



पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान
North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences
(भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

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F.N: STOPRO –DIET/1/2024 –Stores (Dietary)

Dated: 31.01.2025

Hospital Patient Dietary Services

Section I:

Eligibility Criteria:

NEIGRIHMS is a super specialty medical institution for post graduate education research and patient care services. The institute is planning to engage a catering agency to provide Dietary Services to patients admitted in the Hospital on daily basis. The diet to the patients are to be provided at the bedside of the patient under the supervision of the Dietician and Nursing Staff, as per the schedule timing of the Hospital indicated in this bidding documents.

The food should be wholesome, nutritious with seasonal variations and to be served hot as the calorific requirement and other nutrients as suggested by the Dietitian. The technical supervision and quality of the food and nutritional requirement have to be done under the strict supervision of the Dietician.

The Service Provider must have the following:-

1. Experience of 'In-House Patient Kitchen Dietary Services for Indoor Patients' in a hospital of a minimum 100 beds for a minimum of six months in the last five years from 2019-20.

or

Running mess/Canteen/Catering/Restaurant in a reputed Organization/ Industry/Institute for a minimum of six months in the last five years from 2019-20.

2. Annual turnover of Rs 30, 00,000.00 (Rupees Thirty Lakhs) only exclusively in the field mentioned in clause 1 above for any one year out of the last five years from 2019-20.
3. Registered as a society, partnership firm or company under applicable laws. Proprietary firms are also eligible.

The Service Provider shall furnish the valid documents, certificates and affidavits as listed below with the Technical Bid and shall specify the page no., failing which Bid will be summarily rejected:-

- (a) Self-attested copy of certificate of required experience in desired period as mentioned in the Bid document.
- (b) Self-attested copy of its incorporation
- (c) Self attested copy of Certificate of Turnover for the desired period and amount in the related field/business issued by Chartered Accountant.
- (d) Self-attested copy of PAN.
- (e) Self-attested declaration that the firm or proprietary concerned or company has never been blacklisted.
- (f) Self-attested declaration that neither Service provider nor the firm/ Partners/ proprietor/Director of the company/ member of Society has never been convicted or punished by any Hon'ble Court of

Law nor any criminal prosecution, involving moral turpitude, in which a charge sheet is issued, is pending against any of them.

- (g) Self-attested declaration to the effect that the Service provider does not have any close or direct relationship with any employee of NEIGRIHMS.
- (h) Self-attested declaration for registration and compliance on the award of contract with EPF & ESI, in case of not registered already with EPF & ESI or Self-attested copy of EPF & ESI Registration certificate along with the code number.
- (i) Self-Attested copy of GST registration Certificate along with the number.
- (j) License from Food Safety and Standard Authority of India
- (k) Copy of resolutions for authorization of signatory to sign the bid along with name and designation.
- (l) Copy of proof relating to deposit of EMD
- (m) Copy of MSME document/ startup certificate in case EMD exemption is sought.
- (n) Details of Human Resources as mentioned in Section II of Tender Document (Identity, Present and Permanent Address, Educational Qualification, Designation, Medical fitness certificate, Police verification and PF details) to be submitted after the award of contract.
- (o) The Service provider should submit a certificate of satisfactory performance for a minimum period of six months in the last five years from 2019-20.

Additional Terms and Conditions of Contract:

1. Tenure of the contract:

The contract for providing the services will be valid for a period of three months, from the date of award. The contract period may be extended every three months up to a maximum period of one year, at the option of the Director, NEIGRIHMS, if the situation warrants or till the finalization and handing over of site to the contractor of the next dietary tender if required.

2. Earnest Money Deposit & Performance Security Deposit:

- (a) Bidders have to submit Earnest Money Deposit (EMD) of Rs 66,000 (*Rupees Sixty Six thousand only*) drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong. The Bid Security may be accepted in the form of Call deposit, Banker's Cheque, Fixed Deposit or Demand Draft valid for forty –five days beyond the final bid validity period or Bank Guarantee from any Commercial Bank
- (b) Successful bidder will have to submit Performance Security @ 3% of the value of contract, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong and valid up to sixty days beyond the validity period of contract. The Performance Security may be furnished in the form of Insurance Surety Bond, Account Payee, Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e-Bank Guarantee) from a Commercial bank.

3. Trading License

Successful Bidders /Contractors, in case of Non –tribal, shall have to apply and obtain a valid trading license, issued by the Khasi Hills Autonomous District Council, Shillong, within 30 days of issuing of award /orders.

4. False information

In case the Service Provider furnishes false information their tenders/ bids will be rejected and their security deposit/EMD will stand forfeited.

5. Selection in a Tie

In case of a tie in financial bid, service providers will be selected based on the following parameters:

- (a) Experience: Service provider with more experience will be considered.
- (b) Financial Turnover: Service provider with higher financial turnover will be considered.

6. Signatories

- (a) Only Service provider will sign the Agreement in case of Award of work to a Proprietary Firm, however in cases of Partnership/Company/ Societies only legally authorized person will sign the Agreement.
- (b) Tender is to be duly signed on all the pages as a token of having accepted all the terms and conditions (no thumb impression is to be affixed).

7. Bank Account

The Successful Service provider has to maintain a current/saving bank account with any branch of a nationalized bank in Shillong and intimate the A/C No. to the Account Section, and Store and Procurement Section of NEIGRIHMS, within a week of award of contract.

8. Commencement of work

The Service provider should undertake to sign the contract agreement within 07 (seven) days from the issue of the letter of acceptance, failing which EMD/security deposit may be forfeited and name may be removed from the list of suppliers at NEIGRIHMS, Shillong.

9. Responsibilities of the Service provider

- a. The Service provider should thoroughly study and understand the menu before bidding. The Service provider should also take into consideration the overall overhead, service, thorough monthly cleanliness, maintenance and repair cost for the upkeep of the equipments, fixtures and hospital kitchen.
- b. Before the start of work/deployment the Service provider shall submit documentary proof for the qualification & experience (including identity, educational qualification, PF details, credential document, CV etc.) of personnel through which the Services will be rendered to the nodal officer/MS/DDA. The Service provider will pay salary only through Electronic Fund Transfer to the personnel deployed for providing Services and submit the proof of such payments to Institute on monthly basis. The value of such payments will not be less than minimum wages specified in minimum Wages Act, Govt. Of India for all category of personnel.
- c. The service provider must furnish the following documents in respect of the human resource deployed by him to NEIGRIHMS:
 - i. Copy of letter of appointment issued to the deployed human resource carrying the signature of the incumbent.
 - ii. An undertaking from the deployed human resource to the effect that he/she would not claim any rights to be an employee of the Institute on the basis of his/her deployment under the terms of the contract.
 - iii. An undertaking from the deployed human resource that no criminal case is ongoing against him/her.
- d. In case of resource(s) permanently leaving the organization or taking leave for a longer duration, the Service provider must communicate the same to NEIGRIHMS at least 1 month prior to the last working day of a resource(s). Suitable substitute(s) must be provided by the Service provider.
- e. The Service provider shall ensure that there is no disruption of services because of absenteeism of human resource. The Service provider must have an alternative backup plan for continued availability of human resource to ensure that there is no disruption to the services
- f. The Service provider will be solely responsible for the redressal of grievances/ resolution of disputes relating to personnel deployed. NEIGRIHMS shall in no way be responsible for settlement of such issues whatsoever.
- g. The human resource deployed by the Service provider for carrying out the services under the terms of the contract shall be employees of the Service provider. No relationship of master and servant is created between the deployed human resource and the Institute under this contract. The Service provider shall be solely responsible for their affairs and will be under mandatory/obligation to comply with the statutory obligations such as EPF, GST, ESIC, etc as and where applicable. These personnel shall have no claim whatsoever, to be treated as employees of the Institute. In the event any such claims made by the personnel of the Service provider on the Institute, the Service provider shall be wholly responsible and the Service provider shall indemnify the Institute against any such claims, either monetary or otherwise.

