

## DEPARTMENT OF RESOURCE MANAGEMENT



### INTERNET FOOD SERVICE INTERMEDIARY (IFSI) FREQUENTLY ASKED QUESTIONS (FAQs)

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The California Health and Safety Code (i.e. California Retail Food Code) was recently amended to establish a “microenterprise home kitchen operation” as a new type of retail food facility and also established requirements for “Internet Food Service Intermediary” entities, which provide a platform on its Internet Web site or mobile application, where a MEHKO can advertise food for sale.

The following Frequently Asked Questions have been developed to assist those interested in operating as an IFSI.

**1. Q: What is an internet food service intermediary (IFSI)?**

A: An IFSI is an entity that provides a platform on its website or mobile application through which a MEHKO may choose to offer food for sale and from which the IFSI derives revenues, including but not limited to, revenue from advertising and fees for services offered to a MEHKO. Publishing an advertisement for the MEHKO does not make the publisher an IFSI.

**2. Q: When do I need to be registered with the California Department of Public Health (CDPH)?**

A: An IFSI is required to register with the CDPH prior to listing an MEHKO. Visit <https://www.cdph.ca.gov/Programs/CEH/DFDCS/CDPH%20Document%20Library/FDB/FoodSafetyProgram/MEHKO/Internet%20Food%20Service%20Intermediary%20General%20Requirements.pdf> for more information.

**3. Q: What do I need to do as an IFSI?**

A: As an IFSI, you need to be registered with the California Department of Public Health (CDPH). Visit the following website for more information.  
<https://www.cdph.ca.gov/Programs/CEH/DFDCS/CDPH%20Document%20Library/FDB/FoodSafetyProgram/MEHKO/CDPH%20IFSI%20REGISTRATION%20APPLICATION.pdf>

**4. Q: What if an IFSI receives a complaint from the public about a MEHKO?**

A: The IFSI is required to submit name and permit number of an MEHKO to the local environmental health jurisdiction that has issued the MEHKO a health permit if the IFSI has received three (3) or more unrelated food complaints in a calendar year within two weeks of the third complaint.

**5. Q: What type of complaints are considered as those that require a referral to the local enforcement agency?**

A: Any complaint that is related to any potential violation of the California Retail Food Code, such as, but not limited to the following, poor food handling practices, vermin infestation, sick food employees.

6. **Q: What if an INFSI does not comply with the requirements listed in Section 114367.6?**

A: CDPH is the enforcement agency for violations related to an IFSI and may be subject to suspension or revocation of the registration or penalties outlined in the California Retail Food Code. Contact CDPH at 1-800-495-3232.