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NATIONAL INSTITUTE FOR
IMPLEMENTATION RESEARCH ON
NON-COMMUNICABLE DISEASES

STANDARD OPERATING PROCEDURE (SOP) FOR OPERATION & MAINTENANCE OF ICMR-NIIRNCD GUEST HOUSE

January 2026
(Version-I)

ICMR-National Institute for Implementation Research on
Non-Communicable Diseases
New Pali Road, Jodhpur, 342005 - Rajasthan



STANDARD OPERATING PROCEDURE OF GUEST HOUSE & CANTEN FACILITIES

1. Objectives:

This SOP lays down the guidelines for the Boarding & Lodging of NIIRNCD guests visiting the campus for various purposes so as to ensure a comfortable experience for its guests keeping cost optimization in mind. **This policy will be effective from 1st Jan 2026.**

2. Control and Management of NIIRNCD Guest House:

The Guest House shall be under administrative control of the Director, NIIRNCD, Jodhpur and Chairperson, Guest House Management Committee (GHMC).

3. Coverage - Guest House Premises:

New Guest House	Total No. of rooms – 08 (02 VIP & 06 Normal) Dining Hall: Seating Capacity – 40 Driver/Attendant Room: 01
Anaxy Guest House	Total No. of rooms – 03

4. Guest House Booking Policy:

Institute Guest House Booking Policy and rules is attached herewith as **Annexure-I.**

Guest House Form (GHF-1) – **Annexure-II**

Guest House Feedback/Complaint Form (GHF-2) – **Annexure-III**

5. Canteen Management Policy:

5.1. Objective: To maintain standard and quality of food served and to regulate cleanliness & hygiene within the canteen premises.

5.2. Canteen Timings:

a) Daily Meals Timings of Guest House Dining area:

Breakfast	08:00 AM to 09:00 AM
Lunch	01:00 PM to 02:30 PM
Dinner	08:00 PM to 09:30 PM

b) Timings of Tea/Coffee distribution in the campus:

Morning Tea	10:30 AM
Evening Tea	03:30 PM

5.3. General Rules of Canteen for all the staff:

- 5.3.1. Charges will be applicable as per the institute fixed rates. The charges for meals, breakfast, tea, etc. will be calculated on the basis of 'No Profit-No Loss' principle.
- 5.3.2. Extra Charges (if any) may be applied for preparing food on demand.
- 5.3.3. Rates may be revised by guest house management of NIIRNCD, Jodhpur, if required.
- 5.3.4. Bills for breakfast, lunch and dinner must be **paid on the same day or by the next working day.**
- 5.3.5. Bills for morning and evening tea/coffee consumed by staff shall be settled on a weekly basis, and payment must be made **every Friday.**
- 5.3.6. All Meals shall be provided in dining hall during the scheduled hours; staff should strictly adhere to these timings.
- 5.3.7. The system of **self service** will be followed in the canteen for all employees.
- 5.3.8. Staff shall ensure that all used plates and disposables are properly placed in the designated dustbins after their meal.
- 5.3.9. During breakfast, lunch, and dinner timings, no individual or on-the-spot orders will be taken. **Only the fixed menu/buffet of the day will be served as decided by GHMC.**
- 5.3.10. **Meals will be prepared only on advance order**, which must be **given at least three (03) hours before** the scheduled meal time.
- 5.3.11. Only the quantity ordered in advance will be cooked.
- 5.3.12. Meal requests may be given verbally to the Guest House Manager or through the Canteen WhatsApp Group for planning and preparation.
- 5.3.13. Once an order is placed, it cannot be cancelled. If cancellation is requested after preparation has started, full meal charges will be applicable, irrespective of consumption.
- 5.3.14. All staff must maintain discipline, cooperate with canteen personnel, and behave respectfully. Misconduct, disturbance, or entering the kitchen area without permission is strictly prohibited.

5.4. Rules for Residents of Staff Quarters Adjacent to the Guest House:

- 5.4.1. Residents of Staff Quarters and their family members shall strictly follow the Guest House timings, discipline, and operational rules as notified from time to time.
- 5.4.2. Staff Quarter residents who wish to avail lunch or dinner from the Guest House Canteen must inform in advance and place orders strictly as per the approved canteen rules and timelines.
- 5.4.3. Food shall be served to Staff Quarter residents and their family members only against prior confirmed orders. No walk-in or on-the-spot requests shall be entertained.
- 5.4.4. **During breakfast, lunch, and dinner hours, only the fixed buffet/menu of the Guest House shall be served.** No personal demands, special dishes, or customized food requests will be accepted for staff or their family members.

