



**GUIDELINES
FOR
MESS MANAGEMENT
IN
RESIDENTIAL SCHOOLS
UNDER**

**ST & SC DEVELOPMENT DEPARTMENT
GOVT. OF ODISHA**

MANAGEMENT OF MESS IN HOSTELS

The SSD Department run a number of residential schools where boarders are provided with free lodging and boarding facilities. One of the important facilities provided in these residential schools is the serving of cooked food to the boarder students in the hostels apart from the Mid-day Meal served to the students in the schools under the Mid-day Meal Scheme of the Government of India.

While a comprehensive guideline has already been issued by the S&ME Department for the management of Mid-day Meal Scheme in the State, the ST&SC Development Department have also issued number of circulars, from time to time, for the efficient management of the mess activity in the hostels. However, there have been increasing reports of mis-management of the Mess activity in the SSD run hostels in recent past leading to distress among the students and in some cases unfortunate incidence of loss of life as well.

Considering this, the Department hereby issue **Standard Guidelines** for the management of **Mess Activity in the hostels**, encompassing all the aspects, for ensuring safe, healthy and nutritious food to the boarders and also to fix up the accountability of ensuring the same at different levels. These guidelines are exclusively for the management of the mess activity in the hostels run under the SSD department and it should be noted that the guidelines issued by the concerned authority for the management of MDM should also be adhered diligently along with the present guideline.

1. Procurement of Ration/ Food items:

- a. The DWOs to intimate the HMs of the schools (having hostels attached to it) regarding the allotted quantity of rice from the FS&CW Department for the concerned hostel
- b. HM to designate a staff (preferably the designated Hostel Superintendent for the hostel/s) for the lifting of subsidized rice from the FCI/Distribution point
- c. The lifting of subsidized rice to be done on the monthly basis instead of bulk lifting to avoid congestion and damage
- d. The designated staff to ensure that rice qualifies the Fare Average Quality (FAQ) standards and accurate weightage as per the allotment before lifting it from FCI/ Distribution Point
- e. Transport agent to make delivery of rice to the Schools in the presence of HM, other teachers and representatives of SMC. Transport agent must carry weighing scale in the delivery vehicle.

- f. In case of deviation from quality or quantity norm i.e. if rice is below FAQ standard, discolored, mixed with foreign materials like pebbles and if the moisture level is high, the HM shall refuse to receive the stock under the intimation to higher officials, including the District Collector.
- g. District Collector shall ensure the timely and proper inflow of the subsidized rice to the hostels and closely monitor the same in their Monthly Review Meetings.
- h. Procurement of other non-perishable supplies like Dal, Soya, Iodized Salt, Edible Oil etc. should be purchased locally for a maximum period of one month at a time. These items shall not be procured loose to avoid adulteration and shall only be procured in sealed packs, pouches, tetra packs etc. of the reputed brands with Agmark or BIS certification.
- i. Procurement of condiments like haldi, jeera, phootan etc. shall also be made in packages with Agmark/ BIS certification.
- j. Procurement of vegetables & egg should be done on the day of consumption or one day before as per the prescribed menu-chart.
- k. Procurement of meat/ chicken should be done on the day of consumption only as per the prescribed menu-chart.
- l. The Superintendent of Hostel, Assistant Superintendent of Hostel and HM of the school are accountable to ensure compliance to the above mentioned guidelines. For any violation/ negligence in this regard, disciplinary action would be taken against them.**

2. Storage:

- a. The month's supply of rice should be properly stocked in a clean and dry place in a way that it is secured from any dampening i.e. on a raised platform/ rack. The storage area should be clearly marked with "***RICE FOR MESS IN HOSTEL***")
- b. The month's supply of other food items should be stored in the air tight storage bins/ containers for better preservation. The storage bins shall be kept at a considerable height, using racks or shelves. No storage bins should be kept on the floor.
- c. At every stage, First in First Out standards shall be maintained. Earlier stocks should be exhausted before the fresh stocks are put to use. The containers shall be cleaned and dried before adding the new stock.

- d. The storage area shall be free from rats/ rodents/ pests/ spider webs, cockroaches etc.
- e. **No medicine/ toxic chemical/poison/disinfectants shall be kept within Kitchen area or Storage Room.**
- f. The storage area should be regularly cleaned. The Hostel Superintendent and Assistant Superintendent shall supervise and ensure the cleanliness of the storage area.
- g. Storage room shall be securely locked by the Hostel Superintendent/ Assistant Superintendent when not in use.
- h. **Ensuring and supervising the proper storage of the food items is the primary responsibility of the Superintendent of Hostel, Assistant Superintendent of Hostel and HM. Any deviation found in the adherence of the guidelines would attract disciplinary action.**

3. Kitchen/ cooking place:

- a. The kitchen/ cooking area should be permanent with provision for proper ventilation, lighting, adequate space for movement and with proper locking system.
- b. Wherever temporary kitchen shed/s are functioning in the residential schools, the DWOs to immediately identify and bring it to the notice of the District Collector and PA, ITDA for immediate construction of permanent kitchen shed.
- c. Cooking area must be free from filthy surroundings and shall have at all times overall hygienic environment. Toilets and bathrooms shall be separate from the food preparation area.
- d. **Ceilings and walls should be periodically cleaned with no flaking paint or plaster, or spider webs. Floors should be washed daily.**
- e. **No spraying of insecticide/pesticide/floor cleaners, any type, shall be done when cooking is being done.**
- f. **Ensuring and supervising the proper up-keep of the Kitchen/ cooking place is the primary responsibility of the Superintendent of Hostel, Assistant Superintendent of Hostel and HM. Any deviation found in the adherence of the guidelines would attract disciplinary action against them.**

4. Supply of ration and pre cooking safety arrangement:

- a. The daily supply of ration to the CCA should be done by the Hostel Superintendent/ Assistant Superintendent in the presence of Food Minister of the School Cabinet and should be duly recorded in the **Consumption register**.
- b. While supplying ration for cooking, adequate care to be taken by the Hostel Superintendent and Assistant Superintendent to ensure that **no rotten/ pest-infested food item are supplied for cooking**.
- c. Periodic quality testing like smell test/ Granularity/Color test should be done by the Hostel Superintendent and Assistant Superintendent to detect any adulteration or presence of pests
- d. Before cooking, all the food items should be cleaned/ washed properly for removal of any unhygienic/ foreign material by the CCA
- e. **The water used in kitchen shall be drinking water.**
- f. No children should be engaged in the preparatory cooking activities like chopping/ cutting, cleaning of the food items to avoid any untoward incidence.
- g. Vessel/ cooking utensils, which is likely to cause metallic contamination injurious to health, shall not be used in food preparation. The cooking utensils shall be washed properly before cooking.
- h. Ensuring proper supply of ration, adherence to the pre-cooking safety guidelines by the cooking staffs and non-engagement of children/ students in the pre-cooking activities is the primary responsibility of the Hostel Superintendent, Assistant Superintendent of Hostel and HM. Any deviation found in the adherence of the guidelines would attract disciplinary action against them.**

5. Personal Hygiene of the CCA:

- a. The CCA must wash the hands properly, frequently and at the appropriate times before, during and after cooking. Soap for hand washing should be provided to the CCAs.
- b. CCA shall keep the fingernails regularly trimmed and avoid finger nail polish
- c. The hair of the CCA should be combed and properly tied while cooking and serving food.

- d. The CCA having contagious/ infectious disease/ open wound shall be bared from cooking food till he/ she recovers and alternate arrangement for that period should be made by the HM
- e. CCA must not chew tobacco/ betel/ khaini etc. during preparatory work, cooking and while serving food.
- f. The HMs and Hostel Superintendent shall educate & sensitize the CCA in these regard and ensure adherence of the same by the CCAs.
- g. Though CCAs are primary accountable to maintain personal hygiene standards as mentioned in the guideline, regular supervision and compliance to the guidelines is to be ensured by the Hostel Superintendent and Assistant Hostel Superintendent. In case of non-compliance to these guidelines by the CCA, this shall be brought to the notice of the HM for suitable disciplinary action including disengagement of the concerned CCA.**

6. Safety during cooking:

- a. CCA shall wash hands with soap and water before cooking.
- b. All utensils used for cooking shall be cleaned using branded cleaning agents and shall be thoroughly washed to remove all traces of the cleaning agent.
- c. Clean utensils with lid cover shall be used for cooking. While cooking the lid shall be on. Never leave in midst of cooking, without proper/full lid cover.
- d. Cooking food to over 75°C kills most of the bacteria. Therefore food shall be thoroughly cooked and boiled properly.
- e. Eggs should be thoroughly hard boiled to erase every chances of bacterial infestation.
- f. Ensure that no small children/ students are near the cooking area to avoid any mishap.
- g. General villagers/ suspicious persons, not on the monitoring duty, shall not be allowed inside the kitchen to avoid any intentional sabotage.
- h. Ensuring adherence to the guidelines relating to safety during cooking is the primary responsibility of the CCAs while Hostel Superintendent and Assistant Superintendent of Hostel are accountable to check and supervise the same on the daily basis. The HM also need to periodically check and**

supervise. For any deviation, CCA and Hostel Superintendent and Assistant Superintendent of Hostel would be held accountable.

