

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

RAJYA SABHA

UNSTARRED QUESTION No.1844

TO BE ANSWERED ON 06/03/2020

QUALITY AND HYGIENE STANDARDS OF ONLINE FOOD DELIVERY SERVICES

1844. SHRI SANJAY RAUT:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that e-commerce is witnessing a spurt in online food ordering and delivery services in the country during the last three years;
- (b) if so, the details thereof;
- (c) whether attention of Government has been drawn towards large number of complaints about food quality and hygiene standards of such online food delivery service companies and restaurants, if so, the details thereof; and
- (d) the details of steps taken or proposed to be taken by Government to regulate the online food ordering and services companies to protect the rights of consumers?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a) & (b) : Yes sir, online food ordering and delivery services have increased during the last three years. The details of the number of consumer grievances filed with National Consumer Helpline in the last two years, which also shows an increasing trend is as under

Year	No. of grievance registered in e-commerce & food sectors
Apr 2018 to Mar 2019	1053
Apr 2019 to Jan 2020	1955

(c) & (d) : Some instances of sale of sub-standard food being delivered through online food delivery service platforms have come to notice of FSSAI. Whenever any instance of sale and supply of sub-standard food items through such platforms is received, the same is taken up with the concerned Commissioner of Food Safety of States/UTs.

Food Safety and Standards Act, 2006 and Rules & Regulations framed thereunder have provisions to ensure food quality and hygiene. The implementation and enforcement primarily rests with State/UT Governments.

Regular surveillance, monitoring, inspection and random sampling of food products are being carried out by the Officials of Food Safety Departments of the respective States/UTs to check compliance of the standards laid down under Food Safety and Standards Act, 2006, Rules and Regulations made thereunder. In cases, where the food samples are found to be non-conforming, penal action is initiated against the defaulting Food Business Operators as per penal provisions of the Act. Besides, there are adequate provisions available to the consumers in existing Consumer Protection Act, 1986 to protect rights of the consumers.
