बाबासाहेब भीमराव अम्बेडकर विश्वविद्यालय

केन्द्रीय विश्वविद्यालय

विद्या विहार, रायबरेली रोड, लखनऊ–226025

BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY

(A Central University)

Vidya Vihar, Rae Bareli Road, Lucknow-226025

Letter No. ACD 46490-L/BBAU/26/Acad. Date: 25 / 08 /2026

NOTIFICATION

In pursuance of the recommendation of the Hostel Advisory Committee and its subsequent approval of the Competent Authority, the **Hostel Mess Standard Operating Procedure (SOP) of the University** is hereby notified for implementation with immediate effect. Accordingly, the provision of Mess Caution Money of Rs. 5000/- notified vide letter no. ACD45996-L/BBAU/26 dated 03/08/2026 stands withdrawn.

25/8/26

Registrar

Copy to:

1. Chief Warden Boys and Girls Hostels, BBAU, Lucknow.
2. Section Officer to Hon'ble Vice-Chancellor, BBAU, Lucknow.
3. PS to Registrar, BBAU, Lucknow.
4. Technical Education Cell, BBAU, Lucknow.

DR (Academic)

Annexure – I

Babasaheb Bhimrao Ambedkar University (A Central University) Hostel Mess Standard Operating Procedure (SOP)

1. Purpose

- This Standard Operating Procedure (SOP) is intended to ensure the proper, hygienic, disciplined, and efficient functioning of the hostel mess and to ensure that all hostel inmates receive regular and quality meals as per the approved mess menu.

2. Scope

- This SOP shall be applicable to all hostel inmates, mess contractors, mess staff, wardens, and other officials responsible for the administration and supervision of the hostel mess.

3. Standard operating guidelines

3.1 Compliance with approved menu

- The mess contractor should prepare and serve the food in the respective hostels only.
- The mess contractor shall strictly follow the menu specified in the approved tender/contract. Seasonal variations in the Menu is permissible. However, these deviations, substitutions, or change in the approved menu shall require prior approval from the competent hostel authority.

3.2 Cleanliness and hygiene

The mess contractor shall ensure that:

- Provide meals strictly according to the approved tender menu.
- The dining hall and surrounding areas are cleaned regularly.
- Dining tables, chairs, floors, and other frequently used surfaces are maintained in a clean and hygienic condition.
- Maintain prescribed standards of food quality, quantity, hygiene, and sanitation.
- Utensils, cooking areas, and food-serving areas are properly cleaned and maintained.
- Proper hygiene and sanitation practices are followed by all mess workers.
- Ensure adequate and timely availability of meals during prescribed mess timings.
- Maintain proper records of mess operations and diet consumption.

- Feedback register must be maintained by the mess contractor in the respective mess and get the feedback from the students daily, and duly verified by Dy.Warden / Warden.
- In case of any violation of the provisions of this SOP, the hostel committee shall report to their Chief Warden through their respective wardens, and the mess contractor shall be liable to a penalty ranging from **₹500 to ₹5,000**, depending on the nature and severity of the violation. Repeated violations may lead to the termination of contract, blacklisting and forfeiture of security deposit.

3.3 Monthly mess advance

- The hostel mess shall operate on a **prepaid basis**, and the inmates required to deposit Rs.3000/- in advance by 1st day of every month into a designated University account (QR Code of which will be pasted in each mess and Hostel ofiice), and present the proof of payment to the hostel office to get their monthly mess card issued. Food will be served only on the basis of valid mess card into which entry will be made by the mess contractor for each meal.
- Students shall be charged for a minimum period of **21 days** in a calendar month or the number of days when the food is consumed, whichever is higher. Consumption of even one meal in a day would count for the whole day.
- If a hostel inmate utilizes mess facility for less than 30 days (as per prescribed guidelines), the unutilized balance of the mess advance shall be adjusted against the mess advance payable for the subsequent month.
- In case of non-payment of mess advance in prescribed time, the inmate shall not be allowed to use the mess facility.
- In case of non-payment of mess fee beyond 1 month by any student, his /her admission in the hostel is liable to be cancelled. The Mess committee shall bring this to the notice of wardens and the same is forwarded to Chief Warden for further necessary action which may include withdrawal of hostel allotment.
- Payment to the contractors will be made every ten days on the recommendation of concerned Wardens upon production of account of mess charges in respect of all the inmates.
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3.4 Mess facility

- The hostel mess shall be treated as a mandatory facility for all hostel inmates. Therefore, opting out of the hostel mess shall not be permitted, except in cases specifically approved by the competent authority on medical or health grounds. In case of absence on account of study tour/internship/dissertation / other academic activities, he/she may

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be exempted from mandatory mess charges payment on specific recommendation of concerned Head of the Department.

- Hostel inmates shall not make private or individual arrangements for regular meals in place of the hostel mess without permission from the competent authority.
- Guests of inmates are allowed to use mess facility by prior information to the office of the hostel by paying the charges to the contractor directly at the rate of Rs. 30/- for breakfast/ snack and Rs. 50/- for Lunch/ Dinner.

4. Responsibilities of hostel inmates

All hostel inmates shall:

- Deposit the mess advance by the 1st day of every month.
- Utilize the hostel mess facility regularly.
- Fulfill the prescribed minimum requirement of 21 days' diet per month.The remaining 09 days leave is permissible with prior permission of Warden.
- In case any inmate wishes to skip a meal on any day, he/she can do so after seeking permission from the warden at least one day in advance.
- Maintain discipline and cleanliness in the dining hall.
- Avoid wastage of food and follow the instructions of mess staff and hostel authorities.
- Report any genuine deficiency in food quality, quantity, hygiene, or service in the feedback register and if the issue is not addressed, then report the same to the concerned Warden/Dy Warden.

5. Monitoring and compliance

- The concerned Warden/Dy. Warden, Mess Committee, etc. as applicable, shall periodically monitor compliance with this SOP, including menu adherence, food quality, cleanliness, student participation, and mess-related financial records.
- Any violation of this SOP by the mess contractor, the Mess Committee shall report to the competent authority for appropriate action as per the SOP.

6. Hostel mess committees

- All hostels must constitute mess committee comprising of the hostel inmates, Dy Warden and headed by the Warden as ex-officio chairperson to monitor the food quality, quantity, hygiene, and sanitation.
- The mess committee shall look after that the mess advance by the inmates and monitor the advance payment of each inmate. In case of

non-payment by anyone may be brought to the notice of Dy.Warden/Warden, and the mess facility/ hostel allotment for him/her may be withdrawn.

- Hostel Mess Committee shall monitor the general cleanliness of the Kitchen, dining hall and see the approved "menu" is followed by the contractor or not. In case of not following the cleanliness and timing the Mess committee recommends the fine and the same is approved by the Chief Wardens

This SOP shall come into effect from the date of its approval by the competent authority and shall remain applicable until amended or superseded by subsequent orders/instructions of the University.