- 5.4.5. Residents of Staff Quarters are strictly **prohibited from organizing family functions, dinner parties, personal gatherings, or celebrations** in the Guest House premises, including the dining hall, lawns, or common areas, without prior written permission of the Competent Authority.
- 5.4.6. **No request for serving the Food in staff quarter will be entertained.**
- 5.4.7. The Guest House Caretaker shall be responsible for ensuring that no unauthorised activity is allowed within the Guest House premises without due approval.
- 5.4.8. Guest House furniture, utensils, crockery, electrical items, or any other property shall not be used, removed, or borrowed by Staff Quarter residents without prior permission of the Guest House In-Charge.
- 5.4.9. Staff Quarter residents shall maintain proper conduct, cleanliness, and discipline within the Guest House premises and cooperate with Guest House staff at all times.
- 5.4.10. Any misuse of Guest House facilities, violation of SOP provisions, or unauthorised use of premises or services shall be viewed seriously and administrative action as deemed fit.
- 5.4.11. The decision of the Competent Authority in matters related to Guest House usage shall be final and binding.

5.5. Security Arrangements for Guest House (New Building & Annexe):

- 5.5.1. One security guard shall be permanently stationed at the Guest House (New Building) to supervise the Guest House premises and the adjoining Staff Quarters by taking frequent security rounds. Additionally, One security guard shall be permanently stationed at Guest House Annexe to ensure that the entire area remains under supervision.
- 5.5.2. During office hours, the security guard shall assist the Guest House Caretaker in monitoring entry, exit, and general security of the Guest House premises.
- 5.5.3. After office hours, the security personnel shall facilitate smooth check-in of guests based on the room availability sheet provided by the Guest House Caretaker and displayed at the reception area.
- 5.5.4. The security guard shall verify guest details, make entries in the Guest House register, allot rooms as per availability, and hand over room keys to authorised guests.
- 5.5.5. Any unauthorised activity or suspicious movement noticed by the security personnel shall be immediately reported to the Guest House In-Charge and/or Guest House Caretaker for necessary action.
- 5.5.6. The Security In-Charge and IT In-Charge shall ensure that both the New Guest House and the Annexe Guest House are fully covered under CCTV surveillance and intercom facilities, and that all cameras and intercom systems remain functional at all times.
- 5.5.7. Security personnel shall provide proper guidance and directions to guests regarding check-in procedures at the New Building or Annexe Guest House and inform the Guest House staff accordingly.

5.5.8. Security personnel shall cooperate with Guest House staff at all times to ensure safety, discipline, and smooth functioning of Guest House operations.

5.6. Guest House (New & Annexe) – Maintenance Responsibilities:

S. No.	Maintenance Activity / Requirement	Responsibility
1	Ensure overall maintenance of Guest House (New and Annexe), including electrical, civil, plumbing, HVAC, fire safety, furniture and housekeeping-related works.	Maintenance In-Charge & Team
2	Conduct mandatory weekly inspection every Wednesday to identify faults and maintenance requirements in both Guest House buildings.	
3	Attend and resolve complaints received from guests, Guest House Committee members, or Guest House staff on priority.	
4	Maintain a maintenance log/register to record complaints, actions taken, and date of resolution.	
5	Ensure timely rectification of defects to avoid inconvenience to guests and disruption of Guest House operations.	
6	Carry out preventive maintenance of electrical systems, water supply, sanitation, lighting, and safety equipment to prevent breakdowns.	
7	Coordinate with Guest House In-Charge and Caretaker for smooth execution of maintenance work and access to rooms or common areas.	
8	Ensure critical services remain functional at all times and emergency repairs are attended immediately.	
9	Water tanks, water coolers, and filters shall be cleaned and serviced periodically, water samples shall be tested regularly, and safe drinking water shall be ensured at all times in both the New and Annexe Guest House. A log register shall also be maintained for this work for review and monitoring purposes.	
10	Two (02) housekeeping staff shall be deployed for daily cleaning of the New Guest House and one (1) staff for the Annexe Guest House as required, and additional housekeeping manpower shall be arranged during meetings or events to ensure that all Guest House rooms, corridors, dining areas, and common spaces remain clean, hygienic, and well maintained at all times.	Maintenance In-Charge & Housekeeping Supervisor

5.7. Procedure for Ordering Tea / Coffee / High Tea / Lunch / Dinner for Meetings, Workshops, Trainings and Events:

- 5.7.1. The Indenter (requesting officer) shall be solely responsible for completely filling the Catering Requisition Form (**Annexure-IV – GHF-3**) and obtaining approval signatures from the Chairperson (Guest House) and the Head of Office / AO / SO.
- 5.7.2. Incomplete requisitions will not be accepted.
- 5.7.3. After approval, the requisition must be submitted to the Guest House Canteen Manager for further action.
- 5.7.4. The Indenter must confirm the final minimum number of participants within the timeline given by the Guest House.
- 5.7.5. If the actual number of participants is less than the confirmed number, billing may still be done based on the confirmed minimum.
- 5.7.6. If the number of participants increases by more than 10% without prior intimation, service may be restricted or additional charges may apply.
- 5.7.7. Any cancellation or reduction in quantity must be informed at least 48 hours before the event.
- 5.7.8. Only the approved menu mentioned in the requisition will be prepared.
- 5.7.9. Food will be cooked strictly according to the final confirmed quantity. Extra plates will be prepared only if feasible.
- 5.7.10. Catering service will be provided at the venue specified in the requisition.

