

MINUTES OF THE MEETING

A meeting with E-commerce Food Business Operators (FBOs) was held in hybrid mode on **25th June 2026** from **3:30 PM onwards** at **5th Floor, Conference Hall, FDA Bhawan, FSSAI, Kotla Road, New Delhi – 110002**, under the Chairpersonship of the **Chief Executive Officer (CEO), FSSAI**. List of participants are attached at **Annexure-I**.

The meeting was convened to deliberate upon regulatory compliance requirements pertaining to online food businesses and to strengthen food safety oversight on the e-commerce ecosystem.

The CEO, FSSAI welcomed all participants and emphasized the growing role of e-commerce platforms in food distribution. He highlighted the need for enhanced transparency, traceability, consumer awareness, and strict compliance with food safety regulations to safeguard consumer interests.

After detailed deliberations, the following key outcomes emerged:

1. Mandatory Display of FSSAI License/Registration Number

All E-commerce Food Business Operators (FBOs) shall ensure mandatory display of the **FSSAI License/Registration Number** on all receipts, invoices, and cash memos issued to consumers for food purchases made through online platforms.

This requirement is aimed at improving traceability and enabling consumers to verify the authenticity of food businesses.

2. Mapping of Warehouses and Storage Facilities on FoSCoS

All E-commerce FBOs were directed to map all warehouses/storage facilities/ pick up stores / dark stores/cloud kitchens and associated operational units linked to the e-commerce entity on the **FoSCoS portal**.

Additionally, adequate monitoring mechanisms shall be established for **cloud kitchens** operating through e-commerce platforms to ensure compliance with food safety requirements.

This measure is intended to strengthen traceability and improve regulatory oversight of backend food operations.

3. Display of Expiry and Shelf-Life Information

E-commerce platforms were advised to ensure clear display of the following information at the consumer interface for all applicable food products:

- Date of Expiry / Use By Date
- Shelf Life of the Product
- Batch Number

The information must be displayed clearly and in a consumer-friendly manner before purchase.

4. Compliance Requirements for E-Commerce FBOs

E-Commerce FBOs were directed to ensure strict compliance with all applicable provisions under the Food Safety and Standards Act, Rules, and Regulations.

In particular, E-Commerce FBOs shall ensure:

- Compliance with labelling and display requirements;
- Maintenance of complete traceability records;
- Periodic review and strengthening of food safety practices;
- Effective monitoring of partner restaurants, cloud kitchens, and delivery chains for ensuring delivery of safe and non-contaminated food;
- Timely and effective resolution of consumer grievances relating to food safety;
- Prevention of misleading information, false claims, or deceptive representations regarding food products on e-commerce platforms;
- Ensuring that images of food products displayed on e-commerce platforms accurately represent the actual product and are not misleading to consumers;
- Uploading clear images of **all sides of product labels/packaging** on e-commerce platforms to ensure complete consumer access to product information;
- Ensuring that the **name and description of food products displayed on e-commerce platforms are fully aligned with the product labels** and declarations provided on the packaging;
- Ensuring that no **health claims, nutritional claims, or other misleading claims** are displayed on e-commerce platforms to be included along with name of the product.
- Verifying valid certification and supporting documentation before categorizing or listing products under claims such as **Organic, Vegan**, or similar special categories;
- Ensuring that claims of **“100%” claims** in product labels, advertisements, or promotional content shall not be used.

It was further emphasized that all non-conforming food products identified on e-commerce platforms shall be immediately delisted by the concerned E-Commerce FBOs.

The CEO, FSSAI stated that failure to comply with the prescribed regulatory requirements or continued listing of non-compliant food products shall attract appropriate action. Penal action shall also be initiated against the concerned E-Commerce FBOs in cases of non-compliance, as per the provisions of the Food Safety and Standards Act and related regulations. Issues discussed at Para 1, 2 and 4 were already communicated by FSSAI directions dt. 19.07.2024 and shall be complied immediately. Para 3 shall be implemented w.e.f. 01.10.2026 subject to approval of Food Authority.

The meeting concluded with a collective commitment from all stakeholders to strengthen food safety compliance and consumer trust in the e-commerce food business ecosystem.

The meeting ended with a vote of thanks to the Chair.