

No. 03/02/2009-Dir(Can)
Ministry of Personnel, P.G.& Pensions
Department of Personnel & Training
O/o Director(Canteens)

Lok Nayak Bhavan, Khan Market
New Delhi, dated 5/06/2014

OFFICE MEMORANDUM

Subject: Duties and responsibilities of various Canteen employees working in Non-Statutory Departmental Canteens functioning from the Central Government Offices.

It has been decided to prescribe duties of various posts in the Non-Statutory Departmental Canteens located in the Central Government Offices. The existing hierarchy of post in Non-Statutory Canteens is at Annexure-I. The list of duties, enclosed (Annexure-II) is only illustrative and would be subject to modifications as per the requirements of the respective canteen.

2. All Ministries/Departments are requested to bring these guidelines to the notice of all concerned Departmental Canteens functioning under them.
3. Hindi Version will follow.

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(Pratima Tyagi)
Director(Canteens)
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Copy to:-

1. All Ministries/Deptts./Offices of the Government of India. (As per standard list).
2. Comptroller & Auditor General of India, 10, Bahadur Shah Zafar Marg, New Delhi.
3. Controller General of Accounts, M/o Finance, Department of Expenditure, Lok Nayak Bhawan, Khan Market New Delhi.
4. Controller General of Defence Accounts, R.K. Puram, West Block, New Delhi.
5. O/o the Joint Secretary (Trg.) & CAO, M/o Defence, C-II, Hutments, Dalhouse Road, New Delhi-110011..
6. Section Officer (Canteens), DOP&T, Lok Nayak Bhawan, New Delhi (with 30 spare copies).

Copy also to:-

1. PS to Joint Secretary(AT&A), DOP&T, North Block, New Delhi.
2. PS to Director(Admin.), DOP&T, North Block, New Delhi.

DUTIES AND RESPONSIBILITIES OF CANTEEN EMPLOYEES IN NON-STATUTORY DEPARTMENTAL CANTEENS IN CENTRAL GOVERNMENT OFFICES.

I Canteen Attendant

- (i) To prepare Tea/Coffee/Juice etc. for the users;
- (ii) To serve Tea/Coffee/Biscuits etc. in the official meetings;
- (iii) To provide regular room service to the Officers/Staff;
- (iv) To collect the used cups/plates & utensils etc. within the canteen premises, after concluding of official meetings and also from the rooms of Senior Officers.
- (v) To clean crockery/cutlery/utensils etc. in three stage i.e. in running normal water; in hot detergent water and in potassium permanganate solution;
- (vi) To sweep and wash the floor area;
- (vii) Cleaning/dusting table, chair and other furniture in canteens.
- (viii) Cleaning slabs and area where food is cooked.
- (ix) Any other additional duty allotted by the in-charge of the Canteen.

The in-charge of the canteen is authorized to allocate the duties to the Canteen Attendants according to their capabilities and capacity for smooth functioning of the canteen.

As and when services of Safaiwala are outsourced the duties of point (vi), (vii) and (viii) would be performed by him/her.

II Assistant Halwai-cum-Cook

- (i) To assist the Halwai-cum-Cook in preparation of various snacks and beverages such as bonda, butter-toast, dosa, idly, vada, paneer pakora, smosa, matthi, vegetable cutlet, vegetable sandwich/pakora etc.
- (ii) To assist Halwai-cum-Cook in preparation of lunch/meals i.e. chapati, curd, dal, puri, raita, rice, sabzi, sambar, soup, sweet-dish, vegetable salad etc.
- (iii) In absence of Halwai-cum-Cook preparation of snacks and meals.
- (iv) Any other additional duty allotted by the in-charge of the Canteen.

III Halwai-cum-Cook

- (i) To prepare snacks like bonda, butter-toast, dosa, idly, vada, paneer pakora, smosa, matthi, vegetable cutlet, vegetable sandwich/pakora etc.;
- (ii) To prepare lunch/meals i.e. chapati, curd, dal, puri, raita, rice, sabzi, sambar, soup, vegetable salad and sweet dishes i.e. burfi, besan burfi, coconut burfi, ladoo, pinnee, gulab-jamun, gajar-halwa, patisa and rasgulla etc.
- (iii) Any other additional duty allotted by the in-charge of the Canteen.

IV Clerk

- (i) To issue coupons in respect of items prepared for daily sale on counter;
- (ii) To maintain daily sale register;
- (iv) Tally daily cash sales against the coupons issued off and submit daily account in respect of sales.
- (v) Responsibility of Store Keeping and accounting Tiffin Room A - Type.
- (vi) Any other additional duty allotted by the in-charge of the Canteen.

V Assistant Manager-cum-Storekeeper

- (i) Procure and receive all raw materials;
- (ii) Issue raw materials to the Assistant Halwai-cum-Cook/Halwai-cum-Cook or kitchen staff as and when required for preparation of eatables;
- (iii) In-charge of store items and raw materials;
- (iv) Maintain account of the stock items in a proper manner;
- (v) Responsible for keeping accurate holding of stocks as per ground balance of accounting records;

- (vi) Responsible for loss/damage of store.
- (vii) Any other additional duty allotted by the in-charge of the Canteen.

VI Manager Grade-II/Manager-cum-Accountant

Manager Grade II post is authorised for Type A, B & C canteen and Manager-cum-Accountant post is authorised in all canteen except in Type A, B & C canteen.

- (i) Responsible for ensuring smooth and proper functioning of the canteen;
- (ii) Ensure that all operations in the canteen are carried out uninterrupted;
- (iii) Supervision of work of subordinates;
- (iv) Ensure that entries in all records/accounts including Cash Book, Ledger, Stock Register, Dead Stock Register are made timely and accurately. Annual Account and Balance Sheet.
- (v) Catering to foreign delegation, VIP and VVIPs
- (vi) Any other additional duty allotted by the in-charge of the Canteen.

VII Deputy General Manager

Deputy General Manager post is authorised in Type 3-A to 10-A canteens.

- (i) Ensure that all accounts of canteens viz. Preparation Register, Coupon Sales Register are maintained;
- (ii) Checking all the entries in register;
- (iii) Submission of all register records to General Manager;
- (iv) Perform duty of Canteen-in-Charge in absence of General Manager
- (v) Any other additional duty allotted by the in-charge of the Canteen.

VIII General Manager

The post of General Manager is authorised for Canteens of '2-A' Type and above.

- (i) Managing and supervising all functions of canteens so as to ensure day to day smooth running of Canteens;
- (ii) Administration of canteen staff;
- (iii) Maintenance of all accounts;
- (iv) To complete and submit all accounts progressively prepared as on the last day of every month, within seven working days of the following month, after internal audit, to the Honorary Secretary for putting up to the Managing Committee;
- (v) The following books and records are required to be maintained and checked by General Manager;
 - (i) Cash Book
 - (ii) Ledger
 - (iii) Raw Material Stock Register
 - (iv) Dead Stock Register
 - (v) Preparation Register(daily eatables items)
 - (vi) Coupon sales register etc;
 - (vii) Attendance Register
 - (viii) Bill/Cash Memo Register
 - (ix) Rate list of eatable items
- (vi) To initiate ACR/Probation Report etc; in respect of all employees working in the canteens.
- (vii) In cases of minor indiscipline, to issue non-recordable warning in respect of all employees working in the Canteens.
- (viii) Any other additional duty allotted by the Competent Authority.

(While issuing warnings etc. as above, the procedure laid down/instructions contained in the Department of Personnel & Administrative Reforms O.M. No. 21011/1/18-Estt.(A) dated 5.6.1981 should be kept in view).
