Maa Shakubhari University, Saharanpur

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MESS Policy

Preamble

The university hostel is an integral part of the educational environment, providing students with a safe, disciplined, hygienic, and conducive atmosphere for their academic, mental, and physical development. Nutritious, balanced, hygienic, and timely meals play a vital role in maintaining students' health, well-being, productivity, and academic performance. Therefore, the functioning of a hostel mess should not be limited merely to the provision of food, but should be guided by the principles of nutritional adequacy, food safety, hygiene, quality, transparency, accountability, discipline, affordability, and student satisfaction.

With this objective, this Mess Policy is formulated to establish a uniform, systematic, and effective framework for the operation and management of mess facilities in the University Hostels. The policy seeks to ensure consistent standards with regard to the quality and quantity of food, menu planning, food safety, hygiene and sanitation, meal timings, mess charges, procurement and storage of food items, manpower, waste management, and grievance redressal.

The primary objective of this Policy is to provide students with nutritious, balanced, hygienic, safe, wholesome, and reasonably priced meals, while maintaining transparency, financial discipline, and operational efficiency in the functioning of the mess.

Due importance shall also be accorded to students' needs, feedback, and suggestions, and appropriate mechanisms shall be established to facilitate their participation and representation in mess-related matters.

The University shall endeavour to ensure that the mess is operated in accordance with prescribed standards, applicable food safety and hygiene requirements, and the rules

and regulations of the University. Regular monitoring of food quality, proper maintenance of records, periodic inspections, and timely and impartial redressal of grievances shall form an integral part of the mess management system.

This Policy is intended to clearly define the rights, duties, responsibilities, and accountability of the University Administration, Hostel Administration, Mess Committee, Mess Operator/Contractor, mess staff, and students, thereby establishing a healthy, transparent, economical, accountable, efficient, and student-centric mess system.

The overarching objective of this Mess Policy shall be to realise the vision of a "Healthy Student, Healthy Campus, and Excellent Academic Environment."

1. Eligibility

A bona fide student who have been allotted hostel of the university shall be entitled to avail the facility of mess as per mess rules. Mess is mandatory for all residents of the hostel.

2. MESS FEE

2.1 Mess facility shall operate for 11 months of the year and mess shall closed in summer and winter vacations. If required for extension of time schedule for mess operation, the same may be decided by the university.

2.2 The mess fee shall be charged in accordance with the contract and shall be payable in advance, equivalent to the diet charge for 11 months in one installment or in installments as may be decided by the University from time to time.

2.3 The mess fee shall as follows:

DETAILS	TYPES OF FOOD	DAILY RATE (RS.)*	RATE FOR A MONTH (RS.)*	MINIMUM FIXED CHARGE FOR A MONTH (RS.)*
BOYS HOSTEL	BREAKFAST WITH MILK (40) LUNCH (50) EVENING TEA (10) DINNER (50)	150/-	4,500/-	3,600/-
GIRLS HOSTEL	BREAKFAST WITH MILK (40) LUNCH (45) EVENING TEA (10) DINNER (45)	140/-	4,200/-	3,360/-

***Rate may change with the approval of finance committee.**

2.4 Parents/Guardians may may avail themselves of guest meals and shall charged at Rs. 60/- per breakfast and Rs. 75/- per meal (lunch or dinner). Parents/Guardians may be allowed for guest diet once in a calendar month only.

2.5 Token System shall followed for breakfast/lunch/dinner.

3. Menu

Menu of the food shall decided by the Hostel Working Committee (HWC).

4. Mess Leave

4.1 Residents of the hostel have to apply for mess leave one day before cooking of the food. If not applied for mess leave in due time, and the food is cooked, then no mess leave shall granted and applicable charges shall applied whether resident avail themselves of or not.

4.2 A resident shall be required to maximum six days' mess leave in maximum two installments of minimum three continuous days in each month. Besides, the resident shall be required to minimum three days' mess off for study leave. However, the said six days mess leave will not be permissible if the the mess remains closedfor six or more days in a particular month due to University declared holidays. Any mess leave will not be effective if the student is found inside the hostel during the leave period.

5. Mess Security Fee

The Mess security (refundable) of Rs. 3,000/- (three thousand only) shall be deposited at the time of hostel admission. However, the security amount may be increased by the university with the approval of finance committee.

6. Refund of the Mess Security fee

6.1 Mess security shall refund only after the student has left the hostel within the legitimate period of stay and the same must be claimed within six months from the date of leaving the hostel; otherwise, the deposit will lapse to the hostel account.

6.2 No refund of the security deposit shall be made if disciplinary proceedings are pending against the resident or is restrained by any other reason.

6.3 Refund should be claimed personally on the prescribed Application Form available in the hostel office, supported by the original fee receipt through which the security fees were deposited. In case, it is not possible for the student to come herself/himself, the resident should authorize someone attesting their signature for the same. If the signatures of the applicant do not match with their specimen signatures on the admission form, the refund application would not be entertained.

6.4 Balance mess fee and mess securities are refundable in normal circumstances, if any type of penalty not imposed.

7. Other Rules

7.1 No food can be carried out of the dining hall. Special sick-diet can be requested and carried out of the dining hall only after the written permission of the Warden/Assistant Warden.

7.2 The mess will remain closed during the semester breaks as declared by the University.

7.3 The timing of the meals shall fixed and remain the same even for the guests.

7.4 No special food for any feast/fast shall provided as a matter of right of the students.

7.5 Non-vegetarian food will not be allowed to be cooked or served in the mess. Only vegetarian food shall cooked/served in the mess.

