling, and hygiene with them following the instances, TOI had reported.

Business Standard

FSSAI warns e-comm players against non-compliance with food safety norms

The warning was given at a meeting chaired by the FSSAI CEO G Kamala Vardhana Rao with more than 70 representatives of leading e-commerce platforms

Jul 08 2025 | 9:15 PM IST



The regulator asked them to display information regarding the Food Safety Connect app on all consumer-facing documents

Food Safety and Standards Authority of India (FSSAI) on Tuesday warned e-commerce platforms of severe action if they fail to comply with food safety protocols, according to a report by Press Trust of India (PTI).

The warning was given at a meeting chaired by FSSAI Chief Executive Officer (CEO) G Kamala Vardhana Rao, with more than 70 representatives of leading e-commerce platforms. The focus of the meeting was to strengthen food safety and hygiene practices throughout the e-commerce food supply chain.

Strict action

According to a statement, FSSAI's CEO told representatives of leading e-commerce platforms that "any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action".

He highlighted the importance of food safety in the rapidly expanding e-commerce marketplace.

Licence numbers on every receipt

Rao directed "all e-commerce entities to prominently display their FSSAI licence/registration numbers on every receipt, invoice, and cash memo provided to consumers".

The regulator asked them to display information regarding the Food Safety Connect app on all consumer-facing documents.

E-commerce entities were told to disclose details of all warehouses and storage facilities linked to their operations on the FoSCoS (Food Safety Compliance System) portal.

The possibility of displaying the "Date of Expiry/Use By" for food products at the consumer interface was also discussed.

Rao instructed all e-commerce platforms to maintain strict adherence to hygiene and food safety protocols across all their warehouses and storage facilities.

Training in hygiene

All food handlers involved in the process, including e-commerce personnel, must undergo compulsory FSSAI FoSTaC (Food Safety Training & Certification) training in hygiene protocols. Platforms are required to share their training plans and timelines with the FSSAI.

The regulator asked platforms to follow all standard operating procedures (SOPs) and rules stipulated under the FSS Act. All warehouses associated with e-commerce operations should be registered or licensed by the FSSAI.

E-commerce platforms were directed to share data pertaining to their warehouses, food handlers, and other relevant information with the FSSAI.

Raids on dark stores

Earlier in June, the Maharashtra Food and Drug Administration (FDA) conducted raids on the dark stores of quick-commerce player Zepto in Mumbai's Dharavi and suspended its licence, citing "serious food safety violations".

Similarly, a Blinkit dark store in Pune's Baner-Balewadi area was suspended for allegedly operating without a valid licence.

FSSAI warns e-commerce, quick commerce platform against flouting food safety norms

E-commerce platforms were also directed to share data pertaining to their warehouses, food handlers and other relevant information with FSSAI

By Meenakshi Verma Ambwani

Updated - July 08, 2025 at 09:28 PM.

| New Delhi



The Food Safety and Standards of India (FSSAI) in a meeting on Tuesday warned e-commerce and quick commerce platforms against flouting food safety and hygiene norms, failing which stringent action will be taken. E-commerce platforms were also directed to share data pertaining to their warehouses, food handlers and other relevant information with the FSSAI, in a bid to ensure enhanced transparency and compliance.

This comes after instances of lack of hygiene by the platforms has been flagged and some State governments have also taken action against certain quick commerce entities.

The meeting was attended by over 70 representatives of the quick commerce and e-commerce companies. Emphasising that food safety is of paramount importance, FSSAI CEO G Kamala Vardhana Rao told the representatives that any non-compliance with food safety protocols “will be viewed with utmost seriousness and potentially lead to severe action.” He underscored the critical importance of food safety in the rapidly expanding online marketplace.

“The focus of the meeting was to strengthen food safety and hygiene practices throughout the entire e-commerce food supply chain,” an official statement added.

During the deliberations, the officials directed all e-commerce entities to ensure their FSSAI license or registration numbers are prominently displayed on every receipt, invoice, and cash memo provided to consumers. “A key emphasis was also placed on the necessity for e-commerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal. The possibility of displaying the “date of expiry/use by” for food products at the consumer interface was also discussed,” the Food Safety Authority’s official statement noted.

Compulsory training

The Authority also directed e-commerce platforms to maintain strict adherence to hygiene and food safety protocols across their supply chain including warehouses and storage facilities. It has also asked the players to ensure that photographs of these facilities are regularly uploaded to the FoSCoS portal. “It was also mandated that all food handlers involved in the process, including e-commerce personnel, must undergo compulsory FSSAI FoSTaC (Food Safety Training & Certification) training in hygiene protocols. Platforms are required to share their training plans and timelines with FSSAI,” the statement added.

