

CENTRAL UNIVERSITY OF SOUTH BIHAR, GAYA

**STANDARD OPERATING PROCEDURES (SOP)
FOR
UNIVERSITY CAFETERIA**



**CENTRAL UNIVERSITY OF SOUTH BIHAR
SH-7, GAYA-PANCHANPUR ROAD,
P.O.FATEHPUR, GAYA-824236 (BIHAR)**

OBJECTIVES:

To Serve Quality food and demonstrate high standards of hygiene in Storage, Preparation, Serving & Disposal of (edible and non- edible) cafeteria waste.

1. MISSION

The Cafeteria Administration shall

- Provide a range of Nutritional food to the University community.
- Communicate the development of good eating habits consistent with the dietary guidelines for students and staff thereby reducing health risk factors.
- Adopt best practices in Hygiene.

2. PURPOSE:

To set a procedure for providing a timely and adequate cafeteria facility with consistency on quality and cleanliness.

3. QUALITY OBJECTIVES:

- Constant verification of Stock status on Quarterly basis.
- Number of items Procured for the Cafeteria
- Percentage of Incidents of rejected food due to quality problems
- Percentage of Incidents of students/staff falling sick after food consumption.

4. RESPONSIBILITY & AUTHORITY:

CAFETERIA COMMITTEE:

- The Cafeteria Committee shall supervise and control the administration of the cafeteria.
- Members for the Cafeteria Committee shall be appointed by the Competent Authority.
- Cafeteria Committee shall co-ordinate or discuss various issues relating to Cafeteria Administration.
- The members of the Cafeteria Committee shall include:-
 1. Proctor-Convener
 2. DSW
 3. Two or three persons nominated by the Vice-Chancellor
 4. Deputy Registrar (Admin.)-Member Secretary

Review shall be made once in a Fortnight.

1. The Cafeteria Committee is responsible for all the actions, which shall have the right to re-organize, disband or take the cognizance of any matter arising during the cafeteria services.
2. Notice of motion for action to reorganize, disband etc. must be given in writing to the member secretary of the cafeteria committee.
3. Upon approval from the competent authority the Cafeteria Administration shall discuss the actions in the Cafeteria Committee.

FUNCTIONS OF CAFETERIA COMMITTEE:

The Cafeteria Committee *inter alia* shall have the following functions:

- Responsible for the maintenance of the University Cafeteria system.
- Responsible for the administration and proper conduct of the cafeteria affairs.
- Shall constantly monitor the items of the cafeteria. Any discrepancies further shall report to the Competent Authority and mark-ups.
- Responsible for decisions in purchasing/maintaining cafeteria stock.
- Committee shall avoid malfunctions of the canteen equipment or safety issues relating to the structure of the building inside and outside.
- Liaison with the caterer and monitor day-to-day activities.
- Cafeteria committee shall be responsible for planning and displaying the Menu for the week.
- Responsible for décor of the cafeteria.
- Responsible for upkeep & hygiene/ Housekeeping / Maintenance of kitchen / cafeteria.
- Any suggestion given by the team members or any visitors will be informed to the cafeteria Vendor. If required, suggestions given will be incorporated during preparation.
- Ensure that all the cafeteria staff should be in neat & complete uniform (fingernails, caps, uniform, gloves, ID cards, etc.)
- Ensure that the cafeteria staff are undergone for physical examination and the same report will be submitted to competent authority.
- Ensure that cafeteria Vendor complies with all statutory requirements.
- Ensure that the cafeteria meals are supplied on time and check for quantity & quality supplied as per the agreement.
- Ensure the rate of the menu is strictly being implemented.
- Ensure the surveillance of the activities in the cafeteria premises through CCTV.