7. Safety during serving:

- a. The food shall be served to the students in presence of the Hostel Superintend/ Assistant Superintendent of Hostel.
- b. All cooked items shall be kept in containers covered with lid.
- c. The CCA shall taste the meal first at-least 30 minutes prior to serving to the children in the presence of HM/ Hostel Superintendent.
- d. The meal must be served within one hour of cooking.
- e. The persons serving the food must wash hands with soap and water before serving food. No student shall be engaged for serving the food to avoid any mishap.
- f. Clean spoons with long handles shall be used for serving. Touching of ready-to-eat foods with bare hands should be avoided. (Example, do not serve cooked rice with hand).**
- g. The Hostel Superintendent and members of Food ministry shall ensure that all children have washed their hands with soap properly before taking the food.
- h. Meal shall be served on clean (wash, rinse and air dry) dish/plates to children.
- i. The HM/ Hostel Superintendent shall ensure that meal is served in the Dining area/appropriate place and ensure that the place is cleaned before serving starts.
- j. The students shall be seated in the dining area and the food shall be served in their plates. There shall be no queuing of children in the kitchen area for receiving the food. During many occasions it was seen that due to the queuing and pushing of children, they accidentally fall into the big cooking vessels and often becomes fatal.
- k. The Hostel Superintendent/ Assistant Superintendent of Hostel/ HM to supervise the proper serving of the food to the students on daily basis and are responsible for ensuring this. Any laxity/ deviation found in the adherence of the guidelines would attract strict disciplinary action against them.**

8. Food Waste Disposal:

- a. Care should be taken by the Hostel Superintendent/ Assistant Superintendent of Hostel that appropriate amount of food items, as prescribed in the menu chart/ diet chart, is prepared so that there should be no or minimal wastage/excess.
- b. In no circumstances leftover food shall be kitchen or hostel premises and served to the students again.
- c. Food disposal, both excess and wastage by the children should be done properly as to not attract rodents/dogs etc. It is advised that waste food items should be buried in a distant place from the cooking area.
- d. Other food wastes like vegetable peels, rice starch etc. can be used to make bio-fertilizer for use in kitchen garden. However, care should be taken they are not thrown out to attract flies, rodents, dogs etc. and manuring is securely done.
- e. Though CCAs are primary accountable to undertake proper disposal of food waste, the daily supervision and compliance to the guidelines is to be ensured by the Hostel Superintendent. In case of non-compliance to these guidelines by the CCA, Hostel Superintendent to bring to the notice of the HM for suitable disciplinary action including suspension of the concerned CCA.**
- f. In case of gross negligence of serving of leftover food to the students again, the Hostel Superintendent will be held squarely responsible and strict disciplinary action, including criminal proceeding would be taken against him/her.**

9. Display of food Menu:

- a. The weekly menu-chart (as prescribed by the Department) reflecting the menu for breakfast, lunch and dinner shall be printed in a flex and displayed at a conspicuous location.
- b. It is the responsibility of the HM to ensure display of the Menu-chart and its periodic replacement so as to ensure proper visibility of the information.**

10. Record Keeping:

- a. The Stock entry of the ration/ food items procured shall be made by Hostel Superintendent/ Assistant Superintendent with quantities/date of supply /purchases etc. duly countersigned by the HM.

- b. The Mess Attendance Register for Boarders, Mess Cash Book and Mess Stock and Issue Register (as prescribed by the Department) shall be maintained on a regular and up-to-date basis by the Hostel Superintendent associating the Food Minister/ Boarder's Representative.
- c. At the end of the month, a calculation shall be made regarding per meal cost and put up in the notice board for the knowledge of all boarders. Savings out of monthly stipend money, if any, shall be deposited in the Revolving Fund Account with proper record keeping at the HM level.
- d. It is the responsibility of the Hostel Superintendent/ Assistant Hostel Superintendent and HM to ensure proper upkeep of the records and non-fudging of the records. In cases where records are found inadequate, improperly maintained or forged, the Hostel Superintendent, Assistant Hostel Superintendent and HM will be held accountable and strict disciplinary action will be taken against them.**

11. Internal Feedback & Grievance Redressal Mechanism

- a. The Food Minister/ members of Food-ministry shall take feedback from the boarders on the quality and quantity of food served and any other issue related to mess management and shall place grievances, if any, to the notice of Chief Minister of the School Cabinet and Mess in-charge
- b. A complaint/ suggestion box shall be placed inside the hostel premise enabling the boarders to freely express their views and suggestions on the different aspects of hostel management, including mess management.
- c. The HM should ensure that the complaint box is opened twice a week in the presence of School Cabinet Members, Hostel Superintendent and Hostel Superintendent and take suitable action concerning the suggestions/ complains
- d. A separate register shall be maintained by the Hostel Superintendent keeping the record of suggestions/ complaints and action taken on them by the HM