

Minutes of the Open House Session regarding Canteen Services held on 23rd November, 2022

The open house session regarding the Canteen was held on Wednesday, 23rd November, 2022 at 12 noon in the College Auditorium.

The Open House was presided by the Principal, the Staff Advisors, members of the Canteen Committee, Canteen Contractor, Members of the Students' Union and the Administrative Officers. The Open House was attended by 285 students from all three years of the College.

The Open House commenced with the Principal addressing the students, introducing the Canteen Contractor Mr. Gupta, and requested everyone to take part in the discussion about improving the canteen services and for the Canteen Contractor to address the grievances of the students and faculty members.

Address by the members of the Canteen Committee

All the faculty members of the Canteen Committee introduced themselves and addressed the students. Dr. Vibha Jain, the Convenor informed the students of the presence of a complaint register in the canteen and urged the students to write their grievances so that they can improve the services of the canteen. She also asked to give appreciation towards any observation. The members also requested the students to bring up their complaints right away to canteen staff, canteen committee members or administrative officer instead of procrastinating. Students were also requested to dispose-off the food waste into one bin and not throw away the steel utensils of the canteen into the trash instead they should keep the utensils in space or bins provided by the canteen people. Also the girls should not leave their plates anywhere in the college premises after eating instead they should dispose off them in their respective bins. The Canteen contractor reported losing out on his utensils and running on a monetary loss due to the negligence of the students. The Principal asked the students not to eat in the Girls Common Room and if they have taken the canteen plates and spoons to some other place, it is their responsibility to bring them back.

The following problems were addressed and solutions were proposed,

- 1) **Problem:** Students receive toffees and chocolates in return instead of change.
Solution: Canteen will keep the change and return in change. If in case they don't have change then students can receive a signed slip for reimbursement or as canteen credit.
- 2) **Problem:** It was pointed out by a student as shared in a video as well that the bread used in her burger was stale or rotten. It was alleged that the bread was fried in the same cooking oil used repeatedly

Solution: Mr. Gupta replied that they have stopped frying the burger bread after the alleged video incident. He also clarified that all burgers are prepared at 9 a.m. in the morning and no food item is stale. It could have been a rare occurrence.

- 3) **Problem:** Students pointed out that cold drinks and juices are not available in the canteen.

Solution: The College was working on minimizing the practice of single-use plastics As per government schemes. The college canteen will shortly start serving soft drinks in small bottles.

- 4) **Problem:** Students pointed out the confusion about the rate list. They alleged that the prices mentioned in the price list on the board vary from the asking price of the canteen coordinators. The students mentioned that chhole bhature are priced at 23/- in the rate list but they always get it at 25/- and similarly they get tea at 10/- which is otherwise priced as 5/-.

Solution: There is a price list in the canteen. The contractor is requested to clearly mention the details for e.g. rates of half plate and full plate servings, basic tea for Rs. 5 and Special tea for Rs. 10.

It was reiterated by the Principal that the Canteen Contractor cannot change the rates of any food items.

- 5) The students appreciated the canteen menu for its vast variety but they requested to have 'rajma chawal'.

Mr. Gupta graciously acknowledged the appreciation and informed the students that they serve chhole daily and alternate between rajma and kadhi everyday.

- 6) **Problem:** One student reported that the Maggi in the canteen is sticky and they do not use the Nestle one.

Solution: Canteen will specifically use Nestle maggi.

- 7) One student suggested that salads should be served with chhole bhature and rajma chawal.

It was dismissed as this would only increase the price of the item and does not seem to be a worthy change.

- 8) It was agreed that sprouts, poha, pav bhaji and bread-butter/jam (breakfast) will be introduced in the canteen and a follow-up will be recorded after ten to thirty days. Based on the demand and sales, the items can be kept permanently.

- 9) **Problem:** Students from the Sociology department that they do not get pasta since their classes get over late in the afternoon. Some students also said that pizza and chilly potato are written on the board but never available.