- h. The Service provider shall not be entitled to use the area allotted by NEIGRIHMS for any other purpose or business other than the specified services. In the event of loss/theft/damage of property caused due to negligence of any of the human resource of the Service provider, the Institute shall be entitled to get compensation from the agency as decided by Director, NEIGRIHMS or his authorized representative.
 - i. The Service provider shall keep the Hospital cooking area open from 5:30 A.M. to 8:30 P.M. on all days including holidays and Sundays. The service provider shall be responsible for providing meals to the ward patients as per the menu, portion size and timings given in Annexure A.
 - j. The Service provider shall maintain a complain book, which will be made available to the sister-in-charge of each and every ward as and when required.
 - k. The Service provider on his own shall not entertain any outsider in the Hospital Cooking area either as casual or as permanent boarder
 - l. The Service provider should not admit any person in partnership or become partner of or Service provider or any one for the purpose of carrying on the said business.
 - m. The Service provider shall be fully responsible for any accident or mishap involving human resources engaged by him and any claim made on this part will be paid by the Service provider. The Service provider shall indemnify the NEIGRIHMS from any claim arising out of accidents or mishaps, disabilities of any nature or death, or arising out of provisions under law or of any other nature in respect of all manpower engaged by Service provider.
10. The Service provider shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
11. All applicable taxes and duties other than those mentioned in the contract document will be payable by the Service provider and the NEIGRIHMS will not entertain any claims whatsoever with respect to the same
12. NEIGRIHMS would not be liable for any compensation due to stoppage/change in scope of work due to local disturbance, change of Govt. policy, Law and any other Judiciary, obstruction of delay by any outside elements/ agency.
13. The NEIGRIHMS shall throughout the period of validity of the license have full control over the said premises and every part thereof. The Institute shall act through its Officer in-charge or any other officer authorized on this behalf in connection with the license or anything to be done there under.
14. At the time of termination, the Service provider will have to hand over all the equipment provided by NEIGRIHMS to the NEIGRIHMS authority or its representative(s). On the expiry or earlier termination of this contract agreement, the said cooking area shall be vacated peacefully by the Service provider and handed over to the NEIGRIHMS, Shillong in the condition they had received.
15. The contract shall be terminated/determined earlier also if the service rendered by the Service provider is found unsatisfactory of which the management, NEIGRIHMS, Shillong shall be the sole judge.
16. In case a new Service provider has been selected after the end of the contract, the in service catering agency should permit any newly selected catering agency for any kind of observation and orientation on the overall job specification and working procedures carried in the Hospital Kitchen.
17. Non – compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
18. Performance indicator
Performance of the contract would be judged as on overall basis, taking the following parameters into consideration:-
 - (i) Attendance and punctuality of personnel deployed to provide services.
 - (ii) Status and quality of task performed.
 - (iii) Number of breakdowns in the services.
 - (iv) Inter-personal and behavioral problems observed.
 - (v) Undesirable actions observed which may cause or may have caused financial and reputation loss to the NEIGRIHMS.

- (vi) Complaints received
- (vii) General opinion/general assessment by any faculty/department/committee, constitute for the purpose of monitoring.

19. Compliance to the Labour Statutes

- i. The Service provider shall comply with all the statutes pertaining to Labour Laws which are in force at present, or which may come into force during currency of the contract.
- ii. The Service provider shall agree to maintain employment records in respect of its personnel as required under various Labour statutes, such as attendance register, wages register, wage slip, bonus register and leave register etc. If Service provider engages 20 or more personnel in the Institute premises, the Service provider shall immediately obtain required licenses under the provision of the Contract Labour (Regulation and Abolition) Act, 1970.
- iii. It will be the sole responsibility of the Service provider to abide by the provisions of all Labour Laws as to the human resource engaged by him for performance of the contract

20. Settlement of Dispute and Arbitration.

- i. In the event of any dispute or difference between the parties relating to or concerning the interpretation of the contract or any alleged breach there of or any matter relating to the contract, the same shall be settled by the parties, as far as possible, by mutual discussions and consultation between themselves. The dispute shall be settled only when the same has arisen during the subsistence of the contract.
 - ii. No party shall be allowed to be presented by the lawyer during any proceeding of mutual discussions and consultation.
 - iii. In the event of any dispute or differences, arising in connection with the contract, whether during the subsistence of the contract or at any time after the expiry thereof, not being resolved in the manner provided in clause 'a' above, the same shall be referred to the Sole Arbitrator to be appointed within 03 months of raising of such disputes by the Director, NEIGRIHMS under the provision of the ARBITRATION AND CONCILIATION ACT 1996. The place of arbitration shall be Shillong, Meghalaya.
 - iv. The decision so taken by the Director, NEIGRIHMS, in accordance with clause 'c' shall be final and binding on the parties.
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**SECTION II:
SCOPE OF WORK**

Human Resource:

1. The Service provider shall employ adequate number of well trained human resources (managers, supervisors, store keepers, cooks, stewards, helpers, and cleaners), at his own expense for the proper discharge of the responsibility entrusted to him under the agreement and such employee shall be persons with enough educational qualification.

Number of manpower needed for the Main Hospital Kitchen

Sl No.	Designation	Main Hospital Kitchen	Working timing
1	Manager	1	
2	Supervisor	3	3 shift:- 6 am – 1 pm 1 pm – 8 pm Gen. Duty - 9 am - 4 pm
3	Cook	Head cook – 2 Asstt. Cook - 2	2 shift:- 5 am - 12 noon 12 noon – 7 pm
4	Kitchen helper	4	
5	Steward	24	2 shift:- 6 am – 1 pm 1 pm – 8 pm
6	House Keeping	5	3 shift:- 7 am – 2 pm 1 pm – 8 pm Gen. Duty – 9 am – 4 pm
7	Utility staffs	4	2 shift:- 7 am – 2 pm 1 pm – 8 pm
8	Store keeper	1	
9	Billing clerk	1	
10	Multi tasking staff	2	
11	Total no of human resource	49	

2. Educational Qualification of the Human Resource:

Designation	Qualification
Manager	a. Degree in Hotel Management or b. Diploma in Hotel Management
Supervisor	Graduate in Food Service Management and Dietetics/Clinical Nutrition and Dietetics/Home Science
Clerk cum Data Entry Operator	Graduate in any discipline with one year Diploma in Computer
Store keeper	Graduate in any discipline
Steward or Food Service Personnel	Class X passed
Cooks	Class VIII passed

Role of Different Human Resource:

A. Role of Manager:

1. The manager should have the capacity to instruct, guide, supervise, teach and review his /her staffs from time to time.
2. The manager should organize within the job training and demonstration programme on a monthly basis for the supervisor, stewards and cleaners on the following area.
 - a) Personal Hygiene (nails, hair, dress code, head gear, apron)
 - b) Hygienic handling of food following the protocols given by the Dietary Department.
 - c) Waste disposal – Biodegradable and non-biodegradable.
 - d) Water Conservation.
 - e) Behavioral and Communication-Skills (good and cordial behavior and language in dealing with patients, co-workers and higher authorities).

Work timing:

The manager will be responsible for ensuring that all meals are provided appropriately to the patients. Apart from his duty hours, he should ensure that the work is carried out by delegating responsibilities to his subordinates

B. Role of Supervisor:

Supervisors should have adequate knowledge in food safety protocols, food microbiology, quality control, quality assurance and adequate knowledge on therapeutic diets. The supervisor should have skills in supervising, handling, orienting, coordinating and directing stewards, cooks and cleaners posted in the different sections. Therefore adequate Supervisors (at least 2- 3) should be appointed for handling the various sections in the kitchen.

C. Role in the Kitchen:

1. Pre - preparation- The Supervisor should check that adequate and different personnel should be assigned for pre-preparation (proper washing, peeling, chopping, cutting of salad preparation, preparation of fruit juice)
2. **Preparation and Production:**
 - a) The Supervisor should evaluate and ensure proper cooking and preparation methods are followed for normal diet, therapeutic diet and blenderised feeds.
 - b) The Supervisor should check and maintain the food temperature from the time of preparation till the serving period so as to avoid contamination.
 - c) The Supervisor should see that food which is being prepared and stored before the serving time should always be kept in hot and covered condition.
 - d) Timings for the pre-preparation, preparation and serving should be followed as per the protocols prepared by the dietary department.
 - e) The Supervisors should ensure that clean and hygienic practices are being carried out during each step of food preparation. e.g., colour coded chopping board and knives.

D. Role in service management:

1. Service Management:
 - a) The Supervisor should check the portion size of the food being served to the patients as per the patient's meal card planned and directed by the dietitians.
 - b) The Supervisor should carefully check the patient's tray before it is served at their bedside.
 - c) The Supervisor should ensure that packaging and handling of food items such as clear liquid, full liquid and salt free diet should be packed in high graded paper materials (thermo-coil and paper cups not plastic package or aluminum foil) .Compartmental trays to be used for packing food for highly infectious patients and others.
 - d) The Service Supervisor should check the name tag so as to ensure correct type of diet or blend is being delivered to the patients.
 - e) Proper names and bed numbers should be attached to the packaging material so as to avoid any confusion at the time of serving to the patients at their bed side.

- f) Food served to private ward patients should be packed in hot case only .
- g) Separate disposals (only disposable paper cups and plates) should be used for serving food in Isolation Ward and to highly infectious patients.
- h) The following food items should be provided as specified below:
 - Butter and Jam to be provided in a 10 gm sachet.
 - Sugar to be provided in a 5 gm sachet.
 - Salt to be provided in a 2 gm sachet.
- i) The Supervisor should carry out rounds to different wards so as to ensure that the serving personnel or steward served the meals correctly to patients without any confusion.

Supervisors should work in shift system. It is mandatory that he/she should be present from the opening till the closing time of the Kitchen.

E. Role of Store Keeper:

1. Maintaining of cleanliness, hygiene and sanitation of the storeroom and all the food bins and refrigerators in the store room.
2. Maintain accurate inventory of food materials received from the market and issued to the food preparation personnel.
3. While receiving raw food item the quality and quantity of the food is checked. Fruits and vegetables are washed and wiped dry or air dried before it is store
4. All non-perishable food items should be tagged with details and arranged as follows:
 - a) Name of the raw food commodity
 - b) Date of manufacture and expiry labeled on each food items.
 - c) Date of delivery or receipt
 - d) Stock items should be placed in alphabetical order of food categories.
5. All items delivered in bulk bags like sugar, flour, cereals, pulses, etc is cross-stocked and placed on a slatted platform. Cross stocking helps free air circulation.
6. Check opened bags or food packets and immediately empty into bins or container with air tight fitting lids.
7. The store keeper should follow a First in and First out method of receiving food commodities.
8. Evaluate shelves, bins, cupboard, windows (well netted with mesh) and other openings of store area daily to maintain cleanliness.