FSSAI officials also asked platforms to “meticulously” follow all Standard Operating Procedures (SOPs) and rules stipulated under the FSS Act. They also stressed that all warehouses associated with e-commerce operations must be duly registered or licensed. “E-commerce platforms were directed to share data pertaining to their

warehouses, food handlers, and other relevant information with the FSSAI, thereby ensuring enhanced transparency and compliance.

The FSSAI emphasised that every entity involved in the supply chain, from manufacturing to home delivery, is liable for compliance.

Published on July 8, 2025

FSSAI warns stringent action against e-commerce platforms violating food safety protocols

A key emphasis was also placed on the necessity for e-commerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal.

09 Jul 2025, 12:00 am



NEW DELHI: The FSSAI on Tuesday warned all e-commerce platforms to ensure stringent food safety and hygiene protocols or face action.

The warning was issued at a meeting chaired by Food Safety and Standards Authority of India (FSSAI) Chief Executive Officer (CEO) G Kamala Vardhana Rao.

The meeting, which was held to strengthen food safety and hygiene practices throughout the e-commerce food supply chain, was attended by more than 70 representatives of leading e-commerce platforms.

Emphasising that food safety is of paramount importance, the CEO told the representatives of these platforms that any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action.

He also underscored the critical importance of food safety in the rapidly expanding e-commerce marketplace.

During the deliberations, the CEO issued several crucial directives to the e-commerce platforms.

He directed them to prominently display their FSSAI License/Registration numbers on every receipt, invoice, and cash memo provided to consumers. They were also asked to display information regarding the Food Safety Connect App on all consumer facing documents.

A key emphasis was also placed on the necessity for e-commerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal.

The possibility of displaying the "Date of Expiry/Use By" for food products at the consumer interface was also discussed.

The CEO also instructed all e-commerce platforms to maintain strict adherence to hygiene and food safety protocols across all their warehouses and storage facilities, ensuring that photographs of these facilities are regularly uploaded to the FoSCoS portal.

It was further mandated that all food handlers involved in the process, including e-commerce personnel, must undergo compulsory FSSAI FoSTaC (Food Safety Training & Certification) training in hygiene protocols.

Platforms are required to share their training plans and timelines with FSSAI.

They are also expected to meticulously follow all Standard Operating Procedures (SOPs) and rules stipulated under the FSS Act.

The necessity for all warehouses associated with e-commerce operations to be duly registered or licensed by FSSAI was strongly reiterated. Additionally, e-commerce platforms were directed to share data pertaining to their warehouses, food handlers, and other relevant information with the FSSAI, thereby ensuring enhanced transparency and compliance.

"The FSSAI emphasised that food safety is a collective responsibility, and every entity involved in the supply chain, from manufacturing to home delivery, is liable for compliance. A collaborative approach is essential to ensure the entire process is extremely safe for consumers," a statement said.

"The FSSAI remains steadfast in its commitment to guaranteeing that consumers receive safe and healthy food products, irrespective of whether their purchases are made through traditional retail channels or modern e-commerce platforms," it added.

"This significant meeting marks FSSAI's proactive and decisive approach to regulating the dynamic landscape of food delivery, ensuring that all e-commerce players uphold the highest standards of food safety for the well-being and trust of Indian consumers," the statement further said.

ऑनलाइन खाना बेचने से पहले जान लें ये FSSAI की 8 बातें!

Written By: [ज़ीबिज़ वेब टीम](#) Updated: Wed, Jul 09, 2025 06:52 PM IST

FSSAI NEW RULES: अब ऑनलाइन खाना बेचने वालों की जिम्मेदारी बढ़ गई है. FSSAI ने नए नियम लागू किए हैं, जिसमें हर food delivery कंपनी को अब FSSAI नंबर रसीद पर देना होगा, स्टोरेज की तस्वीरें अपलोड करनी होंगी, और delivery staff को training देनी होगी. हर स्टेप पर साफ-सफाई और सेफ्टी जरूरी हो गई है. बिना लाइसेंस warehouses पर कार्टवाई हो सकती है. अब खाने की सफाई सिर्फ रेस्टोरेंट की नहीं, पूरी सप्लाई चेन की जिम्मेदारी बन चुकी है.



Food Authority Warns Online Platforms: Follow Safety Rules Or "Face Action"

All e-commerce players are directed to uphold the highest standards of food safety for the well-being and trust of Indian consumers.