7.6 No cash payment in any mode shall allowed by the guest or anybody else to the contractor.

7.7 There shall be served three meals a day. The timings of meal shall be as follows:

(a)	Breakfast	:	7:30 am to 9:30 am
(b)	Lunch	:	1:00 pm to 2:30 pm
(c)	Evening Tea	:	5:00 pm to 6:00 pm
(d)	Dinner	:	7:30 pm to 9:30 pm

7.8 Every inmate may follow mess rules and must take meals within the said timings. If, due to abnormal circumstance, any one is late, the resident can inform the mess incharge/ staff to this effect. Then, their meal shall be kept reserved. However, nobody is allowed to take meal to his/ her room.

7.9 In case a student wants to take leave/off from the mess/hostel, the resident may inform in writing the mess staff/committee. Mess leave shall not be allowed for less

than one day, more than six days in a month and more than 30 days in whole session. However, the limit in number of mess leave may be altered with the approval of Warden.

8. Grievance Redressal

Prima facie the Hostel Working Committee (HWC) shall responsible for redressal of grievance of residents of the hostel. In case, the matter needs intervention of the university, the same may be informed by the concerned warden in written to the Registrar.

9. Quality and Hygiene

The Hostel Working Committee shall responsible for maintaining quality and hygiene of the food supplied to the residents and will make proper mechanism for this purpose. Further, university authorities also may intervene as and when required.

10. Mess Rules in Case of Mess on Contract

10.1 The mess shall be run by the private contractor.

10.2 The detailed terms and conditions for the mess contractor shall provided in the tender document.

11. Rules for Cooperative Mess

(If the contractor of the mess is not willing to continue the services or if there in any other situation deemed appropriate by the university authority, then the Cooperative mess system may be applied.)

11.1 The cooperative mess in all hostels shall be a "Cooperative Venture" of bona fide hostel inmates on "no-profit no-loss" basis.

11.2 The mess membership shall be mandatory for all students of the hostel.

11.3 Under the supervision of the HWC, "Cooperative Mess Committee" comprising bona fide students of the hostel, shall formed. Any three of the secretaries of HWC and Four provisional members (for one month) shall be nominated by consensus/majority in the presence of the Warden and Assistant Warden. If no consensus is reached or in any indispensable situation, the Warden and Assistant

Warden in consultation with the Chief Warden can form the Mess Committee from among the students of the hostel as may be deemed fit by them.

11.4 Chief Warden shall be the chief patron of the Mess Committee, and Warden and Assistant Warden shall be the patron and co-patron, respectively.

11.5 The Mess Committee shall make arrangement of mess cook(s) and other necessary staff like serving person, etc. by itself. The monthly payment of staff shall be made from the mess income and shall be included in total cost of food per day.

11.6 The infrastructural requirements of the mess, such as cooking stoves/furnaces, cooking wares and other utensils shall be arranged/supplied by the university, which shall duly entered in the stock register of the hostel and issued to the Mess Committee by Warden.

11.7 The mess staff shall be responsible for proper sanitation and cleaning of mess kitchen wares, utensils, furniture and dining hall.

11.8 The mess menu shall be determined by the mess committee and students themselves. If any dispute arises, the decision of the Warden shall be final.

11.9 Even though, a student is on mess/hostel leave, the resident shall bear the monthly fixed cost of the mess, like staff charges.

11.10 Each hostel will have a separate joint account in the branch of Indian Bank at University Branch in the name of Warden and Assistant Warden. The mess charges shall be deposited by the student in one installment (as may be decided by the Mess Committee in general body meeting of the inmates in the presence of Warden and Assistant Warden) in the account of concerned hostel at the time of admission in hostel.

11.11 All the expenditures to be incurred on preparation/supply/serving of foods shall be made from the mess income. The bills shall be submitted by the Mess Committee to

office of the Warden who will issue cheque(s) for the said amount to permanent members of the Mess Committee.

11.12 If any surplus amount remains of the students after the session is over and mess is closed due to end of the session, it shall be refunded to concerned students through the cheque/NEFT.

11.13 The guest diet of a student of the hostel shall be charged at double the cost of the single diet estimated for the respective month.

11.14 The actual cost of the food per day for a student in a particular month shall be determined after deducting the income generated from the guest charges in the same month from the total cost to be incurred on preparation and supply of food in that particular month.

11.15 The Mess Committee/staff of the mess shall display the list of monthly bill of all individual students on notice board of the hostel latest by 6th day of each month.

11.16 If, any student has any query about their monthly bill, the resident may lodge his objection in the office of Warden latest by 10th day of each month.

11.17 The Mess Committee shall address the objections of the students in consultation with the Warden.

11.18 The office in-charge of the hostel shall help the Mess Committee in preparation of mess bills.

11.19 The Mess Committee shall work in a fair and impartial manner and is supposed to run the mess as per the prescribed mess/hostel rules.

11.20 If any student as well as any member of the Mess Committee is found to violate the mess rules, or involved in financial embezzlement, strict disciplinary action shall be taken against her/him by the Warden or the Committee of Wardens chaired by the Chief Warden.

11.21 The Mess Committee shall ensure that a monthly bill of the mess should not generally exceed the 10% limit of the total money collected from all students of the hostel.

12. The university reserves the right to modify or amend the Mess Policy from time to time, as deemed necessary and appropriate by the competent authority.

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