F. Role of Steward or Food Service Personnel:

1. Stewards or food service personnel should be:
 - a. Neat, tidy, well groomed and in full uniform (inclusive of head gear, hand gloves, apron, mask)
 - b. Courteous while dealing with patients and nursing staff in the wards.
2. Stewards or food service personnel should maintain the diet requisition sheets in a neat and tidy manner.
3. Stewards or food service personnel should have all necessary stationary and neatly maintain the exercise copy for noting details of new patients.
4. Stewards or food service personnel should maintain cleanliness of trolleys, food trays, ladles, tongs and measuring cups.
5. Stewards or food service personnel should make sure that foods served are in right temperature and is complete as well as accurately served to the patient's bed side.
6. Stewards or food service personnel should handle the electrical food trolleys with care and see that the trolley is well maintained and not damaged by any negligence and carelessness.
7. Stewards should be responsible in giving any information received from patients or nursing staff.
8. Stewards will also be responsible in maintaining cleanliness and hygiene in the kitchen premises.

G. Human Resource Recruitment Criteria:

1. It is imperative for the service provider to limit the turnover rates of their human resource. This is mainly to ensure efficacy and enhance their service.
2. After the award of contract and before the commencement of work/deployment the Service provider shall submit to NEIGRIHMS details (identity, educational qualification, designation, medical fitness certificate & police verification, PF details, etc.) of human resources and would also intimate as and when changes takes place from time to time. Also the Service provider should furnish a copy of the letter of appointment issued to the deployed human resource carrying the signature of the incumbent.
3. The Service provider will issue the identity card to the human resource deployed with name and address of the human resource and Service provider name printed on the card. Under no circumstances should such identity card carry the name of the NEIGRIHMS, or its logo, in any form.
4. The Service provider shall not at any time engage any minor to carry out the work under the contract.

H. Wages to Human Resources and Insurance:

1. The Service provider shall comply with the Labour Laws applicable to the human resources working in the cooking area regarding working hours, minimum wages, safety, leave, overtime allowances, provident fund, medical benefit etc as per his terms of employment. If on account of non-compliance with the provisions of any such laws, NEIGRIHMS, Shillong is called upon to make any payment to or in respect of his employees, the Service provider shall fully reimburse to the Institute all such payment or the Institute shall be free to make deductions on this account from the amount of Security Deposit/EMD, in which case, the service provider shall immediately pay to the Institute such amount as may be necessary to make up the required Security Deposit/EMD, or from the bills which may be payable by the Institute to the Service provider. The Service provider will sign an Indemnity Bond in favor of NEIGRIHMS, Shillong, to this effect.
2. The Service provider will be responsible for complying with payment of minimum wages and other Social Security benefits including prescribed number of leave/holiday and prescribed hours (maximum hours) of Work Schedule as per Labour Laws Government of India, in force from time to time to its employees deployed in the hospital and all laws related to Social Security (E.S.I. & E.P.F., etc.). Service Tax wherever applicable & other Labour legislations. The NEIGRIHMS authority shall not be responsible for any litigation/default from Service provider regarding payment of wages to the human resources employed by him.
3. The Service provider will have to pay the salary of the staffs only through electronic fund transfer every month before the 10th of each month to avoid any causes of financial distress to the staff.

I. Human Resource Training and Appraisal:

1. The manager should regularly review and evaluate his human resources skills, achievement and growth or lack thereof to ensure smooth functioning of the service. A monthly appraisal checklist should be maintain to rate their performance, communication skills and discipline.
2. Regular training and briefing is an important aspect for good patient service. Therefore manager should have the skills to train, update and guide the human resources from time to time to remind them about safe food handling protocols, discipline, good communication skills, sincerity and ethics and also to award efficient human resources so as to motivate them.
3. A daily checklist should be maintained by the Service Provider to rate the staffs regarding their personal hygiene, uniform with proper shoe cover, apron, and gloves head gear, grooming and hygienic food handling skills.

Uniforms:

1. The human resources engaged by the selected Service Provider must have proper and clean uniform for their identification. All human resources shall be provided with uniforms, aprons, headgears, hand gloves etc. by the Service Provider at his own cost and they are to be maintained in neat and tidy condition while on duty. Managerial resources like manager, supervisors, store keeper and other clerical human resources should also have separate uniform with head gear at all times while on duty inside the kitchen premises.
2. At least 3 sets of uniform of different colors and shoes should be provided by the Service provider. Human resources uniform should be durable and bright in colour.
3. All human resources should maintain separate shoes inside the kitchen premises. Outside shoes should not be worn inside the kitchen area. Separate shoes should also be provided for those human resources who are required to enter the walk-in-cooler.
4. Rubber boots and plastic aprons should be provided for human resources posted in the washing area.

Medical Examination of Human Resources:

1. The Service provider shall employ only those persons in the cooking area who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice for which the Service provider has to pay for the medical examination.

2. All human resource employed by the service provider should undergo medical checkup twice in a year (once in 6 months) at his/her own cost. It is also mandatory that all new recruits should undergo Medical Check-up before joining.
3. The human resource engaged by the selected agency associated with preparation and distribution of food will be required to undergo periodical medical checkups to rule out the possibilities of communicable disease/ infectious diseases and anybody found suffering from such cases has to be kept out of duty till he/ she is fully recovered. Whatever the circumstances may be, the Service provider must ensure that the facility is not hampered and serving standard is maintained as mentioned in the contract.
4. The human resource engaged by the agency should be free from any contagious diseases and should obtain the Medical Fitness Certificate from the Office of the Medical Superintendent, NEIGRIHMS, Shillong.
5. In case of any health related issue, epidemic and pandemic issues the decision of NEIGRIHMS regarding entry/exit and other health protocol shall be binding to all the human resources of the service provider.
6. It is mandatory for the service provider to get his/her human resource vaccinated for Hepatitis A and Typhoid at his/her own cost before deployment.

Code of Conduct & Discipline:

1. The Service provider or its human resource shall not sell/use cigarette, bidi, pan, gutka, tobacco items, alcohol or any other prohibited items. If anyone is found indulging in these businesses, the Service Provider shall be penalized and shall be liable to lose the service for breach of this condition.
2. The Service provider and its human resource should not cause any disturbance, obstruction & hospital unrest in and around the hospital premises or within the said building at any time for any reason.
3. The hospital campus is a "No Smoking Zone", hence sale and use of tobacco is prohibited.
4. The Service provider will be responsible for such conduct of the human resources engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act commission & omission of such persons.
5. No human resource of the service provider will be allowed to stay or loiter about, inside the hospital premises between 8:30pm and 5:30am.
6. Bidders has to sign and submit the 'Integrity Pact' agreement, as per Annexure

Maintenance of Cleanliness and Hygiene:

The Service provider shall keep the cooking area scrupulously clean and in a sanitary condition to the satisfaction of the Dietary Department and administration. The Service Provider shall not damage the cooking area as well as the fittings and fixtures in the cooking area provided by the Institute. In case of damage the Service Provider shall be responsible for repair and replacement. It shall be the responsibility of the Service Provider to employ adequate number of cleaners and safaiwalas and to provide them with adequate and necessary equipments/ chemicals for keeping the cooking area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the Service Provider. The Service Provider should also provide adequate cleaning equipments, tools, cloth for cleaning, brushes, bottle brush, scrubbers, wipers, moppers and detergents (soap, hand wash, liquid detergent, disinfecting solution (Lysol/cross/phenyl/harpic/sodium hypochlorite) for thorough cleaning.

The Service provider should keep the outlet clean. If, at any point the outlet and its premises are found to be unclean, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. All floors and counter tops are to be scrubbed regularly and non-corrosive detergents or soap, and all vertical surfaces/wall are to be dusted /cleaned regularly. The standard of cleaning should be such that there is no visible dirt or marks at any point of time.

The Service provider selected for the supply and service of patient's diet, will be required to maintain satisfactory level of cleanliness and hygienic standards with regards to the following criteria in different sections:

1. Pre- preparation and preparation of food should be done in hygienic methods following the protocols of food safety as provided by the FSSAI Food Safety Checklist (Annexure B).
2. Usage of only stainless steel knives.

3. Colour coded chopping board or different chopping boards should be utilized for cereal and cereal products, vegetables and fruits, meat and meat products.
4. All hospital diet and liquid feeds should be evaluated for cleanliness, hygiene, sterilization and maintenance of standard weights and measures.
5. Any cooked or raw food items should never be kept or left in the open.
6. Cleanliness checklist should be maintained on a daily basis by the supervisors. The checklist will be checked and evaluated by the Dietitian on a daily basis.
7. Schedule for daily, weekly, monthly and annual cleaning should be planned by the manager and carried out under the supervision of the supervisors.
8. Biodegradable and non biodegradable waste should be segregated and should be disposed on a daily basis.
9. Separate buckets for cleaning and mopping should be provided. Cleaning buckets should not be used for any other purposes.
10. Separate cloth should be provided for cooking purposes and for cleaning.
11. Hands should be washed well with liquid hand wash or soap before starting work, after using toilets, immediately before handling food, after handling refuse and whenever the hands look dirty. Besides this, no bangles or bands and rings should be worn.
12. For the welfare of kitchen personnel, first aid material such as bandages, dressing and antiseptic should be available and provided by the catering contractor in case of minor cuts and injury.

Food Procurement and Storage:

1. The Service provider shall be responsible for procurement of all the raw materials. The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI /FSSAI marked should be strictly adhered) fresh and fit for human consumption.
2. The raw materials must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time.

Quality Control:

1. There shall be no compromise on the quality of food supplied by the agency and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply. The Food safety checklist (Annexure-B) prescribed by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time, should be signed and adhered to by the Service provider. The bidder should also follow and adhere with the Hazard Analysis Critical Control Point (HACCP) protocols.
2. The service provider will be monitored by the Director, NEIGRIHMS or his authorized representative, at regular intervals. The Service Provider is required to use high quality raw materials/vegetables & ingredients for preparation of the food and wherever prescribed with AGMARK/FPO/ISO/ISI/FSSAI/ specification. The service provider must submit the list of all the raw materials and the brand to be used at the commencement of the contract to NEIGRIHMS and shall only used it after approval of NEIGRIHMS
3. When dealing with food commodities and meal preparation for patients food should be chiefly acceptable, palatable, hygienic and free from any microbial and chemical contaminants/hazards.
4. Standard measuring cups, spoons, ladles, food weighing scale, Mixer and Blender should be provided by the catering contractor to maintain portion control. Adequate portion size and food items should be served without any kind of shortages.
5. Food should be thoroughly cooked to the right internal temperature for the proper amount of time and transported to patients as quickly as possible. Discard any perishable food left out at the "danger zone" (temperature between 4 C to 60 C /39 F to 140 F) for more than 2 hours from the point in time when the food is removed from temperature control (1 hour if the temperature is above 32C/90F) The criteria for quality control also include maintaining correct temperature of holding prepared food. Food prepared should always be kept in covered utensils. Service of food should be in clean trays with usage of clean measuring cups, ladles and utensils. Food borne bacteria can multiply rapidly if food is not maintained at an appropriate temperature (below 5C/41F) for refrigeration and above 57 C / 135 F) for hot holding) and if there is any delays between food preparation and distribution. Foods intended to be eaten cold or at room temperature should be consumed, preferably, within 30 minutes of removal from chilled storage.

6. Food handlers who have direct contact to unwrapped food, clean equipment, utensil, and linens should wear clean outer clothing with apron and wear hair restraints such as hats, hair coverage or nets, beard restraints and clothing that effectively cover body hair.
7. All food handlers shall keep their fingernails trimmed, filed and maintained so the edges and surfaces are cleanable and not rough.
8. Bare hand contact of ready to eat foods should be eliminated through the use of gloves, bakery papers and food handling utensils.
9. Frequent hand washing can effectively reduce the transmission of bacteria and viruses.
10. Hand washing with soap and water followed by hand drying with paper towels is the standard procedure for hand decontamination in food safety practices.
11. All food handler should wash their hands and exposed portions of their arms:
 - a. After touching bare human body parts other than clean hands and clean, exposed portions of arms.
 - b. After using the toilet room.
 - c. After caring for or handling service animals or aquatic animals.
 - d. After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
 - e. After handling soiled equipment or utensils.
 - f. During food preparation, as often as necessary to remove soil and contamination when changing tasks.
 - g. When switching between working with raw food and working with ready-to-eat-food.
 - h. Before donning gloves to initiate a task that involves working with food.
 - i. After engaging in other activities that contaminate the hands.
12. All food handlers with vomiting, diarrhea, jaundice, sore throat with fever, and infected or draining skin lesions must stop working immediately and report to the manager/Supervisors.
13. Any cuts, wounds or open sore on the hands and exposed portions of their arm must be completely covered by impermeable bandage; the lesions on other parts of the body must be covered by a dry durable, tight fitting bandage.
14. Pest and flies should be controlled to reduce the risk of food contamination in the hospital.
15. Food containing raw or uncooked egg, fish and meat should not be served. Any stale or contaminated food should not be served.
16. NEIGRIHMS reserves the right to check the food quality of items prepared in the kitchen at anytime and to take the samples in the presence of representative of service provider and get it tested etc regularly to maintain hygiene standards in case the quality is found unsatisfactory and after repeated warning the service provider is not providing good quality hygienic food as per contract, the contract will be terminated and Performance security shall be forfeited.

Food Service & Production:

1. The Service provider shall be providing meals (Breakfast, Lunch, Tea and Dinner) accordingly, and shall take necessary steps to ensure the timings and any lapse in this matter shall be considered as breach of contract.
2. Only purified water (purified by Aquaguard or other purifier of similar standard) has to be utilized for cooking and drinking purposes.
3. The fuel to be used for cooking will only be LPG and shall be arranged by the Service provider .Use of solid fuel is strongly discouraged
4. The Service provider shall not be allowed to prepare food in the Institute's premises, other than for NEIGRIHMS.
5. The diet will be supplied to the in-patient as per schedule annexed for Breakfast, Lunch, Tea and Dinner etc. and at such place and time in the hospital as may be decided by the Hospital authority from time to time. Food timing should be strictly adhered to as advised by the Dietician/NEIGRIHMS officials.(Annexure A). Delay in delivering food to the patient as per the food timing mentioned will be

considered as breach of contract with further implication of Penalty or necessary action by the NEIGRIHMS authorities.

6. The Service provider shall bear all expenses for providing food in disposable food containers and cutleries in case of any emergency (Epidemic/Pandemic) and whenever is required. The Service provider shall provide food to NEIGRIHMS staff/others on quarantine in other areas within the campus as per the cost indicated in the e-tender/contract without any additional cost.
7. Essential serving cutleries such as hot-case, tea sets, flask for tea and milk (medium size), ceramic plates, bowls, glassware, spoons and forks should be available for food service in Private ward deluxe rooms.
8. Food timing and menu planning, preparation and cooking of the normal diet, therapeutic diets, special diets and liquid diets in the Hospital will be as per instructions and direct supervision of the dietician.
9. It will be the responsibility of the service provider to deliver the prepared food to the patient in the wards in the Main Hospital according to specific requirements, in a covered trays and in hot condition .Also, the service provider has to deliver the cooked food to patients in other medical centre (Regional Cancer Centre) within NEIGRIHMS campus in covered vehicles and in hot condition.
10. The Service provider shall use separate trolley for each and every ward in the hospital
11. Cooking/Preparation of food will be allowed in the hospital kitchen only for patient's diet.
12. The service provider has to provide adequate number of tea-urns, airtight containers for carrying biscuits and baskets for carrying fruits for serving tea and other meals in the different wards.

Pricing:

1. The Institute plans provision of diet to estimated 600 patients on daily basis ($\pm 25\%$) and all admitted patients are to take food in the hospital and in case of any changes in number of beds in future, the rates for different types of diet and services, once accepted by NEIGRIHMS, will remain same for the entire period of contract or extended period, if any.
2. As per the Diet Schedule and Timing appended herewith, in respect of Normal Diet, Therapeutic Diet and other Routine Hospital Diet, the service provider should submit / quote consolidated rates against each item as per the Annexure A (Price Schedule) which should include all incidentals and establishment cost to the contractor for running the diet services as stated in the document.
3. Escalation: No escalation will be given in first year. However for 2nd year and thereafter, the escalation in diet rates as per the RBI (consumer price index- prepared meals/snacks/sweets) will be given. Government tax and levies will be applicable during Contract period. Any new tax/ alternate tax which will be introduced by the government in future, will be paid by the party accountable for it. No other increase shall be considered on any other account during the Contract period. If under unforeseen circumstances, the new tender is not materialized, the existing Service Provider will continue to provide services till the finalization of the new tender. In that eventuality an escalation in the diet rate will be provided as per provision of this clause.

Waste Disposal:

1. The Service provider is required to dispose-off the kitchen waste properly, as advised by the Institute on a daily basis. Non compliance will attract penalty as listed in the penalty clause.
2. Waste should be kept only on the specified area and not in un-allotted areas.
3. Garbage container in the waste disposal area of the kitchen should be maintained separately for Bio-degradable & non- biodegradable. These containers should be leak proof and pest proof.
4. All garbage bins should be well- covered.

Maintenance, Repair & Care of Kitchen Equipments and Accessories:

1. The Service provider shall utilize all the equipments provided by the Institute on a daily basis. However, if there are any requirements for any additional equipments/accessories which is not provided by the Institute, the Service Provider has to procure on his own. They shall maintain all the equipments/accessories listed /given by the institute in good and working condition. All machines must be cleaned every day after use and also at regular interval. Preventive maintenance is a must. All operational and maintenance aspect of the equipment will be the responsibility of the service provider.

