

File no. 1(80)2016/Enf-II Info/FSSAI
Food Safety and Standards Authority of India
(A Statutory body under Ministry of Health and Family Welfare)
(Regulatory Compliance Division)
FDA Bhawan, Kotla Road, New Delhi - 110002

Dated, the 27th November, 2019

Sub: Minutes of the Meeting held on 18.11.2019 at 2.30 p.m. with E- Commerce FBOs regarding Food Safety Compliance.

A meeting was held on 18th November, 2019 with 3rd party E-commerce platform providers at 5th Floor, Conference Hall, FSSAI Hq, FDA Bhawan, Kotla Road, New Delhi to discuss food safety compliance by them. The meeting was chaired by Executive Director, RCD (FSSAI). The list of participants is annexed. ED(CS) informed that 3rd party ecommerce platform providers with their unique business model and website being in public domain always remain under the public/media glare and scrutiny which puts additional onus on them to ensure demonstrable and expeditious compliance. He pointed out that a majority of food related complaints could be avoided by them by ensuring compliances to the food act, rules and regulations not only by themselves but also by their partners and the products put for sale on their website. It was noted that ecommerce FBOs had already taken several steps to ensure compliance on these counts.

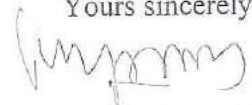
2. During the discussion the following points emerged and decisions were taken:

- 1) FSSAI has issued guidelines for e-commerce FBOs which must be complied with in letter and spirit.
- 2) It was clarified that ecommerce FBOs include 3rd party e-commerce platform providers and they must apply for FSSAI license if not yet done so.
- 3) It was informed that as per the guidelines, 3rd party e-commerce platform providers should sign an agreement with sellers listing products for sale and ensure that they have valid FSSAI license. Further, E-Commerce FBOs shall display their FSSAI License at prominent place on their website.
- 4) 3rd party ecommerce platform providers should from time to time carry out exercise to identify FBOs doing business on their portals without valid FSSAI license. This can be done using FBO search facility on food licensing portal (url: <https://foodlicensing.fssai.gov.in/index.aspx>). It was also offered that 3rd party ecommerce platform providers may share the data of sellers with FSSAI which will verify the validity of licenses and revert for suitable followup to e-Commerce platforms.
- 5) As per guidelines the license/registrations number of sellers need be displayed on the website. In addition it was advised that the image of FSSAI license of the product may be displayed on the website to ensure that the product sold is manufactured under FSSAI license and full information is available to customers.

6) The 3rd party ecommerce platform providers drew the attention to the provision of guidelines stipulating delivery of products with shelf life of 30 percent or 45 days. They stated that there were practical issues in meeting this condition and requested to reduce the period of shelf life. It was informed to them that this condition was laid down to ensure that the consumers don't get the products with very limited shelf life and needs to be adhered strictly. Any specific issue may be represented to FSSAI.

7) 3rd party ecommerce platform providers were directed to take immediate steps on the issues/complaints forwarded by FSSAI.

Yours sincerely



(Parveen Jargar)

Joint Director

Email: enforcement1@fssai.gov.in

To -

1. Commissioner Food Safety of all States/UTs and all CLAs
2. All E-Commerce Food Business Operators
3. Head (IT), FSSAI - for uploading on website

Copy for information to -

1. PS to Chairperson, FSSAI
2. PS to CEO, FSSAI
3. PA to ED (CS)