

Most Immediate

No.10/1/2010 -Dir.(C)
Government of India
Ministry of Personnel, P.G. and Pensions
(Department of Personnel and Training)

Lok Nayak Bhawan, Khan Market,
New Delhi, dated 10th August, 2010

OFFICE MEMORANDUM

Subject :- Maintenance of Hygiene in the Departmental Canteens functioning from Central Government Offices- Periodical Inspection – regarding.

The undersigned is directed to refer to this Departments' O.M. No.15/3/1992-Dir.(C), dated 22.2.1993 on the above mentioned subject and O.M. No.3/1/99-Dir.(C), dated 31.3.1999 regarding improvement in the functioning of Departmental Canteens/Tiffin Rooms located in the premises of Central Government Offices and to state that periodical inspections of the canteens are required to be undertaken to ensure the quality of eatables, sanitary conditions and personal hygiene of the canteen employees, particularly of those who are handling eatables. A standard proforma has been developed for such inspection (copy annexed).

2. For the purpose of maintaining cleanliness and sanitation in the Departmental Canteens, it is imperative to follow the guidelines/suggestions as mentioned under Para 9.7 & 9.8 (Chapter-IX) of DOPT's Green Book (Third Edition, 2008) on Administrative Instructions on Departmental Canteens, the same along with requisite additional guidelines/suggestions are reproduced for ready reference:-

(i) **Drill for cleaning crockery/cutlery etc. :-**

- (a) Collection of used crockery/cutlery from dining tables to a decided spot in the washing room.
- (b) Removal of left over food from the plates into a receptacle/container and passing them on to wash sink No.1
- (c) Rinsing of crockery/cutlery articles individually under running water in wash sink No.1 and passing them on to wash sink No.2.
- (d) Treating them with a wet cloth/puff with a touch of detergent powder and placing them individually under the running water in wash sink No.2 and passing them for sterilization.
- (e) Sterilization - The washed articles of crockery cutlery may either be passed through an electric sterilizer or by dipping through wash sink No.3 containing a light solution of potassium permanganate or equivalent to be changed frequently and placing them on a titled top to drain out the excess water.

- (f) Wipe them dry with a clean towel. Examine if any portion of articles of the crockery has got chipped off or there is a crack, remove it immediately to a decided place for a systematic replacement.
- (g) To be carefully stored in storage racks or to be laid on the shelves for re-service.
- (h) In case of tiffin rooms or smaller canteens where lesser number of articles of crockery/cutlery are involved, washing, cleaning, sterilization, operations may be carried out with the help of one wash sink (with running water) plus a couple of Buckets, Tubs etc.
- (i) The last one hour, before closing hours of the canteen, should be utilized for cleaning all utensils, kitchenware, shelves, racks, flooring, sinks, basins etc. to keep them ready for use for the next day.

(ii) **Maintenance of personal hygiene of canteen workers :-**

- (a) Physical examination of canteen workers in order to inspect that the workers do take regular and proper hair cuts, keep their nails trimmed and clean, they do not have any sign of a skin disease or a symptom of ailments of the alimentary canal, initially on joining of service and thereafter as and when required. Regular medical examination of the canteen workers may be arranged to be done through the Medical Officer of the Department/Office, or through any other Medical Agency. Payment if any, required to be made for this purpose, will be made by the Department/Office.
- (b) Gloves and Head caps should be provided to the canteen workers engaged in cooking etc.

3. All the Ministries/Departments are accordingly requested to get the inspection of Departmental Canteens done on regular basis and a copy of the same may be sent to this Department at an early date so that the inspection report could be used as ready reference, if any, for the surprise check/inspection to be carried out by the Director(Canteens), Department of Personnel & Training as per the laid-out norms for inspection.

Encl: As above


(Rajiv Manjhi)
Director(Canteens)
Tel. 011-24624893

To :

1. All Ministries/Departments of the Government of India.
(Director/Deputy Secretaries Incharge, Administrative Division/Wing, as per standard list).
2. All Nodal DDOs nominated by the Ministries/Departments.
3. President's Secretariat, Rashtrapati Bhawan, New Delhi.
4. Vice-President's Secretariat, Maulana Azad Road, New Delhi.

5. Cabinet Secretariat, New Delhi.
6. Deputy Secretary(Admn.), DOPT, North Block, New Delhi.
7. Comptroller & Auditor General of India, New Delhi.
8. Director of Audit, Central Revenue, New Delhi.
9. Controller General of Accounts, Ministry of Finance, New Delhi.
10. Supreme Court of India, Tilak Marg, New Delhi.
11. Controller General of Defence Accounts, R.K. Puram, West Block, New Delhi.
12. CAO's Office, Ministry of Defence, DHQ, PO, New Delhi-110011.
13. Administrator, all Union Territories as per standard list.
14. Tech. Dir. (NIC), Room No. 381, Lok Nayak Bhawan, New Delhi.

REPORT OF THE PERIODIC INSPECTION OF DEPARTMENTAL CANTEENS

(To be completed by the Inspecting Officer)

Type of Canteen : _____

Office/Department : _____

(Full Address)with

Tel. No.