2. The Service provider should keep the kitchen, other movables such as furniture, utensils etc., in good condition. If there is damage to building or other Institute property because of willful or negligent act or poor maintenance, the agency shall repair the same to reflect the original aesthetics or else the Institute shall levy a service charge of 200% over the cost or such repair work.
3. The Service provider shall be responsible for complete job of running and maintenance of the above premises and shall include house-keeping, cleanliness, room services, and catering services. All manpower required for the jobs shall be provided by the successful Service provider at its own cost. The Service provider shall repair/replace all the water taps, tube lights, drain pipes and basin pipes and minor repairing of all Food trolleys, Dishwasher, Aquaguard, LPG pipelines and cooking burners.
4. The Service provider shall be responsible for maintaining all equipments provided to him in working condition.
5. The Service provider shall be responsible in keeping the Main Hospital Kitchen in a clean and hygienic condition and to keep the netting in the windows in good conditions else he should replace with the new ones

Security and Safety:

1. NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the said cooking area store by the service provider. The premises provided to the Service Provider should only be used for the purpose as mentioned in the contract (i.e. Dietary services for NEIGRIHMS only). Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. The service provider will not store any hazardous and/or inflammable/ combustible goods or substances or articles in or around the cooking area.
2. The Service provider shall bear all the expenses for running and maintenance of the outlet/unit/area allocated to them and the Institute shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.

Payment towards Electricity and Water Supply and Hospital Premises:

1. The Service provider shall bear all bills towards electricity expenses as per the MeECL tariff rates. Charges on account of electricity consumed for the purpose of light, fan, refrigerator, water coolers, sterilization equipment and any other electrical equipments and appliances in the cooking area shall be metered and the service provider will have to pay the electricity charges for availing of this facility within the 10th day of each and every month or interest at the rate of 18% shall be chargeable. Separate tested meter shall be provided by the successful service provider at his/her own cost which shall be removed by the service provider on completion of the contract at his/her own cost.
2. The Service provider shall use the water-supply and electricity economically, however consumption of water-supply and electricity shall be paid within the 10th of each and every month by the agency on actual basis or as conveyed by the Estate Section, NEIGRIHMS, Shillong
3. Water supply will be provided by NEIGRIHMS but water charges will be levied at the rate of one percent of the main bill. In case of any water shortage, the agency has to arrange water at their own cost.
4. Space and accommodation for the cooking area in the hospital will be provided by NEIGRIHMS, on payment of license fee of Rs. 1,74,000/- (Rupee one lakh seventy four only) per month, subject to change, modification by the Institute authorities or as per CPWD rates applicable from time to time.

Billing:

1. The Service provider shall submit monthly bill in triplicate to NEIGRIHMS for the services rendered by him in the preceding month. The payment shall be released after satisfactory performance of work, which shall be certified by an officer designated by the NEIGRIHMS for the said purpose along with proof of payment of wages to human resources, water, electricity and license fees, ESI and EPF submission detail, failing which payment will not be made by NEIGRIHMS.
2. The Service provider will be required to submit the bill month wise by 10th of the subsequent month, for further action and release of payment. Payment will be released as per the terms and conditions, less deduction of Income Tax at source at prevailing rates and within 30 days from the time of submission of the bills by the agency.

NEIGRIHMS Management shall have the Right,

1. To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated, and unfit for human consumption or of unsatisfactory quality.

2. To stop the service rendered by the service provider in the Dietary Service, if detected not of the requisite standard.
3. NEIGRIHMS Management shall on demand be supplied with a sample of any article of food or drinks for inspection and analysis.
4. The service provider shall allow the official of NEIGRIHMS to enter the cooking area in order to inspect and execute ,any structural additions and alterations or repairs to the said cooking area premises, repairs to electric, water and sanitary installation, which maybe found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.
5. The Food Analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The service provider will be solely responsible of any shortfall/deficiency in this regard.

Notice Period for Abandonment of Contract:

- (a) Neither party shall be entitled to withdraw from the contract during an initial period of one month.
- (b) After the expiry of the initial period of one month, either party shall be entitled to withdraw from the Contract after serving one-month notice in writing to the other party in this behalf.
- (c) Notwithstanding any other provision contained herein, in all cases of withdrawal from Contract or termination of Contract, the Service Provider shall have to continue the work under the contract till an alternative arrangement is made by the NEIGRIHMS. In the event of failure to observe this condition, the entire Security Deposit, as also any and all other dues, lying with the NEIGRIHMS, would stand forfeited.

Termination of Agreement:

Director NEIGRIHMS reserves the right to terminate the contract any time if:

1. Repeated unsatisfactory food quality by the agency.
2. Repeated violation of safety, hygiene and sanitation, by the agency.
3. Repeated Noncompliance to notice or suggestion by the Diet committee.
4. Recommended by the Diet committee in view of unsatisfactory services.

The service provider may exit the contract by giving 30 days notice for reasons, on approval of Director, NEIGRIHMS.

The service provider shall indemnify and shall keep the other party indemnified from and against all cost, claims, losses, damages, demands, liabilities, causes of action proceedings awards or judgments incurred by or brought or made against the other party to the extent that they were caused by or contributed to by any negligent act or omission of a party or its (a party's) employees, agents or contractors.

Governing Law:

The law of India shall apply to the Contract arising out of Bid. The Courts at Shillong shall have exclusive jurisdiction in all matters arising out of the Contract.

Force Majeure:

- a. The Service Provider shall not be liable for imposition of any such sanction so long the delay and/or failure of the Service Provider in fulfilling its obligations under the Contract is the result of an event of Force majeure.
- b. For purposes of this clause, Force majeure means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and which is not foreseeable and not brought about at the instance of the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management and freight embargoes.
- c. If a Force majeure situation arises, the Service Provider shall promptly notify the Authority in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the Authority in writing, the Service Provider shall continue to perform its obligations under the Contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force majeure event.

- d. If the performance in whole or in part or any obligation under the Contract is prevented or delayed by any reason of Force majeure for a period exceeding sixty days, either party may at its option terminate the Contract without any financial repercussion on either side.
- e. In case due to a Force majeure event the Authority is unable to fulfill its Contractual commitment and responsibility, the Authority will notify the Service Provider accordingly and subsequent actions taken on similar lines described in above subparagraphs.

Governing Language: The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which the parties exchange, shall also be written accordingly in that language

Penalty Clause:

Sl No.	Description	Penalty (in %age of contract value)
1	The service provider shall not have any right to threaten and use any indecent language against any authorized Officer or staff of NEIGRIHMS. Any staff /representative of the agency involve in any such habits such as smoking, drinking or consumption of any illicit items etc, inside the hospital premises or around the campus	a penalty of Rs.5000 for each of such incident and service provider shall substitute the service.
2	In case of any short comings and lack of maintenance in the quality of food and service which is not as per the menu specified in the tender document,	a penalty of Rs.1000 per instance (per menu type and per meal type) shall be imposed on the bidder
3	If the service provider does not adhere to maintenance of hygiene and sanitation of equipment and accessories and the kitchen area	a penalty of Rs.1000 shall be imposed.
4	The service provider should keep the kitchen equipments and any other fixtures provided by the institute in good condition. If any equipment or fixtures is found damage because of willful or negligent act or poor maintenance	a service charge of 200% over the cost of the equipment/fixture will be levied.
5	Failure to deliver number of diet/feed as per buyer requirement	a penalty of Rs.1000 per patient shall be imposed for each of such incident.
6	Failure to maintain the meal timing as per the timing mentioned in the tender document	a penalty of Rs.1000 per patient per instant shall be imposed for each of such incident.
7	Violation by the service provider in supplying poor quality perishable/non-perishable food items	a penalty of Rs.5000 per item shall be imposed for each of such incident.
8	Non-provision of water purifier and failure of maintenance	a penalty of Rs 100 per day shall be imposed.
9	Incase waste is not disposed on time and is kept accumulated	a penalty of 10% from the total monthly bill will be deducted.
10	Failure of the Service provider to make payment towards license fee, water and electricity supply within the stipulated date	A penalty of 18% of the cumulated bill will be charged.
11	Error in diet type/meal delivered as per patient information provided by buyer	a penalty of Rs.5000 per patient shall be imposed for each of such incidence.
12	If food trays are found lying anywhere in the ward floor	a penalty of Rs.500 per occurrence (per day) shall be imposed for each of such incidence.
13	Failure to pay the salary of the human resources on time	a penalty of 10% from the main bill will

		be deducted
14	If cumulative penalties reach 10% of the contract value	the contract shall be terminated
15	In case of repeated breach of Standard Level Agreements (SLA) beyond three instances in the entire contractual period	the contract shall be terminated

ANNEXURE A

Food Timing:

Breakfast	- 7A.M to 8 A.M
Lunch	- 12 NOON to 1P.M
Evening tea	- 3 P.M to 4 P.M
Dinner	- 6 P.M to 7 P.M

As per the requirement of the patients according to the disease condition, therapeutic diet will be provided as instructed below:

A therapeutic diet is a normal diet that is modified according to the disease condition of the patient. It can be modified by:

- providing change in consistency such as liquid, soft diet
- increasing or decreasing the energy value such as high calorie and low calorie diet
- Including greater or lesser amounts of one or more nutrients such as high protein, low sodium, low fiber or bland diet.

