TEERTHANKER MAHAVEER UNIVERSITY

(Established under Govt. of U. P. Act No. 30, 2008)
Delhi Road, Moradabad (U.P)
jointregistrar@tmu.ac.in

Phone No.:	**0591-2476813**	**Date:**	**06-Nov-2026**
Ref. No :	**TMU/R.O./2026-27/ADM/052**	**Prepared by:**	**Director IQAC**
Policy No :	**35.0**	**Issued by:**	**Joint Registrar**
Total Pages :	**03**	**Approved by:**	**Vice Chancellor**

TMU Mess Policy

1. Introduction

Teerthanker Mahaveer University recognises that safe, hygienic, nutritious and affordable food services are integral to the health, well-being and campus experience of students, residents, faculty and staff. This policy establishes a common framework for planning, operating, supervising and continuously improving mess and dining facilities across the University.

2. Objectives

- Provide hygienic, wholesome, nutritious and balanced meals at reasonable and approved rates.
- Maintain standards for food quality, preparation, storage, serving, sanitation and waste management.
- Promote safe food-handling practices and compliance with applicable food-safety and public-health requirements.
- Ensure transparent management of mess operations, fees, procurement, vendor performance and user feedback.
- Encourage healthy eating habits, minimise food waste and promote environmentally responsible dining.
- Establish clear responsibilities and effective grievance-redressal and monitoring mechanisms.

3. Scope and Applicability

This policy applies to all University-operated food-service facilities designated by TMU for regular meal services. It covers hostel residents, other eligible students, faculty, staff, authorised visitors and service providers, as applicable. Facility-specific arrangements may vary, subject to this policy and approval of the competent University authority.

4. Guiding Principles

- Food safety and hygiene shall take precedence over convenience or commercial considerations.
- Meals shall reflect nutrition, variety, seasonality, affordability and the University's applicable food practices.

Dr. Vaibhav Rastogi
Joint Registrar
Teerthanker Mahaveer University
Moradabad

- Promote compassion, non-violence and respect for all living beings, with a commitment to vegetarian food practice according to Jain principles.
- Encourage mindful consumption, avoidance of food wastage, moderation and responsible use of food and natural resources, reflecting the Jain principle of limiting unnecessary consumption.

5. Governance and Administrative Responsibility

The University shall designate a competent authority/committee to oversee mess operations.

- The competent authority shall approve operational arrangements, rates, service standards, vendors and major corrective measures in accordance with University rules.
- The Mess In-charge/Warden or designated officer shall supervise daily operations, service quality, hygiene and complaint handling.
- The service provider/contractor shall ensure manpower, food preparation, safe storage, serving, cleanliness and maintenance of records, as assigned under the contract.
- Users shall follow dining-hall discipline, avoid food wastage and provide feedback through prescribed channels.

6. Menu Planning and Meal Services

A periodic menu shall be prepared and displayed at an accessible location. It should provide reasonable variety and balance across cereals, pulses, vegetables, fruits, dairy or other suitable protein sources, subject to the approved meal plan and budget.

- Meal timings shall be notified by the concerned hostel/administrative authority and followed consistently; changes should be communicated in advance wherever practicable.
- Menu planning should consider seasonal availability, nutritional balance, local preferences and user feedback. Repetition should be avoided to the extent feasible.
- Special meals, packed meals, refreshments or additional services may be provided only under approved arrangements and at communicated rates.
- Substitutions in the published menu should be reasonable and communicated. Food shall not be served after its safe consumption period or when quality is doubtful.

7. Food Safety, Hygiene and Sanitation

All mess operations shall maintain high standards of personal hygiene, food handling, kitchen sanitation and pest control. The service provider and designated University officials shall ensure that:

- Food is procured from reliable sources and is fresh, wholesome, properly labelled where applicable, and within its usable date.
- Raw and cooked food are handled separately; safe cooking, holding, cooling and reheating practices are followed; food is protected from contamination.
- Potable water is used for cooking, drinking and food preparation. Water storage and dispensing points are cleaned and maintained.
- Kitchens, dining areas, utensils, equipment, stores and serving counters are cleaned at prescribed intervals; suitable waste bins are provided.

Dr. Vaibhav Rastogi
Joint Registrar
Teerthanker Mahaveer University
Moradabad

- Food handlers maintain personal cleanliness, wear appropriate clean protective clothing and undergo health checks/training as required by applicable norms.
- Pest-control measures are implemented, and chemicals are stored away from food and food-contact surfaces.
- Required licences, registrations, inspection records and food-safety documents are maintained and made available for verification.

8. Procurement, Storage and Inventory

- Procurement shall follow approved University procedures, contract conditions and quality specifications, using reliable and traceable suppliers.
- Perishable and non-perishable items shall be stored under appropriate conditions, with stock rotation and expiry-date checks.
- Records of receipt, consumption, stock balance, wastage and quality complaints shall be maintained, as applicable.
- Substitution of ingredients, use of inferior-quality material or unauthorised changes in food specifications shall not be permitted.

9. Pricing, Payment and Financial Transparency

Mess charges, meal plans, deposits (if any), payment schedules, refunds and applicable exemptions/concessions shall be approved by the competent authority and communicated in advance. No unauthorised collection shall be made. Bills, invoices, consumption records and other financial documents shall be maintained and produced for audit or verification.

10. User Conduct and Dining-Hall Discipline

- Users shall ensure optimal utilization, monitoring of surplus and left over food.
- Users shall observe notified meal timings, queue discipline and instructions of authorized staff.
- Users shall maintain cleanliness, use furniture and utensils responsibly, and avoid damaging University or contractor property.
- Food shall not be wasted or removed from the dining area except under an approved arrangement.
- Signage and awareness messages shall be displayed prominently in dining and food serving areas.
- Misconduct, harassment, abusive behavior, deliberate damage or interference with mess operations may be dealt with under applicable University rules.

11. Review and Continuous Improvement

This policy shall be reviewed periodically to ensure relevance, effectiveness, and alignment with evolving academic standards and institutional objectives.

Dr. Vaibhav Rastogi
Joint Registrar
Teerthanker Mahaveer University
Moradabad

Dr. Vaibhav Rastogi
(Joint Registrar)