5. HYGIENIC DESIGN OF CATERING SERVICES

1. There shall be adequate space to accommodate all operations, including cleaning.
2. There shall be separate provision for
 - Unpacking / Storage of raw materials.
 - Washing of vegetables and other raw materials.
 - Cleaning & Storage for utensils.
3. LPG cylinder storage and distribution area shall have designated area in accordance with safety regulations.
4. Cleaning agents and related material shall have designated areas.
5. Cafeteria Waste shall have designated area for disposal outside the cafeteria premises. The Vendor shall be responsible for the same.
6. Disposal shall consider the requirements of local rules and regulations and public image.
7. Adequate natural / artificial lighting & ventilation shall be provided for the kitchen and serving area. Windows and other openings should be fitted with screens to keep away houseflies and other insects, dust etc.
8. Emergency lamps shall be provided at appropriate locations in kitchen and serving areas.
9. All personnel working in the kitchen, irrespective of the nature of their job, shall wear apron, cap, gloves, and kitchen specific usage footwear while handling any food product.
10. The personnel shall keep the kitchen clean and tidy, free from rodents, insects, cobwebs etc.
11. Entry of unauthorized personnel shall not be permitted in the kitchen area.
12. Footwear shall not be allowed inside the working Kitchen area.

6. WATER SUPPLIES:

Adequate water shall be supplied for –

- Hand wash.
- Cleaning & Washing of utensils.
- Handling & preparation of Food items inside the cafeteria.
- Hygienic drinking water facilities.
- Other causes, if any.

7. DIETARY:-

- The University shall provide an awareness program on dietary for the students and staff of the University.
- The University shall have a dietician who shall suggest a well-balanced diet for students / staff in the University.
- The food shall be served to the student's after it has been tasted by the dietary team [may be one or two from the Cafeteria committee itself]. The results of the testing are recorded in the **Food Tasting Order Form.**

8. FOOD MENU PLANNING:

- Effort shall be taken to incorporate traditional Food habits based on our culture, ethnicity and availability of food material.
- The University in consultation with Vendor shall make available Menu-Planning Scheme depending on the requirements.
- The dietician/medical officer/cafeteria committee shall decide a suitable and well balanced diet.
- The cafeteria committee shall plan the Menu on a monthly basis. The Menu shall be recorded in the **Weekly Menu form**.
- A Menu Chart / Board containing the menu for the day shall be displayed within the canteen premises.
- The Menu items along with the price shall be displayed on the notice board of the canteen.

9. FOOD PREPARATION:

The Vendor shall

- Ensure that food shall be handled either by a gloved hand or by utensils.
- Ensure that benches are maintained clean.
- Ensure that there shall be suitable areas for food preparation. Avoiding cross-contamination of cooked and raw foods.
- Hands or utensils that shall be used to prepare raw food must be washed properly before they shall be used to prepare ready- to-eat or cooked foods.
- Food shall be freshly cooked on the day of requirement and as close to the time of serving as is practicable.
- In case the food is prepared outside the University premises by the vendor, the facilities shall be inspected by the cafeteria committee before approving the contract to the party. The facilities shall be verified on an ongoing basis, once in three months.

10. FOOD STORAGE:

- Food transported to the University cafeteria from outside shall be properly packed, to avoid contamination of food.
- The food supplied shall be fresh and packed in suitable hot packs.
- Food requiring storage shall be done so below 5°C and frozen food shall be stored below minus 15°C.
- The time that food is kept in the danger zone—between 5°C and 60°C shall be minimized. (The ‘danger zone’ is the temperature at which bacteria are most likely to grow).
- The Temperature for various types of food (Cold, hot, frozen etc) shall be maintained and monitored in the **Temperature Monitor Register**.
- In case of different types of food stored in the same refrigerator, the raw food shall be stored lower down than the ready-to-eat/ cooked food.

11. COOLING (FREEZING) & STORAGE LIFE:

- Hot food should be allowed to pre-cool for a maximum of 1 hour in a cool (and clean) part of the kitchen and then placed in a refrigerator operating at 5°C or below.
- In case of other foods, care should be taken to ensure there is sufficient space for air to circulate around all parts of the food.
- The storage life of the food which is cooled in a conventional refrigerator, shall be consumed within 24 hours of cooking
- In case it is intended to be consumed, it shall be reheated and shall be consumed.