5.7.11. Responsibilities of the Indenter:

- a. The requisition form is filled completely and submitted within the prescribed timelines to the Guest House Canteen Manager.
- b. All necessary approvals are obtained prior to placing the catering request.
- c. The final and confirmed number of participants is communicated to the Guest House well in advance.
- d. Any change in schedule, menu, or cancellation is informed promptly to avoid inconvenience.
- e. For timely billing, the attendance sheet or list of participants availing lunch/dinner is kept ready and submitted along with the requisition to facilitate processing of payment by the administration.

5.7.12. Responsibilities of the Guest House Canteen Manager:

- a. Ensuring hygiene, cleanliness, and quality of food prepared and served.
- b. Providing timely service strictly as per the approved requisition.
- c. Maintaining proper records of requisitions received, services provided, and payments collected.
- d. Informing the Indenter in advance if any issue arises that may affect service delivery.
- e. Submitting bills to the concerned section on time to enable timely processing and clearance of payments.

Type of Service	No. of Participants	Advance Notice Required	Additional Notes
Tea / Coffee	Up to 50	Minimum 1 day before the event. In urgent cases, request may be accepted at least 1 hours before the meeting subject to approval of requisition form.	- Requisition Form is required. - WhatsApp confirmation may be used for quick communication.
High Tea	Up to 50	Minimum 1 day before the event	Requisition Form required.
Lunch / Dinner	Up to 50	Minimum 3 days before the event	Requisition Form required and Menu should be fixed by the indenter.
High Tea / Lunch / Dinner	More than 50	Minimum 5 days before the event	- Requisition Form is required. - The menu shall be finalized by the Indenter and submitted in writing along with the requisition form. - Per-plate cost as per the number of plates (including other exp.) will be provided by the Guest House Manager.

5.8. Sanitary & Operational Standards for Institute Canteen:

(To be followed by Contractor, GH Cook, Housekeeping Manager, Housekeeping staff & GH Caretaker)

Sl.No.	Activities / Requirement	Responsibility
01.	Dress Code, Behaviour and Hygiene Protocols: - The contractor shall ensure that all deployed staff remain disciplined, neatly dressed, and behave politely and professionally with all officials and visitors at all times. - Each contractual staff member shall be provided with an adequate number of uniforms by the contractor to ensure proper hygiene, cleanliness, and a presentable appearance. The contractor shall be solely responsible for providing and maintaining the uniforms. - All canteen workers shall mandatorily wear appropriate protective attire, including gloves, apron, and hair net or cap (either disposable or washable on a daily basis), while on duty. - All staff shall report to duty in a clean and hygienic condition, including clean hair, brushed teeth, and having taken a bath on a daily basis. - The vendor shall furnish medical fitness certificate for all his employees issued by a qualified R.M.P. periodically once in 6 months. The cost of the medical examination will be borne by the contractor.	Contractor & Manager

02.	Maintenance of Hygiene: - All staff shall ensure proper hand washing before the preparation of food. - Mopping and dusting of the kitchen, dining hall, and service areas shall be carried out in the morning and afternoon; the frequency may be increased as per requirement. - Any spillage of food shall be cleaned immediately to maintain cleanliness and hygiene. - Covered dustbins shall be maintained inside the kitchen and outside the dining area, and waste shall be disposed of regularly. - Cooking and food service shall be carried out in a hygienic manner to the satisfaction of the Guest House Management Committee. - Guest House rooms, kitchen, dining hall, service areas, and surrounding areas shall be kept clean, tidy, and well maintained at all times. - Insect repellents shall be placed in the canteen premises to prevent infestation. - Eating or drinking in the cooking area is strictly prohibited. - Chewing tobacco and smoking are strictly prohibited within the canteen premises.	Cook, Manager, Housekeeping Staff, GH Caretaker
03.	Maintaining Quality Standards: - Only certified food commodities conforming to Agmark/FSSAI standards shall be permitted for cooking. The use of loose or uncertified items such as oil, spices, etc., is strictly prohibited. - Serving of stale, leftover, or reheated food shall not be allowed under any circumstances. - Food-grade disposable items shall be used preferably for serving food. - All groceries, provisions, beverages, fruits, and vegetables used in the canteen shall be fresh, hygienic, and of good quality. - Regular inspections of the canteen and food preparation areas shall be carried out to ensure adherence to quality and hygiene standards. - A Suggestion/Complaint Box shall be installed in the canteen, which shall be checked on a regular basis and appropriate action shall be taken on the feedback received. - The price list of all food items, including packaged food, available for sale shall be prominently displayed in the canteen. Compliance: <u>The above instructions are mandatory. Any lapse or non-compliance may attract penalties by the Institute as per the tender document.</u>	Contractor, Cook, Manager, GH Caretaker

5.9. All other terms and conditions governing the Guest House shall be as per the tender document titled "Procurement of Guest House Management Services," and the relevant clauses thereof shall be applicable.