Solution: It was advised that a day-wise menu should be mentioned on the board. For e.g. Monday, Wednesday, Friday - red sauce pasta

Tuesday, Thursday, Saturday - white sauce pasta

It was also mentioned that canteen staff will not add food colour to red sauce pasta.

The Canteen Contractor was advised to write only those dishes which are available.

- 10) **Problem:** Students alleged that the staff does not wear gloves or caps as hair strands have occasionally been found in food.

Solution: The grievance was duly noted and will be addressed by the canteen contractor.

- 11) **Problem:** Students pointed out that for some food items like chhole bhature, disposable plates do not work.

Solution: They were informed that the decision was made for hygiene purposes but steel plates will be available for such items.

- 12) **Problem:** The students mentioned that there is not enough seating arrangement in the canteen.

Solution: The college at this point, cannot do much about this as it will make the space very compact. The students will have to adjust and be accommodating. The students were advised to eat in the auditorium if they bring outside food/tiffins. Eating in classrooms was also discouraged.

- 13) **Problem:** One student recorded that dosa, momos, etc are very good. And the behaviour of the canteen staff is also good. She made a request to add cakes and cookies to the menu. While another one said that the staff was disrespectful while serving food.

Solution: Mr. Gupta has asked to revert to him in such instances at the same time itself.

- 14) **Problem:** A student said that at 12 noon there is a huge rush at the canteen counter so they could make three rows for early access instead of one long queue.

Solution: The request has been acknowledged by Mr. Gupta. The Committee members asked Mr. Gupta to keep a batch of samosa, bread pakoda etc ready by 12 noon with three to four staff members so they can hand it out to the students quickly.

Concluding the meeting, the Principal requested a team of ten-twelve students to register their names from different departments. The list is attached. These students will help out the staff advisors, canteen committee members and the students' union in handling the grievances regarding the canteen services. In addition to this she added that the feedback will be taken after a month or two about the solutions provided and the commitments made by students towards the canteen. She put her point across to the students that just like everyday is not great at home as well does not mean we put it up on social media. She urged the students to bring up their issues to the administration in order to resolve them and not take everything to social media. At the end, the canteen coordinator Ms. Anu informed the students that they should first contact her for any urgent issues regarding the food or staff for immediate attention.

The meeting ended with a vote of thanks.

Dr. Vibha Jain
Convenor, Canteen Committee
Annexure

Prof. Swati Pal
Principal





List of students volunteer for the canteen committee

S.No.	Name	Course	Contact No.
1	Kajal	B.A Hons Political Science II yr	9971858834
2	Archana Kumar	B.A Hons Political Science II yr	8076697418
3	Sanya	B.A Hons Philosophy II yr	8719007178
4	Kusum	B.A Hons Philosophy II yr	6204090144
5	Shivani	B.A Hons Political Science I yr	7017933636
6	Unama	B.A Hons Philosophy II yr	96620008446
7	Vaishnavi Pandey	B.com I yr	8601099070
8	Deepshikha	B.A Hons English I yr	9679817174
9	Amrish Aamgee	B.A Hons Sociology	9971683275
10	Kirti Kulshreshtha	B.com	9997160176

List of Canteen Committee Members in attendance:

Canteen open house session
Teachers Attendance

23/11/2022
Wednesday

1. Dr. Rashmi Rani, Maths Dept. (Absence Duty) Rashmi
2. Rohit Kumar Singh Political Science Dept. Rohit
3. Dr. Santosh K. Gini, Physical Education Dept. Santosh
4. Dr. Mandha Kumar Sanskrit Mandha
5. Ravi Keshari Political Sc. Ravi
6. Prof. Ranjyalakshmi Sociology Ranjya
7. TARA DEEB English Tara
8. Geeta Maths Geeta
9. Ifrah Khatun EVS Ifrah
10. Anam Anjum Commerce Anam
11. Dr. Vibha Jain Commerce Vibha
12. Dr. Khairul Alam History Khairul
13. Dr. Shiv Prasad Parche History Shiv
14. Dhanendra Kumar Economics Dhanendra
15. Debakshi - Pol. Science - Deba

List of students present:

