

FAQ on Display of Information in food service establishments

1. What types of food service establishments are required to comply with this clause?

Answer: The clause applies to all food service establishments having a central license or 10 or more outlets, including restaurants, cafes, canteens, and any place where food is prepared and served directly to consumers. This includes both dine-in and takeaway establishments. All the Food service establishments that have taken a franchise for a brand name, in which the brand owner has more than 10 establishments shall also comply with these clauses.

2. Where should this information be displayed?

Answer: The required information should be displayed prominently and clearly for consumers to view. The Food service establishment has the discretion/flexibility to select one of the methods for providing the information as below:

- Calorific Value:** This can be displayed on menu cards, boards, or booklets.
- Food Allergens and Veg/Non-Veg Logo:** This can be displayed on menu cards or boards.
- Nutritional Information and Organic Food Claims:** This can be provided in booklets, handouts, or on the establishment's website.

For online food delivery services, this information should be provided on the platform where the food items are listed.

3. How should allergen information be presented?

Answer: Allergen information should be listed next to the food item on the menu cards or boards. It should be easily understandable and accessible to all consumers to help them make informed choices, especially those with food allergies.

4. Are these regulations applicable to online food delivery services?

Answer: Yes, online food delivery services are required to provide the same information as physical establishments. Calorific value, veg/Non-veg logo, allergen declaration, and nutritional information should be available on the online platform where the food items are listed to ensure transparency and consumer safety.