- [Jigyasa Kakwani](#)
- Updated: July 09, 2025 11:35 IST



The FSSAI emphasised that food safety is a collective responsibility. Photo: iStock

In India, consumption of food - from groceries to cooked dishes - is increasingly being driven by e-commerce platforms such as Swiggy, Zomato, Zepto, BigBasket, Amazon Fresh, etc. It is important to strengthen food safety and hygiene practices in this rapidly expanding e-commerce marketplace. In a meeting on Tuesday, the Food Safety and Standards Authority of India (FSSAI) CEO told representatives of leading e-commerce platforms to emphasise food safety and strictly follow "food safety and hygiene protocols or face action". Any non-compliance will be viewed with utmost seriousness, potentially

leading to severe action, FSSAI shared in the [latest release](#).

The meeting was held at [FSSAI](#) headquarters in New Delhi and was attended by over 70 representatives from leading e-commerce platforms.

Here Are Some Crucial Directives Issued To The E-Commerce Platforms:

1. Displaying Crucial Information On Receipts

All e-commerce entities are directed to prominently display their FSSAI License/Registration numbers on every receipt, invoice, and cash memo provided to consumers. They were also asked to display information regarding the Food Safety Connect App on all consumer-facing documents.

The possibility of displaying the "Date of Expiry/Use By" for food products at the consumer interface was also discussed.

Also Read: [Animal-Feed Oil Sold As Cooking Oil In Vietnam Food Scam, Police Bust Rs 26 Crore Racket](#)

2. Disclosing Details Of Warehouses And Storage Facilities

E-commerce entities must disclose comprehensive details of all [warehouses](#) and storage facilities linked to their operations on the FOSCOS portal.

3. Strict Adherence To Hygiene And Food Safety Protocols

The FSSAI CEO instructed all e-commerce platforms to adhere strictly to hygiene and food safety protocols across all their warehouses and storage facilities, ensuring that photographs of these facilities are regularly uploaded to the FOSCOS portal.

Also Read: [Nestle To Remove Artificial Colours From US Food Products By 2026: What It Means For Your Favourite Snacks](#)

4. Compulsory Training Of All Food Handlers

All food handlers involved in the process, including e-commerce personnel, must undergo compulsory FSSAI FOSTaC (Food Safety Training & Certification) training in hygiene protocols. Platforms are required to share their training plans and timelines with FSSAI.

5. Transparency And Compliance With The Food Safety Authority

Platforms are expected to meticulously follow all Standard Operating Procedures (SOPs) and rules stipulated under the FSS Act. The necessity for all warehouses associated with e-commerce operations to be duly registered or licensed by FSSAI was strongly reiterated.

E-commerce platforms were also directed to share data pertaining to their warehouses, food handlers, and other relevant information with the FSSAI, thereby ensuring enhanced transparency and compliance.

The FSSAI emphasised that food safety is a collective responsibility, and every entity involved in the supply chain, from manufacturing to home delivery, is liable for compliance. A collaborative approach is essential to ensure the entire process is extremely safe for consumers.

Share photos of warehouses, FSSAI directs e-comm firms

The FSSAI has issued a directive to over 70 e-commerce platforms, demanding stringent food safety and hygiene protocols, including transparent disclosure of warehouses on FoSCoS and others.

Written by **Raghav Aggarwal**

July 8, 2025 22:13 IST



FSSAI Cracks Down on E-commerce Food Platforms, Mandates Strict Safety & Hygiene Protocols. (Image Source; Logo)

The [Food Safety and Standards Authority of India \(FSSAI\)](#) directed [e-commerce](#) platforms on Tuesday to ensure stringent food safety and hygiene protocols in their facilities.

In a meeting, FSSAI CEO G Kamala Vardhana Rao told representatives of over 70 e-commerce platforms that they must disclose comprehensive details of all warehouses and storage facilities on the food safety and compliance system (FoSCoS) portal. The platforms also need to upload photographs of their facilities regularly to the portal.

He also directed that all food handlers involved in the process, including e-commerce personnel, must undergo the food safety training & certification (FoSTaC) in hygiene protocols. The platforms have been asked to share their training plans and timelines with the FSSAI. FSSAI said that non-compliance with food safety protocols will be viewed with “utmost seriousness”, potentially leading to “severe action”.

This comes at a time when several quick and e-commerce companies have been criticised for flouting food safety norms at their warehouses. Some of the dark stores of these companies have also been shut by the authorities.

Rao directed e-commerce entities to prominently display their FSSAI License/Registration numbers on every receipt, invoice, and cash memo provided to consumers. They must also display information regarding Food Safety Connect App on all consumer facing documents. The platforms have also been instructed to display the Date of Expiry/Use By for food products at the consumer interface.

