

No.25 /1/2008 -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 31st March, 2011

OFFICE MEMORANDUM

Subject: Training of Group 'D' employees of Departmental Canteens.

In accordance with the provisions of CCS (Revised Pay) Rules, 2008, this Department had taken initiative to train the Group 'D' staff of the Departmental Canteens, in coordination with the Ministry of Tourism and accordingly, Ministries/Departments/Offices were requested to nominate canteen staff for the said training vide O.M. No. 25/2/2008-Dir.(C) dated 17.10.2008. The response was slow and inadequate in spite of reminders.

2. In order to ensure that all Group D canteen employees are trained in a time-bound manner, the matter was reviewed and vide O.M. No. 25/1/2008-Dir.(C) dated 19.10.2009, Ministries/Departments were requested to arrange training programmes for Group 'D' canteen staff by conducting in-house training programmes. Even this initiative has not yielded the desired results. In the course of preparation of data base of canteen employees and the progress of training, it has been noticed from the status report furnished by Ministries/Departments that very few canteen employees have since been trained. It is reiterated that all Group D employees of Departmental canteens, who do not possess the minimum requisite qualification, are to be retrained and made multi-skilled. Once trained successfully, the Group 'D' staff may be classified as Group 'C' and may be placed in Pay Band-I with Grade Pay of Rs. 1800/- as recommended by the Sixth Central Pay Commission.

3. Keeping in view the position stated above, the matter regarding training of Group 'D' canteen staff who do not possess the minimum qualification of 10th Pass or ITI equivalent has been reviewed by this Department. It is once again advised that all the Ministries/Departments/Offices/Establishments may arrange in-house training programmes for such Group 'D' canteen staff who have not been so far trained, so as to ensure their placement from PB-IS to PB-I. This is in compliance with CCS(Revised Pay) Rules 2008. In order to ensure training of canteen staff in pre-revised Gr. 'D' Pay Scales, a training package may be evolved by each Ministry/Department/Office/Establishment

.....2/-

by arranging the lectures to be given by experts in the field of Hotel Management and Catering with a nominal fee to be given by them from their budget. In case services of experts in the field of Hotel Management are not available, the Service of Managers associated with functioning of Departmental Canteens may be utilized or other alternative mode of training may be arranged. However, it will need to be ensured that the training programmes meet the standards and also that the recommended curriculum is covered. The duration of the training may be of five working days, so that the canteen services are not very much affected. The training module may be devised on the basis of recommended course content for skill development which is enclosed at Annexure. Any difficulty in conducting such training programme may kindly be taken up with this Department for assistance.

4. All Ministries/Departments are once again requested to take up training of all canteen employees on priority and complete the exercise by 30th June, 2011 and furnish the compliance report to DOPT by 15th July, 2011.

P. Tyagi

(Pratima Tyagi)
Director(Canteens)

To

1. All Ministries/Departments of the Government of India as per standard List. (Director/Deputy Secretaries Incharge, Administrative Division/Wing) – for necessary action/further dissemination to all concerned establishments under them.
2. President's Secretariat, Rashtrapati Bhawan, New Delhi.
3. Vice-President's Secretariat, Maulana Azad Road, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Deputy Secretary(Admn.), DOPT, North Block, New Delhi.
6. Comptroller & Auditor General of India, New Delhi.
7. Director of Audit, Central Revenue, New Delhi.
8. Controller General of Accounts, Bahadur Shah Zafar Marg, New Delhi.
9. Supreme Court of India, Tilak Marg, New Delhi.
10. High Court of Delhi, Sher Shah Road, 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. N.I.C.(DOPT) with the request that this O.M. may be placed on this Department's website (www.persmin.nic.in)
15. Section Officer(Canteens), with 50 spare copies.

Annexure to O.M. No. 25/1/2008-Dir.(C) dated

Recommended Course Content for Skill Development

I Social Skills

(a) Etiquette and manners _____

Code of behaviour or
Behavioural Skills _____

1. Be polite to customer/employee
2. Service with a smile
3. Good Posture

II Personnel Hygiene, Appearance and Grooming

Importance of Personal Hygiene

- 1) To prevent food contamination
- 2) Precaution against illness(Self/others)
- 3) For self confidence
- 4) Clean habits (Avoid smoking, chewing tobacco, beetlenut/pan etc.) while on duty

Steps to ensure personal hygiene

- 1) Clean and trimmed nails
- 2) Clean clothes

3) Clean and properly trimmed hair

4) Clean and polished shoes

III Use of Uniform

1) Wearing prescribed uniforms

2) Provides uniformity

3) Giving or displaying a pleasant, neat and tidy look

IV Taking Orders

1) Orders to be taken politely

2) Orders to be taken carefully

3) Noting orders correctly

4) Sense of urgency

5) Attending orders from Minister's Office and Senior Officers on Priority

V Serving Tea/Coffee, Snacks and Meals

1) Clean crockery/cutlery

2) No spilling

3) Sugar requirement/quantity

- 4) Timely cleaning of crockery/cutlery & periodic replacement
- 5) Proper serving of Snacks in Plates
- 6) Proper serving of Meals
- 7) Timely clearance of Meal Plates

VI Cleaning the Canteen

Daily cleaning

Sweeping

Mopping

Cleaning of furniture

Cleaning utensils properly

Monthly Cleaning

Cleaning Windows/Doors

Cleaning Cobwebs

Cleaning room where food, raw material is stored