Therapeutic diet consists of;

1. Diabetic diet
2. Renal diet
3. Diet for liver disease
4. Diet for Heart disease
5. High Protein diet
6. Soft diet
7. Others, like diet for Obesity, Protein energy malnutrition etc

Annexure: B**MENU –DIET –**

[Break-up of the meals is to be quoted separately in the commercial bid, as percentage (%) of the menu quoted]

MENU I- REGULAR HOSPITAL DIET (GENERAL WARD)

Meal	Composition	Quantity
Breakfast	Milk (as tea)	Milk- 100 ml
	Bread/Cereal/millet	3-4 slices/75- 100gm
	Butter/Jam	10 gm
	Egg/Milk(in case of vegetarian)	1no/150ml
	Fruit(seasonal)	100gm
Lunch	Rice/Chappati	100 gm/4 nos
	Non-vegetarian	100 gms
	Thin dal moong/arhar/masoor/urad	50 gm
	Vegetables	150 gm
	Salad	100gm
Evening	Milk (as tea)	Milk -100 ml
	Biscuits	3-4 nos
Dinner	Rice/Chappati	100 gm/4 nos
	Thick Dal (Rajmah/Nutrela/cowpea/dry pea/green gram whole/Bengal gram/chickpea)	25 gm
	Thin dal moong/arhar/Masoor/urad	15gm
	Vegetables	150 gm
	Salad	100gm

NB: Non vegetarian food item will be provided once a day in Lunch time. Dinner should include thick dal.

MENU II- THERAPEUTIC DIET I

Meal	Composition	Quantity Cooked	Quantity Raw
Breakfast	Cereal portion:		
	Bread (brown)	2-3 slices	
	Roti/Chapatti	2-3 nos	50-75 gms
	Porridge Oats/Cornflakes/ Sooji/Sago/Ragi	150 ml	25 gm
	Egg:		
	Fry (Bull's eye)/Full Boiled/Scrambled/ Omelette	1 no	50 gm
	Butter/jam	1sachet	10gm
	Fruits: Seasonal	1 medium	100 gm
	Beverages:		
	Tea/Milk/Red tea/ Fruit Juices (from natural fruits)	1 cup 200ml	200ml 100 gm Fruit for juice
Lunch	Cereal portion:		
	Rice /soft rice	1-1 ½ cup	50-75 gms
	Roti/Chapatti	2-3 nos	50-75 gms

	Sago/Rice porridge	150 ml	25 gm
	Protein Portion:		
	Chicken/Fish	2-3 pieces	50- 75 gm
	OR	5-6 pieces	35- gm
	Paneer	½ cup	25 gm
	OR		
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)		
	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm
	Vegetable Portion:		
	Vegetable A*	1 cup	100 gm
	Vegetable B*	½ cup	100 gm
	Salads(as per menu)	¼- ½ cup	
	Soups (as per menu)	150ml	100gm vegetables
	Potato for needed diseased condition)	½ cup	100 gm
Evening snack	Snacks:		
	Wholegrams(Chickpea/Horse gram/Dry pea/Green pea)	½ cup	25 gm
	OR		
	Brown bread sandwich	2-3 slices	
	OR		
	Biscuits	4 nos	
OR			
Sago snacks	½-1 cup	25-50 gm	
OR			
Khasi Snacks (Putharo/Pumaloi)			
OR			
Milletts			
Evening snack	Beverages:		
	Tea/Milk/Red tea/ Fruit Juices (from natural fruits)	1 cup	200ml
		200 ml	100 gm fruit for juice
Dinner	Cereal portion:		
	Rice /soft rice	1-1 ½ cup	50-75 gms
	OR		
	Roti/Chapatti	2-3 nos	50-75 gms
	OR		
	Sago/Oats/Rice porridge	150 ml	25 gm
	OR		
	Bread	3-4 slices	
	Protein Portion:		
	Chicken/Fish	2-3 pieces	50- 75 gm
	OR		
	Paneer	5-6 pieces	35- gm
	OR		
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)	½ cup	25 gm

	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm
	Vegetable Portion:		
	Vegetable A*	1 cup	100 gm
	Vegetable B*	½ cup	100 gm
	Salads(as per menu)	¼- ½ cup	
	Soups (as per menu)	150ml	100gm
	Potato for needed diseased condition)	½ cup	100 gm
	Beverages		
	Milk/Fruit	200ml	100 gm fruit

*The calories that is given above is just an example, calories will varies from one patient to the other as per the dietitian prescription. The starting minimum calories is 1300 Kcals and it can be as high as 2500 Kcals for some patients. As the calories increases the number of food items also increases.

*Vegetable A and B are the two types of vegetables that are to be given to all therapeutic diets .These vegetables varies from day to day depending on the weekly menu as per the Dietitian supervision. In a diabetic diet, portion size of every item is very important.

Certain foods in the various therapeutic diets that are to be restricted will be instructed by the dietitian.

All therapeutic diet should be served in trays in the kitchen before they are being taken to the wards under the supervision of the Dietitian.

MENU III- THERAPEUTIC DIET II

Meal	Composition	Quantity Cooked	Quantity Raw
Breakfast	Cereal portion:		
	Bread (brown)	2-3 slices	
	Roti/Chapatti	2-3 nos	50-75 gms
	Porridge Oats/Cornflakes/ Sooji/Sago	150 ml	25 gm
	Egg:		
	Fry(Bull's eye)full Boiled/scrambled/ Omelette	1 no	50 gm
	Butter/jam	1 sachet	10gm
	Fruits: Seasonal	1 medium	100 gm
	Beverages:		
	Tea/Milk/Red tea/ Fruit Juices (from natural fruits)	1 medium 200ml	200ml 100 gm Fruit for juice
Mid morning	Wholegrams Roasted/as mixture with vegetables/as stir fried	½ cup	25 gm
	Sandwich	3 slices	
Lunch	Cereal portion:		
	Rice /soft rice	1-1 ½ cup	50-75 gms
	Roti/Chapatti	2-3 nos	50-75 gms
	Sago/Rice porridge	150 ml	25 gm
	Protein Portion:		
	Chicken/Fish OR Paneer	2-3 pieces 5-6 pieces	50- 75 gm 35- gm
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)	½ cup	25 gm

	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm
	Vegetable Portion:		
	Vegetable A*	1 cup	100 gm
	Vegetable B*	½ cup	100 gm
	Salads(as per menu)	¼- ½ cup	
	Soups (as per menu)	150ml	100gm
	Potato for needed diseased condition)	½ cup	100 gm
Evening snack	Snacks:		
	Wholegrams(Chickpea/Horse gram/Dry pea/Green pea) OR Brown bread sandwich	½ cup	25 gm
	OR Biscuits	2-3 slices	
	OR Sago snacks	4 nos	
	OR Khasi Snack (Putharo/Pumaloi)	½ cup	25gm
	OR Millets		25 gms
	Beverages		
Dinner	Tea/Milk/Red tea/ Fruit Juices (from natural fruits)	1 cup	200ml
		200 ml	100 gm fruit for juice
Dinner	Cereal portion:		
	Rice /soft rice	1-1 ½ cup	50-75 gms
	Roti/Chapatti	2-3 nos	50-75 gms
	Bread	3-4 slices	
	Sago/Oats/Rice porridge	150 ml	25 gm
	Protein Portion:		
	Chicken/Fish	4 pieces	100 gm
	OR	7-8 pieces	50 gm
	Paneer		
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)	½ cup	25 gm
	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm
	Vegetable Portion:		
	Vegetable A*	1 cup	100 gm
	Vegetable B*	½ cup	100 gm
	Salads(as per menu)	¼- ½ cup	
Soups (as per menu)	150ml	100gm	
Potato for needed diseased condition)	½ cup	100 gm	
Bed time	Milk	200ml	
	Fruit		100 gm fruit
	Biscuits/Bread	4 nos /2 slcs	

MENU IV- THERAPEUTIC DIET III (FOR PEDIATRIC)

Meal	Composition	Quantity Cooked	Quantity Raw
	Cereal portion:		
	Bread	2-3 slices	
	Roti/Chapatti/Paratha	2-3 nos	50-75 gms
	Porridge	150 ml	25 gms

Breakfast	Oats/Cornflakes/ Sooji/Sago			
	Rice Flakes Poha	1 cup-1 ½ cup	50-75gms	
	Egg:			
	Full Boiled/Scrambled/ Omelette/Fry (bull's eye)	1 no	50 gm	
	Fruits: Seasonal/as a fruit salad	1 medium	100 gm	
	Beverages:			
	Milk/ Fruit Juices (from natural fruits)/Fruit Shake	1 cup 200ml	200ml 100 gm Fruit for juice	
Lunch	Cereal portion:			
	Rice /Soft rice/ Khichdi (Soya Chunks/Paneer/ Vegetables)	1-1 ½ cup	50-75 gms	
	Roti/Chapatti	2-3 nos	50-75 gms	
	Rice porridge	150 ml	25 gm	
	Protein Portion:			
	Chicken/Fish OR Paneer	2-3 pieces 5-6 pieces	50- 75 gm 35- gm	
	OR			
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)	½ cup	25 gm	
	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm	
	Vegetable Portion:			
	Vegetable A*	1 cup	100 gm	
	Vegetable B*	½ cup	100 gm	
	Salads(as per menu)	¼- ½ cup		
	Soups (as per menu)	150ml	100gm vegetables	
Potato for needed diseased patients	½ cup	100 gm		
Evening snack	Snacks:			
	Wholegrams(Chickpea/Horse gram/Dry pea/Green pea) OR Bread sandwich OR Biscuits/Cake OR Sago snacks OR SoojiHalwa OR Kheer (Sooji/Rice/Vermicelli) OR BesanLadoo/Pakora OR Khasi Snack (Putharo/Pumaloi/Pukhleini)	½ cup 2-3 slices 4 nos ½-1 cup	25 gm 25-50 gm	
	Beverages:			
	Tea/Milk/Red tea/ Fruit Juices (from natural fruits)Fruit shakes	1 cup 200 ml	200ml(100gm fruits for juice)	
	Dinner	Cereal portion:		
		Rice /soft rice	1-1 ½ cup	50-75 gms
		Khichdi (Soya Chunks/Paneer/ Vegetables)		
		Roti/Chapatti	2-3 nos	50-75 gms
		Sago/Oats/Rice porridge	150 ml	25 gm