Date of Inspection : _____

GENERAL**** 1. Accommodation & Cleanliness :****(i) Main Hall/Dining Hall :**

- | | | | |
|-----|--------------|---|----------------------------|
| (a) | Area | : | Sufficient/insufficient. |
| (b) | Floor | : | Sufficient/un-satisfactory |
| (c) | White wash | : | Satisfactory/Needed |
| (d) | Exhaust fans | : | Adequate/Inadequate |

(ii) Kitchen :

- | | | | |
|-----|----------------------------------|---|------------------------------|
| (a) | Area | : | Adequate/Inadequate |
| (b) | Floor | : | Satisfactory/Un-satisfactory |
| (c) | General Cleanliness | : | Satisfactory/un-satisfactory |
| (d) | Shelves/Platform,
If any, : | | Satisfactory/Un-satisfactory |
| (e) | Exhaust fans provided : | | Adequate/In-adequate |
| (f) | Fly-proofing/
Wire-mesh fixed | : | Yes/No |
| (g) | Drainage Facility | : | Available/Not available |

(iii) Store-Room : Provided/Not provided.

- | | | | |
|-----|-------------------------------------|-----|--|
| (a) | General Conditions
of Store Room | (a) | Clean/Unclean |
| | | (b) | Stores properly arranged/
Not properly arranged |
| | | (c) | Exhaust fans provided/
Not provided |

(iv) Furniture : Satisfactory/Un-Satisfactory

** In case the condition is found 'Unsatisfactory', details/nature of deficiency/defect may be specified.

:2:

2. (a) Personal hygiene of Employees : Nails Trimmed _____
Hair Cut _____
Shave _____
Cleanliness _____
Any Skin Disease _____
- (b) Required vaccination of cook/bearers : Done/Not done
- (c) Regular Medical Examination : Yes/No
(Medical fitness certificate in respect of each cook/bearer etc. be seen by the I.O.)
3. Whether the employees were in proper uniform : Yes/No
4. (a) Quality of Crockery : Satisfactory/Needs replacement
(b) Drill for cleaning Crockery : Satisfactory/Un-satisfactory
5. Use of detergent/Disinfectant : Yes/No (Indicate Periodicity)
6. (i) Suggestion/Complaint Book Kept : Yes/No
(Gist of recorded complaints & action taken thereon By the MC be enclosed separately with the Report)
- (ii) Sanitary Diary-cum-Inspection Register : Available/Not available
7. Separate ladies room/cabin provided : Yes/No
8. Display of Menu with rates : Yes/No
9. Rates : Reasonable/Unreasonable
10. When the rates were last fixed : _____

:3:

11. Quality of eatable/beverages : Satisfactory/Unsatisfactory.
(Detailed observation on this aspect be appended by the I.O. with the Report)
12. Whether the norms for usage of Materials-quality-wise & quality-Wise are in relation to the selling price : _____

13. Opinion about Customer's satisfaction : _____
14. Drinking water facility provided : Yes/No
15. First-aid box for canteen employees : Yes/No
provided
16. Fire-safety measures provided : Yes/No
17. Type of Fuel used in the Canteen : LPG, Kerosene Oil, Fire-Wood and Coal

COMPLETION OF ACCOUNTS BOOKS :

18. Cash Book : (i) Complete upto _____ (date)
(ii) Authenticated : Yes/No
19. Ledger : Complete upto _____ (date)
20. Stock Register(raw materials) : Complete upto _____ (date)
21. Stock Register(furniture/crockery etc.) : Complete upto _____ (date)
22. Preparation Register : Complete upto _____ (date)
23. Sales Register : Complete upto _____ (date)
24. (a) Monthly Accounts being prepared. :
- (b) Annual Accounts complete upto :
- (c) Whether submitted to Integrated Finance :

:4:

25. Cash in hand :
26. Cash in Bank Account :
27. Attendance Register complete upto :
28. Monthly sales : Cash :
Credit:
29. **Discipline and Service** :
- (a) General level of discipline during :
The serving staff/Bearers
- (b) Any complaints of misbehaviour etc. : Yes/No
etc. received (Give details)
- (c) Any pending disciplinary action :
- (i) Nature of charge :
- (ii) Matter pending since when :
30. **General observations by the Inspecting Officials :**

Place :

Signature of the Inspecting Official

Date :

**ANNUAL FEED BACK REPORT ON THE FUNCTIONING
OF DEPARTMENTAL CANTEENS (DUE BY 30TH JUNE) OF THE YEAR**

MINISTRY OF/DEPARTMENT OF

(TO BE FILED BY THE CONCERNED MINISTRY/DEPARTMENT ONLY)

No. of Canteens functioning under the Ministry/Department including subordinate/attached offices (1)	Intervals at which canteens inspected by the Managing Committees (Monthly/Quarterly/Half yearly/yearly) (2)	Whether any additional inspections were carried out by Independent Teams of Officers & Staff representatives' as per O.M. No.3/1/99-Dir(C), dated 31.3.99 (3)	Nature of deficiencies noticed during the inspections & action taken by the Offices to rectify them (Brief details only) (4)	Suggestions, if any, for additional initiatives, in the nature of policy, considered necessary to be taken by DOPT (5)

Signature of Controlling Officer
of Ministry/Department (with Seal)