12. CLEANING:

- Cleaning is a part of the practices adopted in the Kitchen.
- The cafeteria shall adopt steps for cleaning various items in the kitchen.
- The cafeteria committee shall convey a detailed description/ checklist relating to cleanliness and maintenance of the kitchen.
- The University cafeteria shall schedule itself and define an outline on how the premises shall be cleaned.
- The members for cleaning shall be provided/deployed by the Vendor.
- Food shall be stored in containers that are:
 - Clean.
 - Easy to wash.
 - Have Tight Fitting Lids.
 - Covered with foil/ plastic films.
- Apart from the cleaning of cafeteria premises, the University cafeteria shall also involve itself in the cleaning of other activities relating to the cafeteria.
- Equipment and areas shall be allowed to drain and dry at the end of the cleaning period.
- Apart from hand washing a separate sink shall be provided for cleaning raw materials and food related materials, which shall be maintained using naphthalene balls to avoid insects etc.
- Insect traps shall be used to destroy insects inside the kitchen.
- Before any pesticides are applied for destroying insects for maintaining a clean environment within the kitchen, adequate care shall be taken to protect people, food, equipment and materials from risk of contamination.

13. MAINTENANCE:

Preventive Maintenance

The various items shall be checked for the following before use:

1. Cooking equipment like rice boilers, aqua guards, gas burners shall be maintained as per Preventive Maintenance checklist.
2. Authorized / labeled (**ISI marked**) Utensils and instruments shall be open to check its physical condition.
3. Refrigerators: Checks for ice formation in the Freezer.

14. BUILDING MAINTENANCE:

- Canteen Building shall be painted externally and internally as per the requirement.
- Civil Repair works like choking of drain, leaking taps, rainwater leakage etc. shall be attended immediately.
- Pressure test for LPG piping shall be done as per checklist
- LPG rubber hose shall be replaced once a year.
- Insect guard lighting shall be replaced once a year.

15. HYGIENE TRAINING

All kitchen and cafeteria staff should be given the following training:

- The Cafeteria committee/Vendor shall arrange a Training programme for the cafeteria staff.
- Induction Training Programme shall be commenced at work by the Vendor.
- A programme of hygiene education and training shall be conducted by the Vendor.
- In case of Fresher, training shall be given for all the activities that are a part of Cafeteria.
- Induction shall include –
 - Basic hygienic procedure for handling of foods.
 - Emphasizing the precautions necessary to prevent contamination of food.
 - Personal hygiene and other items relevant to a particular person's job.

16. HOUSEKEEPING AND SAFETY:

- Regular sweeping and swabbing of the canteen shall be done.
- All personnels working in the cafeteria shall wear gloves, apron and footwear.
- Safety measures shall be adopted while cooking inside the Kitchen.
- The cafeteria shall have Standard **ISI marked LPG** for safety purposes.
- All the Utensils, equipments shall be purchased from authorized dealers.
- In case of an emergency, In-time Medical Assistant shall be available all time besides the University cafeteria.
- Fire extinguishers shall be maintained and placed in a safe place.

17. STUDENTS/STAFF SUGGESTIONS AND COMPLAINTS:

- The Student/Staff of the University shall be allowed to give Suggestions or complaints regarding the University Cafeteria.
- The suggestions and complaints received shall be recorded in the **Suggestion and Complaints Register** by the concerned personnel.
- The Suggestions and complaints shall be addressed immediately by the concerned staff/ cafeteria committee/competent authority.
- The **Suggestions and Complaints Register** shall be updated accordingly.
- The cafeteria committee shall review the Suggestions and Complaints Register at specified intervals.

18. MISCONDUCT/INDISCIPLINE/PUNISHMENT:

All the cases of indiscipline/misconduct amounting to violation of the Law of the land and shall be reported to the Chief Proctor, who after preliminary investigation may proceed with as per the provisions of the University Ordinance.

19. INTERPRETATION AND SAVING CLAUSE

Final decision on any matter of indiscipline or any other issues either covered or not covered by this SoP shall be dealt with by the Vice-Chancellor, whose decision shall be final and binding on all concerned.