	Protein Portion:		
	Chicken/Fish	2-3 pieces	50- 75 gm
	OR	5-6 pieces	35- gm
	Paneer		
	OR		
	Legumes(rajmah/cowpea/green pea/green gram whole/ channa dal)	½ cup	25 gm
	Dal(thin consistency)(masoor/arhar/moong)	½ cup	15 gm
	Vegetable Portion:		
	Vegetable A*	1 cup	100 gm
	Salads(as per menu)	¼- ½ cup	
	Soups (as per menu)	150ml	100gm
	Potato for needed diseased condition)	½ cup	100 gm
	Beverages		
	Milk/Fruit Juice/Fruit/custard preparation	200ml	100 gm fruit

The purpose of planning separate menu for pediatric patients is needed as their food habits, pattern, choices and amount needed per age is very vast. Meeting their nutritional requirement when they are ill is very challenging. Therefore to meet the nutritional requirements of the various age groups which fall under pediatric, the above menu is being planned.

MENU V- PRIVATE DIET (Non Deluxe)

Meal	Composition	Quantity
Breakfast	Milk (as tea)only milk for children	Milk- 100 ml
	Bread (as French toast or plain toast)	3-4 slices
	Oats/Cornflakes/Ragi	25 gm
	Milk	100 ml
	Butter/Jam	10 gm
	Egg (as per menu)(as full boiled/omelette/poached/scrambled)/Milk (in case of vegetarian)	1no/150ml
	Fruit(seasonal)	100gm
Lunch	Rice/Chappati	100 gm/4 nos
	Legumes(thick consistency)(rajma/cowpea/dry pea/green gram whole/bengal gram whole)	50 gm
	OR	
	Paneer	50 gm
	OR	
	Chicken /Fish	50 -75gm
	Dal (thin consistency) moong/arhar/masoor	15 gm
	Vegetables(Gravy)	150 gm
	Vegetables(Dry)	150 gm
Salad	100gm	
Evening	Milk (as tea) only milk for children	Milk -100 ml
	Snacks(vegetable sandwich/Pakoraa/muffin/cookies/cakes/Khasi snack (Putharo /Pumaloi/Pusla)/Millets	25-50 gm
Dinner	Rice/Chappati	100 gm/4 nos
	Legumes(thick consistency)(rajma/cowpea/dry pea/green gram whole/bengal gram whole) OR Paneer	Legumes-50 gm Paneer- 50 gm
	OR	

	Paneer	50 gm
	OR	
	Chicken /Fish	50 -75gm
	Dal (thin consistency) moong/arhar/masoor	15 gm
	Vegetables(Gravy)	150 gm
	Vegetables(Dry)	150 gm
	Salad	100gm

MENU VI- PRIVATE DIET (Deluxe)

Meal	Composition	Quantity
Breakfast	Milk (as tea)only milk for children	Milk- 100 ml
	Bread (as French toast or plain toast)	3-4 slices
	Oats/Cornflakes/Ragi	25 gm
	Milk	100 ml
	Butter/Jam	10 gm
	Egg (as per menu)(as full boiled/omelette/poached/scrambled)/Milk (in case of vegetarian)	1no/150ml
	Fruit(seasonal)	100gm
Midmorning	Soup(veg/non veg)	200ml
Lunch	Rice/Chappati	100 gm/4 nos
	Legumes(thick consistency)(rajma/cowpea/dry pea/green gram whole/bengal gram whole)	50 gm
	OR	
	Paneer	50 gm
	OR	
	Chicken /Fish	50 -75gm
	Dal (thin consistency) moong/arhar/masoor	15 gm
	Vegetables(Gravy)	150 gm
	Vegetables(Dry)	150 gm
	Salad	100gm
Evening	Milk (as tea) only milk for children	Milk -100 ml
	Snacks(vegetable sandwich/Pakorras/muffin/cookies/cakes/Khasi snack (Putharo /Pumaloi/Pusla)/Millets	25-50 gm
Late Evening	Soup(veg/non-veg)	200ml
Dinner	Rice/Chappati	100 gm/4 nos
	Legumes(thick consistency)(rajma/cowpea/dry pea/green gram whole/bengal gram whole) OR Paneer	Legumes-50 gm Paneer- 50 gm
	OR	
	Paneer	50 gm
	OR	
	Chicken /Fish	50 -75gm
	Dal (thin consistency) moong/arhar/masoor	15 gm
	Vegetables(Gravy)	150 gm
	Vegetables(Dry)	150 gm
	Salad	100gm
	Dessert	100gm

MENU VII - CLEAR LIQUID

Meal	Composition	Quantity
Breakfast	Clear fruit juice/clear lime juice/coconut water	Lime/fruit- 100 gm/ Tender Coconut 200gm

	Tea (no milk)	
Lunch	Clear vegetable soup	Vegetables -100gm
	Barley water/Rice water/Sago water/ Moong water	15 gm
Evening	Clear fruit juice/clear lime juice/ coconut water	Lime/fruit- 100 gm/ Tender Coconut 200gm
	Tea (no milk)	
Dinner	Clear vegetable soup	Vegetables -100gm
	Barley water/Rice water/Sago water/ Moong water	15 gm

MENU VIII- FULL LIQUID DIET

Meal	Composition	Quantity
Breakfast	Oats/Sooji/Sago Porridge	25 gm
	Milk	200ml
Lunch	Rice Gruel/Sago porridge	25 gm
	Vegetable soup/Dal soup/Chicken soup/Fish soup	Vegetables 100gm/Dal- 15 gm/Chicken/Fish-75gm
Evening	Milk/Buttermilk	200ml
	Pudding (Vermicelli/ Custard/bread/Stewed Fruits with cream)	25 gm
Dinner	Rice Gruel/Sago porridge	25 gm
	Vegetable soup/Dal soup/Chicken soup/Fish soup	Vegetables 100gm/Dal- 15 gm/Chicken/Fish -75 gm

MENU IX -CORN STARCH DIET (FOR GLYCOGEN STORAGE DISORDER)

Meal	Composition	Quantity Cooked	Quantity Raw
Breakfast /Lunch/Tea/Dinner	Corn flour powder	½ -1 cup	15-30 gm
	Whole milk /skimmed milk	½ -1 cup	100-200ml

MENU X- LIQUIDS FEEDS (BLENDS) FOR RYLE'S TUBE OR POOR INTAKE PATIENTS

X (a) Blend 1-

Rice Flour Powder -	25gm
Milk –	75 ml
Calorie Dense Supplement–	30gm
Oil –	5 gm
Volume –	300 ml



X (b) Blend 2-

Rice Flour Powder –	50 gm
Milk –	150 ml
Calorie Dense Supplement -	20 gm
Protein Dense Supplement-	10 gm
Sugar –	15 gm
Oil –	6 gm
Volume –	500 ml



X (c) Blend 3-

Rice Flour Powder –	50 gm
Milk –	150 ml
Calorie Dense Supplement -	25 gm
Sugar –	10 gm
Oil –	10 gm
Volume –	500 ml



X (d)	HCCM (High Calorie Cereal Milk) –		
	Rice Flour Powder –	25 gm	}
	Refined Oil –	16 gm	
	Milk –	250 ml	
	Sugar –	20 gm	
	Volume –	250 ml	
X (e)	Renal Blend –		
	Paneer –	65 gm	}
	Milk –	100 ml	
	Sugar –	20 gm	
	Coconut Oil –	20 gm (Parachute)	
	Essence few drops		
	Volume –	150 ml	
X (f)	Blend 5 (Milk Free) –		
	Rice Flour Powder –	50 gm	}
	Protein Dense Supplement-	50 gm	
	Calorie Dense Supplement-	30 gm	
	Sugar –	30 gm	
	Oil –	10 gm	
	Volume –	500 ml	
X (g)	Blend 6 (Sago Mix)		
	Sago-	30gm	}
	Sugar-	5gm	
	Oil-	10ml	
	Volume-	200ml	
X (h)	Blend 7 (Sago Mix)		
	Milk -	100ml	}
	Sago -	25gm	
	Sugar -	5 ml	
	Oil -	5gm	
	Volume-	250ml	
X (i)	High Protein Blend 1		
	Milk -	200ml	}
	Paneer -	65g	
	Protein Dense Supplement-	30g	
	Oil -	10g	
	Sugar -	10g	
	Volume -	250ml	
X (j)	High Protein Blend 2		
	Milk -	200ml	}
	Paneer -	65g	
	Calorie Dense Supplement-	30g	
	Oil -	10g	
	Sugar -	10g	
	Volume -	250ml	

