



## Procedure for Providing Feedback on RRU Canteen Food Quality (SOP)

2 messages

**Pavan Soni** <pavan.soni@rru.ac.in>

Mon, Sep 25, 2023 at 2:21 PM

To: RRU All Students <allstudents@rru.ac.in>, allstaff@rru.ac.in, All Residency Students 2023-24 <hostelstudents@rru.ac.in>, Hostel Office <hostel.office@rru.ac.in>

Cc: Registrar Office <regioffice@rru.ac.in>, mohani.caterers@gmail.com

No. RRU/Hostel-Head(E)-14/2023/MESS-Complain-SOP      Dated 25/09/2023

Ref. : No. RRU/Hostel-Head(E)-03-2023      Date: 17/01/2023

### **MESS FeedBack SOP**

Introduction: This document details the procedure for offering feedback on the quality of food served at the RRU Canteen.

#### **Procedure:**

##### **Feedback Register:**

A register labeled 'Improvement and Appreciation for Served Food' is located at the RRU Canteen Counter. The purpose of this register is to gather input concerning the quality, hygiene, and cleanliness of food served at the RRU Canteen.

##### **Feedback Submission:**

Students, staff and visitors/guests have the privilege to submit feedback in the register if they believe that the food quality falls below a specific standard.

To ensure transparency and verify the genuineness of complaints, feedback submissions should occur in the presence of, and be signed by, a representative from the Hostel Office/Mess Committee, as well as a service provider from the RRU Canteen, in addition to the person providing the feedback.

##### **Recording Solutions/Actions:**

Upon receiving feedback, it becomes the responsibility of the RRU Canteen service provider to document the suggested solutions or actions in the feedback register and inform the Mess Committee and feedback provider with the register and solutions.

##### **Positive Feedback:**

Students are encouraged to provide feedback, even if they are content with the quality of food at the RRU Canteen. Such feedback aims to acknowledge and appreciate the dedicated efforts of the RRU Canteen service provider.

##### **Complainer Information:**

When submitting feedback, feedback provider must sign the register and provide their details (i.e. Students - their program, enrollment number etc.) along with mobile number, and any other pertinent information.

Please note that failure to adhere to this procedure will result in the complaint not being entertained. This process is designed to enhance the quality of food service at the RRU Canteen and ensure a transparent feedback mechanism.

To,

1. All Staff and Students, Rashtriya Raksha University
2. Notice Board at Hostel Office and RRU Canteen
3. On Website (through Hostel Office)

With Thanks and Best Regards,

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**Pavan Soni**

Directorate of Distance Learning | ERP Implementation | Hostel, Students Welfare and Students(Hostel) Affairs

Directorate of Professional Development and Training



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**Ujas Kalathiya** <ujas.kalathiya@rru.ac.in>

Mon, Sep 25, 2023 at 2:33 PM

To: Mittal Goswami <mittal.goswami@rru.ac.in>

Madam, please upload this circular in hostel and student welfare' tab.

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