Moreover, all the warehouses associated with e-commerce operations need to be duly registered or licensed by FSSAI. “Platforms are expected to meticulously follow all Standard Operating Procedures (SOPs) and rules stipulated under the FSS Act,” the regulatory body said in a statement. “[E-commerce](#) platforms were directed to share data pertaining to their warehouses, food handlers, and other relevant information with the FSSAI, thereby ensuring enhanced transparency and compliance,” it added. The body told the platforms that every entity involved in the supply chain, from manufacturing to home delivery, is liable for food safety compliance.

“The FSSAI remains steadfast in its commitment to guaranteeing that consumers receive safe and healthy food products, irrespective of whether their purchases are made through traditional [retail](#) channels or modern e-commerce platforms,” the statement said.

FSSAI: 'Strict action will be taken on violation of rules', food regulator warns e-commerce companies

FSSAI: FSSAI has warned e-commerce companies to strictly follow food safety and hygiene rules. The food regulator said that it is mandatory for all companies to provide their FSSAI license number and Food Safety Connect app information to customers. Also, it will be necessary to train all food-related personnel and ensure registration of warehouses with FSSAI.

Tue, 08 Jul 2025 11:31 PM (IST)



FSSAI on Tuesday issued a warning to e-commerce firms that if they do not adhere to food safety standards, they would be dealt with strictly. The CEO of the food regulator, G. Kamala

Vardhana Rao, convened a meeting of representatives of over 70 leading e-commerce websites. The meeting laid stress on food safety and hygiene across the entire e-commerce food supply chain.

Rao clarified that any violation of food safety protocols will be viewed very seriously, and strict action is possible for this. He directed all e-commerce companies to clearly mention their FSSAI license/registration number on every receipt, invoice, and cash receipt given to customers.

The representatives were asked to display the information of the Food Safety Connect app on all the documents given to their customers. E-commerce companies were also directed to register the details of all warehouses and storage facilities related to their operations on the FSSAI system FOSCOS portal. The possibility of clearly displaying the 'use by' date of food products on the consumer interface was also discussed. Rao clarified that hygiene and food safety rules will be strictly followed in all warehouses and storage centers.

It will be mandatory for all food-related personnel, including e-commerce staff, to undergo FSSAI FOSTAC (Food Safety Training and Certification) training. Platforms will have to share information about their training plans and timelines with FSSAI.

The regulator has urged all platforms to strictly follow all standard operating procedures (SOPs) and regulations applicable under the FSS Act. Also, all warehouses must be registered or licensed with FSSAI.

FSSAI tightens grip on ecomm food players, mandates greater transparency and hygiene compliance

FSSAI CEO G Kamala Vardhana Rao met with over 70 representatives from leading ecommerce platforms, instructing them to step up hygiene standards and transparency across the food supply chain or face “severe action”.

By **STORYBOARD18** | Jul 9, 2025 9:15 AM



The regulator also emphasized that all warehouses handling food for ecommerce operations must be registered or licensed with the FSSAI and follow standard operating procedures outlined in the Food Safety and Standards Act.

The Food Safety and Standards Authority of India (FSSAI) has issued a strong warning to ecommerce platforms over lax compliance to tighten food safety

enforcement. The regulator has put marketplaces on notice, signaling a shift from advisory to accountability, PTI reported.

At a high-level meeting held on Tuesday, FSSAI CEO G Kamala Vardhana Rao met with over 70 representatives from leading ecommerce platforms, instructing them to step up hygiene standards and transparency across the food supply chain or face "severe action".

While food delivery and e-grocery apps have seen exponential growth post-pandemic, concerns around quality checks, storage conditions and traceability have grown in parallel.

The regulator is now mandating ecommerce players to clearly display their FSSAI license/registration number on every invoice, receipt and cash memo; promote the FSSAI's Food Safety Connect app to encourage consumer participation in identifying food safety violations. Additionally, it is also mandated to disclose details of all warehouses and storage units on the FoSCoS (Food Safety Compliance System) portal; train all food handlers and delivery personnel through FSSAI's mandatory FoSTaC (Food Safety Training & Certification) programme; and explore feasibility of showing expiry or use-by dates at the consumer interface, improving transparency before purchase.

The regulator also emphasized that all warehouses handling food for ecommerce operations must be registered or licensed with the FSSAI and follow standard operating procedures outlined in the Food Safety and Standards Act.

By seeking detailed data from platforms on their backend logistics, from storage units to workforce training, the FSSAI is clearly expanding its oversight from product-level compliance to full-stack accountability in the digital food ecosystem.