5.10. Emergency Handling: A first aid kit must be available at the guesthouse. In case of medical emergencies, the respective Managers/Caretaker must extend support.

5.11. Attendance and Leave Management of Guest House Outsourced Staff:

5.11.1. Daily attendance of outsourced staff shall be recorded in a manual register kept at the Guest House reception under the supervision of the Guest House Caretaker.

5.11.2. Each staff member must mark attendance at the time of reporting and leaving duty.

5.11.3. The attendance register shall remain with the Guest House Caretaker and be produced for inspection when required; monthly attendance shall be reconciled by the agency and verified by the Guest House In-Charge.

5.11.4. Leave shall be granted as per tender conditions, subject to submission of a Leave Request and prior approval of the Chairperson/In-charge (Guest House).

5.11.5. The outsourcing agency must ensure arrangement of a suitable substitute before the staff member proceeds on leave.

5.11.6. The agency is required to provide the manpower as per on daily basis. If the agency is not able to provide the required number of personnel, a penalty for shortage of attendance will be imposed as follows:

I. 85% and above	No Penalty.
II. 75% to 85% (less than 85%)	Rs. 100/- per day per person
III. 65% to 75% (less than 75%)	Rs. 200/- per day per person
IV. 55% to 65% (less than 65%)	Rs. 300/- per day per person
V. Below 55%	Rs. 500/- per day per person

5.12. Duties of Guest House Caretaker:

5.12.1. Supervise the day-to-day functioning of the Guest House and ensure smooth operations.

5.12.2. Ensure strict compliance with approved SOPs, rules, and regulations of the Guest House.

5.12.3. Be permanently stationed at the Guest House and perform primary duties as Caretaker during office hours.

5.12.4. Oversee housekeeping and kitchen staff, ensuring timely meals, cleanliness, and hygiene standards.

5.12.5. Maintain all required registers and inventory records for the Guest House and Canteen, as instructed by the Guest House Management Committee (GHMC).

5.12.6. Manage confirmed bookings from the Chairperson or Director's Office, verify guest identity and application forms, and assist with check-in and check-out procedures.

5.12.7. Collect payments, prepare and sign bills, and deposit cash with the Cashier daily.

- 5.12.8. Maintain adequate stock of linen, toiletries, cleaning supplies, and other consumables.
- 5.12.9. Ensure fire safety, first-aid readiness, and coordinate with security for emergencies.
- 5.12.10. Report maintenance issues, damages, repairs, security incidents, or any misconduct to the GHMC and Administration.
- 5.12.11. Report any non-compliance with Guest House or Canteen rules to the Chairperson for appropriate action.

5.13. Important Contacts:

Guest House Management Committee:	
Dr. Janesh Kumar Gautam Chairperson & Guest House In-Charge Email: janesh.k@icmr.gov.in Mobile No.: 9013672978	Overall Supervision and Management.
Dr. Kanchan Bala, Member Email: kanchan.b@dmrcjodhpur.nic.in Mobile No.: 9829393858	Handling GH Correspondence and related files and making Minutes of Meetings
Sh. Trilok Kumar, Member Email: trilok.k@dmrcjodhpur.nic.in Mobile No.: 8209644697	Link Officer of GH Caretaker All Meeting / Workshops / Events Coordinator and supervise GH staff
Sh. Pankaj Shama, Member Secretary Email: sharma.pj@icmr.gov.in Mobile No.: 8769814662	Manage all Guest House Bookings and Supervision.
Sh. Rahul Ranjan, Guest House Caretaker Email: ranjan.r@icmr.gov.in Mobile No.: 7277397374	Day to day functioning of Guest House as duties mentioned in para 5.12.
Agency Staff:	
Sh. Ikku Singh, Manager, NNNG Services M.No.: 9712609462	
Sh. Jitendra Kumar, Helper, NNNG Services M.No.: 8655423081	

Sd/-
Director
ICMR-NIIRNCD, Jodhpur

साफ-सफाई भक्ति के समान है
Cleanliness is Next to Godliness

गेस्ट हाउस को साफ रखे

यह हमारा दूसरा घर है
Let us keep our Guest House Clean
It is Our Second Home