X (k) JEJUNOSTOMY FEEDS

Sl. No.	Day	Rice flour (gm)	Calorie Dense Supplement	Protein Dense Supplement	Coconut oil (ml)	Sugar (gm)	Water (ml)	Total Volume
X (k) 1	I	25	15	15	8	8	450	600
X (k) 2	II	35	20	25	12	12	500	700
X (k) 3	III	50	30	35	15	15	400	700
X (k) 4	IV	65	35	40	18	20	400	800
X (k) 5	V	75	45	50	20	30	400	850
X (k) 6	VI	85	50	60	25	35	450	900
X (k) 7	VII	100	60	65	25	40	500	1000

X(l)	F -75: Milk - Sugar - Rice flour- Oil - Volume -	30ml 6g 2.5g 2.5g 100ml	}
X(m)	F -100: Milk - Sugar - Rice flour- Oil - Volume -	75ml 2.5g 7g 2 g 100ml	
X(n)	Low Lactose Feeds Milk - Sugar - Rice flour- Volume -	75ml 2.5g 10g 100ml	
X(o)	Lactose free feeds Rice flour- Cooked Moong dal- Sugar - Coconut Oil - Volume -	15g 5g 2.5g 2.5g 100ml	

ADDITIONAL ITEMS

Additional items	Composition	Quantity
Eggnog	Milk	100 ml
	Egg	1no. (50 gms)
Curd (sweet)	Curd (sweet)	100ml
Curd (sour)	Curd (sour)	100ml
Boiled egg	-	1 no (50 gms)
Mineral water	-	500 ml

NB: To be provided by the service provider

1. Additional items like curd (sweet/sour) should be provided as and when suggested by the dietician to the patient.
2. Sugar, Jam and butter should be provided in sachet to the patients.
3. Steel tumblers of 500 ml - 1000ml should be provided for Ryle's Tube feeds. These tumblers should always be in stock.
4. The Service Provider should provide 200-250ml steel glasses for full liquid and clear liquid diet.
5. Coconut oil should be made available as and when necessary as per the requirement of the patient.
6. 500 four compartmental steel trays for breakfast and 800 five compartmental steel trays with lids for lunch and dinner should be made available

ANNEXURE B

Catering:

Date		FBO Name	
Food Safety Officer		FBO's Representative	
FBO License No.		Address	

Indicate the following- Compliance (C), Non Compliance (NC), Partial Compliance (PC) or Not Applicable (NA)

Sl. No.	Audit Question	Scoring	
1	Food establishment has an updated FSSAI license and is displayed at a prominent location.	2	
I.	Design & Facilities		
2	The design of food premises provides adequate working space; permit maintenance & cleaning to prevent the entry of dirt, dust & pests.	2	
3	The internal structure & fittings are made of non-toxic and impermeable material.	2	
4	Walls, ceilings & doors are free from flaking paint or plaster, condensation & shedding particles.	2	
5	Floors are non-absorbent, non-slippery & sloped appropriately.	2	
6	Windows are kept closed & fitted with insect proof screen when opening to external environment.	2	
7	Doors are smooth and non-absorbent. Suitable precautions have been taken prevent entry of pests.	2	
8*	Potable water (meeting standards of IS:10500 & tested semi-annually with records maintained thereof) is used as product ingredient or in contact with food or food contact surface.	4	
9	Equipment and containers are made of non-toxic, impervious, non- corrosive material which is easy to clean & disinfect.	2	
10	Adequate facilities for heating, cooling, refrigeration and freezing food & facilitate monitoring of temperature.	2	
11	Premise has sufficient lighting. Lighting fixtures are protected to prevent contamination on breakage.	2	
12	Adequate ventilation is provided within the premises.	2	
13	An adequate storage facility for food, packaging materials, chemicals, personnel items etc is available.	2	
14	Personnel hygiene facilities are available including adequate number of hand washing facilities, toilets, and change rooms for employees.	2	
15	Food material is tested either through internal laboratory or through an accredited lab. Check for records.	2	
II	Control of operation		
16	Incoming material is procured as per internally laid down specification from approved vendors. Check for records (like certificate of analysis, Form E, specifications, name/address of supplier, batch no., mfg., use by/expiry date, quantity procured etc.)	2	
17	Raw materials are inspected at the time of receiving for food safety hazards. {Farm produce like vegetables, fruits, eggs etc. must be checked for spoilage and accepted only in good condition}	2	
18	Incoming material, semi or final products are stored according to their temperature requirement in a hygienic environment to avoid deterioration and protect from contamination. FIFO & FEFO is practiced. (Foods of animal origin are stored at a temperature less than or equal to 4°C)	2	
19	All raw materials is cleaned thoroughly before food preparation.	2	

20	Proper segregation of raw, cooked; vegetarian and non-vegetarian food is done.	2	
21	All the equipment is adequately sanitized before and after food preparation.	2	
22*	Frozen food is thawed hygienically. No thawed food is stored for later use. {Meat, Fish and poultry is thawed in refrigerator at 5°C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15°C or below within 90 minutes.	4	
23*	Vegetarian items are cooked to a minimum of 60°C for 10 minutes or 65°C for 2 minutes core food temperature. Non vegetarian items are cooked for a minimum of 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 15 seconds core food temperature.	4	
24*	Cooked food intended for refrigeration is cooled appropriately. (High risk food is cooled from 60 C to 21°C within 2 hours or less and further cooled to So C within two hours or less.)	4	
25	Food portioning is done in hygienic conditions. High risk food is portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food is portioned below 15°C.	2	
26*	Hot food intended for consumption is held at 65°C and non-vegetarian food intended for consumption is held at 70°C. Cold foods are maintained at 5°C or below and frozen products are held at -18°C or below. (*Hot food is kept above 65°C and cold food is kept below 5°C but below 10°C upto 42 hours for not more than two hours only once.)	4	
27*	Reheating is done appropriately and no indirect of reheating such as adding hot water or reheating under bain-marie or reheating under lamp are being used. (The core temperature of food reaches 75°C and is reheated for at least 2 minutes at this temperature.)	4	
28	Oil being used is suitable for cooking purposes is being used. Periodic verification of fat and oil by checking the color, the flavor and floated elements is being done.	2	
29*	Vehicle intended for food transportation are kept clean and maintained in good repair & are maintain required temperature.(Hot foods are held at 65°C, cold foods at 5°C and frozen item -18°C during transportation or transported within 2 hours of food preparation).	4	
30	Food and non-food products transported at same time in the same vehicle are separated adequately to avoid any risk to food.	2	
31	Cutlery, crockery used for serving and dinner accompaniments at dining service are clean and sanitized free from unhygienic matters.	2	
32	Packaging and wrapping material coming in contact with food is clean and of food grade quality.	2	
III.	Maintenance & Sanitation		
33	Cleaning of equipment, food premises is done as per cleaning schedule & cleaning program me. There should be no stagnation of water in food zones.	2	
34	Preventive maintenance of equipment and machinery are carried out regularly as per the instructions of the manufacturer. Check for records.	2	
35	Measuring & monitoring devices are calibrated periodically.	2	
36	Pest control program is available & pest control activities are carried out by trained and experienced personnel. Check for records.	2	
37*	No signs of pest activity or infestation in premises (eggs, larvae, faeces etc.)	4	
38	Drains are designed to meet expected flow loads and equipped with grease and cockroach traps to capture contaminants and pests.	2	
39	Food waste and other refuse are removed periodically from food handling areas to avoid accumulation.	2	
IV.	Personal Hygiene		
40	Annual medical examination & inoculation of food handlers against the enteric group of diseases as per recommended schedule of the vaccine is done. Check for records.	2	

41	No person suffering from a disease or illness or with open wounds or burns is involved in handling of food or materials which come in contact with food.	2	
42*	Food handlers maintain personal cleanliness (clean clothes, trimmed nails & water proof bandage etc.) and personal behavior (hand washing, no loose jewellery, no smoking, no spitting etc.)	4	
43	Food handlers are equipped with suitable aprons, gloves, headgear, etc.; wherever necessary.	2	
V.	Training & records keeping		
44	Internal/ External audit of the system is done periodically. Check for records.	2	
45	Food Business has an effective consumer complaints redressal mechanism.	2	
46	Food handlers have the necessary knowledge and skills & trained to handle food safely. Check for training records.	2	
47*	Appropriate documentation & records are available and retained for a period of one year, whichever is more.	4	

Total points /114

Asterisk mark (*) questions may significantly impact food safety & therefore must be addressed as a priority. Failure in any of the asterisk mark(*) questions, will lead to Non-compliance

Grading-

- | | | | |
|--------------------------|----------|---------|-------------------------|
| <input type="checkbox"/> | A+ | 100-114 | Compliance-Exemplar |
| <input type="checkbox"/> | A | 91-99 | Compliance/Satisfactory |
| <input type="checkbox"/> | B | 77-90 | Needs Improvement |
| <input type="checkbox"/> | No grade | <77 | Non Compliance |