FSSAI Reinforces Stringent Food Safety Norms For Ecommerce Platforms

BW Online Bureau Jul 09, 2025

- [# FSSAI](#)
- [# Food Safety](#)
- [# Ecommerce](#)
- [# Hygiene](#)

Representatives of leading ecommerce platforms have been told that any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action



Emphasising that food safety is of paramount importance, G Kamala Vardhana Rao, the Chief Executive Officer (CEO) of the Food Safety and Standards Authority of India (FSSAI) told representatives of leading ecommerce platforms in a meeting that any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action.

In the meeting held at FSSAI headquarters in New Delhi and attended by over 70 representatives from leading ecommerce platforms, the CEO underscored the critical importance of food safety in the rapidly expanding ecommerce marketplace.

He directed all ecommerce entities to prominently display their FSSAI license, registration numbers on every receipt, invoice, and cash memo provided to consumers. They were also asked to display information regarding the Food Safety Connect app on all consumer-facing documents.

The official statement noted that a key emphasis was also placed on the necessity for ecommerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal. The possibility of displaying the "date of expiry, use by" for food products at the consumer interface was also discussed.

It was further mandated that all food handlers involved in the process, including ecommerce personnel, must undergo compulsory FSSAI FoSTaC (Food Safety Training and Certification) training in hygiene protocols.

As per the official statement from FSSAI, the necessity for all warehouses associated with ecommerce operations to be duly registered or licensed by FSSAI was strongly reiterated. Additionally, ecommerce platforms were directed to share data pertaining to their warehouses, food handlers, and other relevant information with the FSSAI.

The FSSAI emphasised that food safety is a collective responsibility, and every entity involved in the supply chain, from manufacturing to home delivery, is liable for compliance. The statement added that a collaborative approach is essential to ensure the entire process is extremely safe for consumers.

FSSAI directs e-commerce platforms to step up food safety protocols, warns of strict action for lapses

Warehouses must be registered, handlers trained, and hygiene audits uploaded, the FSSAI CEO said at a meeting with over 70 e-commerce platforms on July 8.

JULY 08, 2025 / 19:53 IST



FSSAI directs e-commerce platforms to step up food safety protocols, warns of strict action for lapses

The Food Safety and Standards Authority of India (FSSAI) on July 8 directed e-commerce platforms engaged in the sale and delivery of food to strengthen safety and hygiene practices across their supply chains, warning that any non-compliance would be taken “with utmost seriousness” and may lead to “severe action.”

At a meeting held at FSSAI's headquarters in New Delhi, CEO G Kamala Vardhana Rao issued a set of directives to more than 70 representatives from leading e-commerce platforms, as the regulator pushes for tighter oversight in India's fast-expanding online food and grocery market.

The directives

Platforms have been instructed to display their FSSAI licences or registration numbers on all receipts, invoices, and cash memos issued to consumers. They must also publicise the Food Safety Connect app on customer-facing documents.

Rao also directed all platforms to disclose complete details of their warehouses and storage facilities on the FoSCoS portal, including photographs uploaded on a regular basis. These facilities must be registered or licensed by the FSSAI.

FSSAI reiterated that all platforms must strictly follow the Standard Operating Procedures under the Food Safety and Standards Act. E-commerce firms were directed to share data regarding their warehouses, food handlers, and other supply chain operations to enhance transparency and regulatory oversight.

"Food safety is a collective responsibility — from manufacturing to last-mile delivery," Rao said, adding that platforms must ensure compliance at every stage of the value chain.

Heightened scrutiny

The meeting comes amid heightened regulatory scrutiny of quick commerce and e-commerce platforms. In June, the [Maharashtra Food and Drug Administration \(FDA\) flagged a Blinkit dark store in Pune for operating without a mandatory food safety licence](#). Days earlier, the FDA had [suspended the food business licence of Zepto](#) parent Kiranakart Technologies Pvt Ltd after identifying hygiene and operational lapses at its Dharavi facility in Mumbai.

With rapid fulfilment models reshaping how Indians buy food, regulators are tightening their grip to ensure that convenience does not come at the cost of safety.

Comply With Food Safety Norms Or Face Action: FSSAI To Ecommerce Platforms

09 Jul'25 | By [Anne Florentyna](#)



SUMMARY

FSSAI CEO Kamala Vardhana Rao met over 70 representatives of ecommerce platforms to discuss food safety protocols

Rao warned the ecommerce entities that non-compliance with food safety protocols may lead to severe action

This comes at a time when the dark stores of quick commerce platforms have come under the scanner for flouting food safety norms

Amid the rising cases of food safety violations at the stores of ecommerce platforms, especially quick commerce players, the Food Safety and Standards Authority of India (FSSAI) has warned the industry stakeholders that there would be no compromise with food safety norms.

FSSAI CEO Kamala Vardhana Rao met over 70 representatives of ecommerce platforms yesterday to discuss the importance of following food safety protocols at a

time when the ecommerce sector is expanding rapidly, the food safety body said in a statement.

Rao said that non-compliance with food safety protocols may lead to severe action.

During the deliberations, the CEO directed the ecommerce entities to prominently display their FSSAI licence/ registration numbers on every receipt, invoice, and cash memo provided to consumers. They were also asked to display information regarding the Food Safety Connect app on all consumer-facing documents.

Notably, the app allows consumers to share their concerns, know their rights, track food business operators' license/ registration certificate authenticity, view articles/ videos on food safety, and more.

During the meeting, the ecommerce platforms were asked to maintain strict compliance with hygiene and food safety standards at all of their warehouses and storage facilities, and to upload photographs at regular intervals on the food safety compliance system, or the FoSCoS portal.

Additionally, possibilities of displaying the expiry and best before dates for food products was also discussed.

This comes at a time when the dark stores of quick commerce platforms have come under the scanner for flouting food safety norms. Last month, the Food and Drug Authority (FDA) in Maharashtra suspended the food business licence of Blinkit's dark store in Pune's Balewadi. Prior to that, Zepto also saw a raid on one of its stores in Mumbai.

Amid the rising competition in the quick commerce space, players are aggressively expanding their dark store network. To meet the demand, the quick commerce companies often stock up products in bulk. However, the aforementioned instances have shown how this may lead to food hygiene issues. As such, the FSSAI chief's warning is a reminder to the players to follow the food safety norms even as they expand their operations.

FSSAI reinforces stringent food safety norms for e-commerce platforms

- July 10, 2025



Any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action

Emphasising that food safety is of paramount importance, G Kamala Vardhana Rao, CEO, FSSAI told representatives of leading e-commerce platforms in a meeting, that any non-compliance with food safety protocols will be viewed with utmost seriousness, potentially leading to severe action.

In the meeting held at FSSAI headquarters in New Delhi and attended by over 70 representatives from leading e-commerce platforms, the CEO underscored the critical importance of food safety in the rapidly expanding e-commerce marketplace.

The focus of the meeting was to strengthen food safety and hygiene practices throughout the entire e-commerce food supply chain. During the deliberations, the CEO, FSSAI issued several crucial directives to the e-commerce platforms. He directed all e-commerce entities to prominently display their FSSAI License/Registration numbers on every receipt, invoice, and cash memo provided to consumers. They were also asked to display information regarding the Food Safety Connect App on all consumer-facing documents.

A key emphasis was also placed on the necessity for e-commerce entities to disclose comprehensive details of all warehouses and storage facilities linked to their operations on the FoSCoS portal.

The possibility of displaying the 'Date of Expiry/Use By' for food products at the consumer interface was also discussed. CEO FSSAI instructed all e-commerce platforms to maintain strict adherence to hygiene and food safety protocols across all their warehouses and storage facilities, ensuring that photographs of these facilities are regularly uploaded to the FoSCoS portal. It was further mandated that all food handlers involved in the process, including e-commerce personnel, must undergo compulsory FSSAI FoSTaC (Food Safety Training & Certification) training in hygiene protocols. Platforms are required to share their training plans and timelines with FSSAI.

Platforms are expected to meticulously follow all Standard Operating Procedures (SOPs) and rules stipulated under the FSS Act. The necessity for all warehouses associated with e-commerce operations to be duly registered or licensed by FSSAI was strongly reiterated. Additionally, e-commerce platforms were directed to share data about their warehouses, food handlers, and other relevant information with the FSSAI, thereby ensuring enhanced transparency and compliance.

The FSSAI emphasised that food safety is a collective responsibility, and every entity involved in the supply chain, from manufacturing to home delivery, is liable for compliance. A collaborative approach is essential to ensure the entire process is extremely safe for consumers. The FSSAI remains steadfast in its commitment to guaranteeing that consumers receive safe and healthy food products, irrespective of whether their purchases are made through traditional retail channels or modern e-commerce platforms.

This significant meeting marks FSSAI's proactive and decisive approach to regulating the dynamic landscape of food delivery, ensuring that all e-commerce players uphold the highest standards of food safety for the well-being and trust of Indian consumers.

FSSAI Warns Ecommerce Platforms Over Food Safety Violations: 'Follow Norms or Face Action'

India's food safety regulator has issued a stern warning to ecommerce platforms over recent violations, urging them to comply with food safety standards without exception. FSSAI directed firms to display license details on customer bills and promote its consumer safety app

Updated on: 9 July 2025 6:49 pm



The Food Safety and Standards Authority of India (FSSAI) has warned ecommerce platforms of food safety violations that took place in the past few months. The watchdog asserted that there would be no compromise with food safety norms.

During a meeting with over 70 representatives from ecommerce platforms this week, FSSAI chief Kamala Vardhana Rao highlighted the need for strict adherence to food safety norms amid the sector's rapid growth. He cautioned that non-compliance may lead to severe action.

He directed the [ecommerce platforms](#) to display their FSSAI license or registration numbers on every receipt, invoice, and cash memo issued to customers. In addition, the companies also need to present information regarding the Food Safety Connect app on all consumer-facing documents.

The app enables users to raise complaints, verify the authenticity of food business licenses or registrations, stay informed about their consumer rights, and access educational content like articles and videos on food safety.

Dark Stores Under Fire

This came after the Food and Drug Administration (FDA) of Maharashtra had suspended the food licence of the quick commerce platform [Blinkit](#) in Pune's Balewadi region for failing to comply with regulations. It found that the facility lacked a licence from the Food Safety and Standards Authority of India to manufacture, distribute, or sell food.

A similar investigation was conducted at the Dharavi location of the quick commerce platform Zepto, and its food-business licence was suspended after violations of food-safety requirements were identified.

The infractions included fungal growth on food articles, food storage near stagnant water, failure to maintain cold-storage temperature and expired food items mixed with the main stock.

The FDA's action is part of a broader crackdown on unsafe food-storage practices across the state. Earlier this month, it suspended the food-business licence of [Zepto's parent company](#), Kiranakart Technologies, due to violations found at its dark store in Mumbai's Dharavi.

MEDIANAMA

FSSAI: E-Commerce Platforms Could Face Severe Action Over Food Safety Non-Compliance

on JULY 9, 2025



The Food Safety and Standards Authority of India (FSSAI) **cautioned** e-commerce platforms to comply with food safety and hygiene norms or face severe action. FSSAI's statement came during its recent meeting with over 70 representatives from e-commerce platforms, where it directed them to implement such protocols at all levels of the supply chain.

Key directions

License disclosure: To begin, the food safety regulator mandated that e-commerce entities prominently display their FSSAI license/registration numbers on receipts, invoices, and cash memos provided to customers. Their customer interface should also contain information about the Food Safety Connect app. This application **allows** customers to report food safety violations, track the licenses of food business operators (FBOs), and avail themselves of a grievance redressal mechanism. Besides this, platforms must follow all standard operating procedures (SOPs) and rules under the Food Safety and Standards (FSS) Act, 2006.

Warehousing norms: E-commerce platforms should list details of their warehousing and storage facilities on the Food Safety Compliance System (**FoSCoS**) portal and adhere to hygiene norms. Photographs of such facilities must be uploaded to the portal regularly.

Training of personnel: All food handlers, including e-commerce personnel involved in the food management process, must undergo compulsory FSSAI Food Safety Training and Certification (FoSTaC) in hygiene protocols. Accordingly, platforms should share their training plans and timelines with the regulator.

Disclosure of expiry dates: While not an explicit direction, stakeholders at the meeting also discussed the possibility of displaying the ‘Date of Expiry/Use By’ metric for food products on the consumer interface.

Finally, e-commerce entities must share data about their warehouses, food handlers, and other relevant information with the FSSAI.

Why this matters

This meeting comes on the heels of exposés about unhygienic safety conditions in quick commerce dark stores. In June 2025, Maharashtra’s Food and Drug Administration (FDA) [suspended](#) the food license of Zepto’s Dharavi dark store after discovering spoiled food and other unsanitary conditions that contravened food safety norms. The suspension was later revoked following a re-inspection. The state FDA subsequently initiated similar action against a Blinkit dark store in Pune’s Balewadi region after an inspection revealed that operations continued without the necessary FSSAI licenses for the production, distribution, and sale of food items, [according to The Economic Times](#).

Notably, Zomato-led Blinkit also came under regulatory fire in 2024 when its warehouse in Telangana was [found](#) to be housing infested products, using dusty storage racks, and lacking headgear or aprons for food handlers.

Amid this crackdown, the Maharashtra government [ordered](#) e-commerce food delivery companies to obtain state approval before opening new dark stores. It also committed to facilitating biannual inspections of such facilities. While FSSAI’s insistence on procedural compliance aims to curb the unchecked operations of these dark stores, questions remain about how effectively these measures will be enforced.

