

No. 25/1/2008-Dir.(C)
Government of India
Ministry of Personnel, P.G. and Pensions
(Department of Personnel and Training)
Director (Canteens) Section

Room No. 321, 3rd Floor,
Lok Nayak Bhawan, Khan Market, New Delhi
Dated the 19th October, 2009

OFFICE MEMORANDUM

Subject : Training of Departmental Canteen Staff – suggestions reg.

The recommendations made by the 6th Central Pay Commission (CPC) relating to the Canteen staff are as under :-

'3.8.7. Canteen staff comprises staff of both non-statutory canteens as well as statutory canteens in Ministries like Railways and Defence. Employees of both statutory as well as non-statutory canteens are treated as Government employees. The Fifth CPC had recommended a specific structure for the various posts existing in different canteens in Central Government. Many of the posts of the canteen staff are presently in Group 'D' scales of pay. As a result of the general recommendations made by the Commission for Group 'D' posts, all the posts of canteen staff in Group 'D' shall now be placed in the revised pay band PB-I of Rs. 4860-20200 along with grade pay of Rs. 1800 once the staff occupying these posts is suitably retrained and made multi-skilled. Other posts of canteen staff in the pay scales of Rs. 3050-4590, Rs. 3200-4900, Rs. 4000-6000 and Rs. 4500-7000 shall be extended the corresponding replacement pay bands and grade pay. The posts of canteen staff in the pre-revised pay scales of Rs. 5000-8000 and Rs. 5500-9000 shall stand merged in the pay band PB-2 of Rs. 8700-34800 along with grade pay of Rs. 4200.'

2. The recommendations of the 6th Pay Commission have been accepted by the Government and it was decided to grant revised scales of pay to the common category of non-statutory departmental canteen staff in various Ministries/Departments vide O.M. No.3/6/07-Dir.(C) dated 15th October, 2008. Such Group 'D' employees who do not possess educational qualification are to be suitably re-trained and made multi-skilled and thereafter placed in PB-1 as soon as possible but not later than 6 months from the date of notification issued by the Ministry of Finance, Department of Expenditure Notification No. GSR.662(E) dated 29th August, 2008.

3. The 6th Pay Commission further recommended that such of those existing Group 'D' employees who do not possess the minimum qualifications prescribed would need to be retrained and a training package would need to be evolved separately for each of the individual Ministry/Department/Organisation keeping in view their specific needs.

4. This Department had taken initiative to train the Group 'D' staff of the Departmental Canteens, accordingly Ministry of Tourism was requested to conduct training programmes for the Group 'D' staff of the Departmental canteens. DOP&T had invited nominations from the Ministries/Departments for this purpose. Some Ministries/Departments/Offices have not responded adequately and most of the Departments/Ministries have not responded at all. So far Ministry of Tourism have conducted training for 5 batches of Group 'D' staff of the Departmental Canteens. Consequently, it is felt that it may not be possible to train all the Group 'D' employees of the Departmental Canteens within a period of 6 months as stipulated in the Ministry of Finance, Department of Expenditure Notification GSR No.662(E) dated 29th August, 2008.

5. Keeping in view the position stated in Para 4 above, the matter regarding training of Group 'D' canteen staff has been reviewed by this Department. To implement the 6th Pay Commission recommendation on the above subject, it is advised that all the Ministries/Departments/Offices/Establishments may arrange training programmes for such Group 'D' canteen staff who do not possess the required educational qualification for entry into PB-1, if they have not trained Group 'D' employees of their Departmental Canteens so far. A training package may be evolved by each Ministry/Department/Office/Establishment 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. Alternatively, in case services of experts in the field of Hotel Management and Catering are not available, the services of Managers associated with the functioning of Departmental Canteens may be utilised. The duration of the training may be of 10 working half days, so that the canteen services are not very much affected. The training module may cover the following topics which are followed by the Institute of Hotel Management, Catering & Nutrition, Pusa, New Delhi, while imparting training to Group 'D' Canteen employees :-

Sl.No.	Topics : Theory/Practical Class
1.	Personal Hygiene, Appearance & Grooming
2.	Knowledge about equipments used in a canteen
3.	Laying of cover, Napkin folding/how to lay table cloth
4.	Waiting at the table, use, laying and carrying of tray for service of various items
5.	Canteen Service and Room Service
6.	Handling, Upkeep and Polishing of cutlery and crockery
7.	How to use service cloth, carrying of plates, clearing of plates and cutlery
8.	Getting the canteen ready (Cleaning and setting up)
9.	Service of hot and cold drinks
10.	Service of food items
11.	Taking orders and settling bill
12.	Closing the canteen
13.	Occupational Health and Safety Hazards
14.	Communication skill and customer dealing
15.	Arrangement of small parties
16.	Laying of Buffet
17.	Dining Etiquettes and manners
18.	Knowledge of different beverages
19.	Knowledge of cutlery crockery and glassware

	House Keeping
20.	Knowledge of House Keeping equipment
21.	Care and maintenance of equipment
22.	Care and maintenance of floor and wood surface
23.	Cleaning of walls, floors and toilets
24.	Knowledge of cleaning material
25.	Environmental Hygiene, Energy Conservation
26.	Disposal of waste material (wet, dry, degradable and non-degradable)

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Director(Canteens)

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To:

1. All Ministries/Departments of the Govt. of India as per standard list. (Director/Deputy Secretaries Incharge, Administration Division/Wing)- for necessary action/further dissemination to all concerned Establishments under them.
2. Under Secretary (Coord.), DOPT, North Block, New Delhi
3. Comptroller & Audit General, Bahadur Shah Zafar Marg, New Delhi
4. Director of Audit Central Revenue, AGCR Building, New Delhi
5. Controller General of Accounts, Lok Nayak Bhawan, Khan Market, New Delhi.
6. Supreme Court of India, Tilak Marg, New Delhi
7. High Court of India, Sher Shah Road, New Delhi
8. Registrar General of India, Mansingh Road, New Delhi
9. Controller General of Defence Accounts, West Block No.V, New Delhi
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