

File No. RCD-02001/10/2021-Regulatory-FSSAI
Food Safety and Standards Authority of India
(A Statutory Authority established under the Food Safety and Standards Act, 2006)
Regulatory Compliance Division FDA Bhawan,
Kotla Road, New Delhi - 110002

Dated: -13th September, 2022

Subject: Mandatory declaration of FSSAI License/ Registration number on cash receipts /invoices /cash memo/ bills etc. by all Food Businesses on sale of food products.

This office is in receipt of consumer complaints vide which concerns have been raised that the Food Business Operators (FBOs) specially related to Restaurants/Hotels are not following FSSAI orders No. 15(31)2020/FoSCoS/RCD/FSSAI dated 8th June 2022 and 30th September 2021 wherein it has been made mandatory to declare 14 digit FSSAI License/ Registration number on cash receipts /invoices /cash memo/ bills etc. by all food businesses w.e.f. 01-01-2022.

2. Further, the Chief Commissioner of Central Consumer Protection Authority (CCPA) vide DO No J-25/57/2022-CCPA dated 07.09.2022 also highlighted the issue that restaurants/hotels are not mentioning FSSAI license/Registration numbers on their invoices. A copy of the said DO Letter along with a few such grievances received is attached herewith for ready reference.

3. In this regard, it is requested to carry out special drives to sensitize the FBOs to mention FSSAI License/ Registration number on cash receipts /invoices /cash memo/ bills generated by them as per the above directions in vogue. Further, awareness campaigns including use of TV/Print/Social media may also be started under your respective jurisdictions to highlight the said provisions to all the stakeholders including consumers so that the same is duly followed by the industry.

4. The action taken report on the same may be shared with this office by the 15th October 2022.

(This issues with the approval of the Competent Authority.)

Yours Sincerely


(Inoshi Sharma)

Executive Director (Regulatory Compliance)

To,

1. All Commissioners of Food Safety of states
2. Directors of all Regional Offices, FSSAI
3. All Central Licensing Authorities
4. CITO- for uploading on the website

Copy for information to:

PS to CEO, FSSAI

L-6213/285
12-09-22

सीईओ सचिवालय

डायरी सं. 18768

दिनांक 12/09/22

भारत सरकार

उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय

उपभोक्ता मामले विभाग

कृषि भवन, नई दिल्ली-110001

Government of India

Ministry of Consumer Affairs, Food and
Public Distribution

Department of Consumer Affairs

Krishi Bhawan, New Delhi - 110001

निधि खारे, आ.प्र.से.

अपर सचिव

NIDHI KHARE, I.A.S.

Additional Secretary

CHIEF COMMISSIONER

Central Consumer Protection Authority (CCPA)

Tel. : 011-23383027

Fax : 011-23386575

E-mail : as-ca@nic.in

1954/ED(RCD)

13/9/22



सत्यमेव जयते

D.O. No. J-25/57/2022-CCPA

07th September, 2022

Dear Sir,

1809/ED(RCD)
13/09/22

Owing to a large number of complaints registered by consumers across the country on the National Consumer Helpline (NCH) against unfair levying of service charge by restaurants and hotels by making such charge mandatory and collecting it involuntarily by adding it automatically or by default in the bill, the Central Consumer Protection Authority (CCPA) issued guidelines to prevent unfair trade practices and protection of consumer interest with regard to levy of service charge in hotels or restaurants on 04.07.2022. The guidelines are presently under challenge in the Hon'ble Delhi High Court.

2. However, after the guidelines were issued, many complaints were registered by consumers on the NCH portal (1915) with regard to harassment caused due to involuntary collection of service charge. Among the said complaints, there were many complaints of restaurants issuing invoice without mentioning their FSSAI license number. The complaints are annexed as **Annexure A**.

3. It may be mentioned that as per Order dated 08.06.2021 issued by FSSAI, it is mandatory for all food businesses to declare the 14 digit FSSAI License number or Registration number on cash receipts/invoice to enable consumers to have access to information about a particular food business which is publically available at FSSAI's portals. The order highlights that any credible regulatory structure depends upon a robust customer grievance redressal system wherein service/product recipient can complaint for redressal.

ED(CS)

Pl. take action in cases where FSSAI number was printed



CEO

CPRO(R)

Pl. put up FSC/RO
deter to FSC/RO

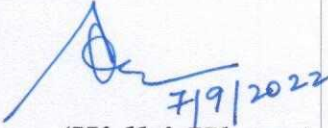
4. Further, absence of the necessary information as mandated by a sector regulator such as FSSAI in the interest of consumers also impinges on a consumer's right to be informed, which is a 'consumer right' under Section 2(9) of the Consumer Protection Act, 2019

5. In view of the above, I request you to take immediate appropriate action on the annexed complaints to protect the rights and interests of consumers at large and take necessary action against such restaurants as per law.

With warm regards,

Yours sincerely,

Encl: As above


7/9/2022
(Nidhi Khare)

Shri Arun Singhal, IAS

Chief Executive Officer

Food Safety and Standards Authority of India (FSSAI)

3rd & 4th Floor, FDA Bhawan

Kotla Road, Near Bal Bhawan

New Delhi - 110002