Impact of FSSAI’s mandate

PREVIOUS SCRUTINY

Besides this meeting, the FSSAI has previously engaged in dialogue to strengthen food safety with e-commerce operators. In December 2024, the regulator [advised](#) e-commerce FBOs to train last-mile delivery personnel, ensure accuracy in product claims, and display both the minimum shelf life and expiry of products. The advisory also mandated an overt display of the FSSAI license alongside hygiene ratings on their interfaces.

However, a MediaNama analysis revealed that only Swiggy-led Instamart and Zomato-led Blinkit complied with such norms, while Zepto listed only the manufacturer’s name.

Previously, FSSAI executives also met with leading quick commerce platforms after the All India Consumer Products Distributors Federation (AICPDF) [flagged](#) food safety violations, including the sale of expired products. Similarly, in June 2025, consumer community platform LocalCircles [appealed](#) to the regulator and the Consumer Affairs Ministry to amend the Food Safety and Standards Amendment Regulations 2020. They sought the inclusion of a mandatory “Best

Before” date display for all food products (including those with more than 30% shelf life) during online sales. This followed a 2024 survey by LocalCircles, which found that customers were often unable to see such information on quick commerce platforms.

Unanswered questions

MediaNama has contacted Swiggy, Zomato, and Zepto with questions regarding their compliance with the above directions and will update the story as soon as we receive their responses.

- What are your platform’s plans for FoSTaC training for food handlers on hygiene protocols? Would this function as a pre-training program before personnel commence operations, or would it occur on a recurring basis?
- How does your platform plan to display the ‘Date of Expiry/Use By metric on your interface? How would you address the potential challenges in real-time updates of this data across your inventory and on the platform?
- What specific measures have you implemented to track and manage the storage and handling of food products within your warehouses?

FSSAI Warns E-Commerce Platforms To Follow Food Safety Rules Or Face Action

From uploading warehouse photos to getting staff trained in food safety, these are some of the new steps e-commerce platforms must follow, as directed by FSSAI. Failing to comply could lead to serious action.

by [Ashmeet Guliani](#) Updated: July 09, 2025 5:04 PM



E-commerce platforms will now have to step up their food safety protocols on account of FSSAI directions. Failure to comply with the stringent food safety and hygiene rules could result in strict action. The new guidelines announced by FSSAI also include mandatory training for all the staff of the e-commerce platforms. Here's more on it.

FSSAI Enforces Strict Food Safety Protocols

In a meeting held on Tuesday, the Food Safety and Standards Authority of India (FSSAI) warned all e-commerce platforms to comply with strict food safety and hygiene protocols. Failing to do so will lead to strict action, as per a report in The New Indian Express. The meeting, led by FSSAI CEO G. Kamala Vardhana Rao, was specifically held

to strengthen food safety and hygiene practices across the e-commerce food supply chain. Over 70 representatives from the top e-commerce platforms attended the meeting.

Highlighting the importance of food safety, the CEO said that any inability to follow these protocols would be taken seriously. Moreover, with the rapid growth of the e-commerce marketplace, following all food safety norms is increasingly becoming more important. The details and the new guidelines were shared by FSSAI on their official X account, as well.

Key Directions Issued To E-Commerce Platforms

According to The New Indian Express, the FSSAI CEO directed e-commerce platforms to follow some key rules. These include displaying their FSSAI licence or registration numbers on every receipt, invoice, and cash memo issued to customers. In addition, platforms must display information about the Food Safety Connect app on all consumer-facing documents.

They were also asked to disclose full details of their warehouses and storage facilities on the FoSCoS portal. The possibility of displaying the date of expiry and use-by details at the consumer interface was also discussed in the meeting. He further urged platforms to upload regular photos of their warehouses on the portal. Additionally, everyone handling food, including the staff of the e-commerce platform, must now undergo FSSAI's Food Safety Training and Certification (FoSTaC) training.

These strict rules issued by FSSAI are certainly a good move. With many consumers now heavily dependent on these platforms, such measures will help ensure proper food safety and hygiene.

*Cover Image Courtesy: Canva Pro/ Mehrad Vosoughi and FSSAI, Wikipedia
(Representative Image)*

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Comply With Food Safety Norms Or Face Action: FSSAI

July 9, 2025

, Published By [INC42](#)



SUMMARY

FSSAI CEO Kamala Vardhana Rao met over 70 representatives of ecommerce platforms to discuss food safety protocols

Rao warned the ecommerce entities that non-compliance with food safety protocols may lead to severe action

This comes at a time when the dark stores of quick commerce platforms have come under the scanner for flouting food safety norms

Amid the rising cases of food safety violations at the stores of ecommerce platforms, especially quick commerce players,...



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Food Safety and Standards Authority of India



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