



RASHTRIYA RAKSHA UNIVERSITY

An Institution of National Importance

Pioneering National Security and Police University of India

No. RRU/Hostel/Hostel-Mess/2024-25/24

Date: 18/07/2024

University Mess Etiquette SOP

- **Restrictions on Food and Utensils:**
 - Food items and utensils are strictly prohibited from being taken out of the Mess premises. Food will only be supplied to the hostel vicinity in cases of serious medical issues, subject to approval from the Warden.
- **Kitchen Access and Staff Conduct:**
 - Authorized staff are permitted to enter the kitchen area. Students and Staff must show courtesy and respect to all Mess staff. Any instance of manhandling or abusive language directed at staff will result in strict actions against the offenders.
- **Dress Code for Dining:**
 - Students and Staff must adhere to the proper dress code mentioned below while dining. Entry into the dining hall is restricted unless dressed appropriately. Acceptable attire includes clean, casual or appropriate outfits covering the shoulders and knees.
- **Interaction with Mess Staff:**
 - Mess Users should refrain from direct interaction with the Staff of Mess Service Provider. In case of any issues, they should first contact the Mess Service Provider Manager. If the problem persists, they should then approach the Mess Committee/Asst. Hostel Warden.
- **Reporting Issues:**
 - Students must report any issues related to mess proceedings or food to the Mess members and committee. These issues will be considered if raised through proper channels. Complaints should be registered in the Complaint register in the presence of and with the signature of the Mess Service Provider or hostel assistant representative and Hostel Warden/Mess Committee.

Penalty for Misconduct:

- Any student/staff found exhibiting disrespectful behaviour or not following the SOP may face fines, be barred from Mess facilities, or face other appropriate decisions by the Mess Committee or university.

Feedback:

- Your feedback is valuable to us. Please share any suggestions or concerns through google form (<https://forms.gle/yeHo4xHhKWV4XeBT9>) for continuous improvement.

This SOP will be periodically revised as per the university's needs and interest of the students and staff.

Head, Hostel

To, All Students and Staff.