

## **Zomato, Swiggy start delisting restaurants without FSSAI licence**

Food delivery firms such as Zomato and Swiggy have started delisting restaurants that do not have a licence from the food regulator from their platforms to comply with a directive to this effect from Food Safety and Standards Authority of India (FSSAI) given earlier in July.

Zomato has already delisted hundreds of restaurants from its food-ordering platform for not being compliant with FSSAI norms on food safety and hygiene. Swiggy said it began the delisting process for restaurants since the FSSAI notice was first sent in July.

While Zomato did not specify the number of restaurants, the exercise is being carried out across all 34 cities where the firm has presence. Zomato lists over 50,000 restaurants on its food delivery platform and over 1.4 million restaurants across the 24 countries it is present in. Swiggy has over 40,000 restaurants listed on the platform in India. For those restaurants, which are among the top rated ones on the platform and/or offer high repeat order volumes to the platform, but don't possess the adequate licence, Zomato has offered an extension until September-end to comply with regulations. The move follows FSSAI's directive to leading food service providers such as Swiggy, Zomato, Foodpanda and UberEats to delist non-FSSAI licensed food businesses from their platforms, following complaints of sub-standard food being served through such platforms. The earlier deadline the regulator had fixed for complying with its directive was July 31.

FSSAI has employed third party audit firms to undertake a check on restaurants listed across all such platforms, and has told delivery aggregators to start displaying hygiene ratings going forward.

Swiggy has also been working with Equinox Labs, a food-audit firm accredited by FSSAI/ NABL on food hygiene audits that are conducted at restaurants to ensure the food is being prepared in accordance with the hygiene standards.