

CMGFS Handbook

Acknowledgements

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- Dr. P. Sudarsan, Chairman, CMGFS

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Committee for Monitoring General Facilities of Students (CMGFS)

The Committee for Monitoring General Facilities for Students (CMGFS) is a vertical under the Dean Students, IIT Madras. The CMGFS, based on the inputs from students, identifies, allots,

monitors, evaluates and regulates shops in the student sector. This Handbook contains information about the CMGFS, its constituents, ambit of function, relevant rules and regulations of IIT Madras, dos and don'ts, and contact details of all the concerned departments and parties involved with the CMGFS. The table of contents includes the following:

- CMGFS (tender, quality control, pricing, hygiene and student issues)
- Estate Section (allotment, issuing licence, collecting licence fee, penalty and EMD)
- Engineering Unit (Civil and Electrical Maintenance, Water, Horticulture and Interior designs)
- Owzone (waste management and environmental issues)
- Health and hygiene
- Security Procedures (safety, workers permit, authorizing transportation of goods and materials)
- Vendors under the CMGFS

The CMGFS team consists of Chairman, CMGFS, Dean of Students, Representatives from the office of Dean of Students, Estate - Administration, Engineering Unit, Owzone, Security Section, Student members of the CMGFS, Hostel Affairs Secretary and Student General Secretary. Members of the CMGFS are expected to attend the monthly meeting of the CMGFS to discuss issues of mutual concern.

Objective:

- Identification and selection of vendors
- Monitoring quality of products and services
- Redressing Student grievances
- Addressing vendor concerns
- Coordination between Engineering Unit, Administration and Estate Section
- Administering student facilities

The CMGFS circulates a spreadsheet to solicit the views of the students, if required, as to the kind of facility they would need, before deciding upon the choice of vendors for a vacant / new shop.

Shops are allotted to the vendors vide **Application** or **Tender process**.

Application Process:

Closed Tender:

Shops, with an area up to 300 sq. ft., will be allotted based on the requests (letters) received from the vendors directly or through the students, after due process and due diligence.

FSSAI certification is mandatory for all eateries to be eligible for participating in the tender process.

Based on the requirements of the students and requests received from prospective vendors, selection will be made after thorough evaluation of the vendors under consideration, by the CMGFS, based on reputation, credibility, service, hygiene, quality and price.

The site inspection will be carried out by the student members of CMGFS at the existing outlet of the vendor and graded on a five-point scale.

Two-Bid Tender Process:

Tender will be called for a shop having an area of >300 sq. ft.

The contents of the tender will be decided by the Tender Committee appointed by the CMGFS. Tender will be floated by the Chairman, CMGFS, i.e. uploaded in the Institute website (www.tender.iitm.ac.in).

Tender Applications will be received from the vendors by the Secretary to the Dean (Students), at the DoSt Office, and collected in a sealed box for opening on the appointed date. Details will also be collected in a ledger from the vendors who have submitted their applications.

The CMGFS Tender committee comprises of the following:

- | | |
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| 1. Chairman (Tender Committee) | Nominated by the Chairman, CMGFS with the consent of the Dean (Students) |
| 2. Chairman (CMGFS) | Member |
| 3. Dean (Students) | Member |
| 4. Deputy/Asst Registrar (Students) | Member |
| 5. DR / AR (Admn.) or a Representative from Estate | Member |
| 6. Hostel Affairs Secretary (HAS) | Member |
| 7. Student General Secretary (SGS) | Member |

The Committee will vet the applications received and short list eligible vendors who would then be called for a meeting regarding price negotiation, item description, hours of operation and other relevant factors.

The committee meets for Technical and Financial bids as per the following:

1. Technical bid: Committee opens only the Technical bid envelopes. This is the first level of identifying / eliminating the ineligible vendors.
2. Financial bid: During this meeting, the bids of the eligible vendors will be opened.

The sealed covers/envelopes will be opened in the presence of the Tender Committee Members and the vendors. Minutes will be prepared and duly signed by the members of the committee.

Once a vendor is selected after the evaluation of various bidders, the Earnest Money Deposit (EMD) amount of the successful bidder will be forwarded to the Estate Section for deposit and a receipt will be given to the vendor.

The EMD of ineligible vendors will be returned to the concerned by Speed Post / Hand by the CMGFS.

Recommendation/s with respect to the allotment of a shop to a vendor will be forwarded by the Chairman (CMGFS) through the DoSt to the Estate Section for issuing license.

The role and responsibility of the Estate Section is explained in the next section.

Estate Section (Administration)

Function: Licensing Authority

- Issuing licence for shops identified by the CMGFS
- FSSAI certificate verification
- Collecting licence fee
- Levying penalty for violations
- Collection of EMD
- Collection of facility fee (electricity, water and Owzone)

After receiving a recommendation from Chairman, CMGFS, for allotment of shops in SFC, the Estate Section will put up a note to the authorities [O/o The Registrar] for approval.

After getting approval from the appropriate authorities, the Estate Section will send the allotment letter to the vendor along with a draft license agreement.

At the next stage, a license agreement is to be signed between the Registrar, IIT Madras, and the vendor. The vendor should produce all requisite documents including FSSAI certificate. After signing the agreement, an EMD and a monthly license fee, as per the terms of the contract, should be deposited into the IIT Madras Bank account, the details of which will be provided by the Estate Section. Before handing over the premises, the Estate Section and the Engineering Unit (EU) would carry out an inspection of the premises along with the vendor. The vendor should inform the EU and the Estate Section, before any construction work is carried out inside the shop. In the case of the completion of the license period, the EU would carry out an inspection of the shop premise for damages or unauthorized alternations. After the EU submits a Damage Assessment Report to the Estate Section as to the condition of the shops, the Estate Section will release the Caution Deposit to the licensee.

A monthly license fee based on floor area, electricity, water and Owzone charges should be remitted without fail, before the monthly payment deadline, to the bank account provided by the Estate Section. Paperless bank transfer would be preferred as per the digital payments policy encouraged by the Government of India.

Any violation of terms of agreement and failure to adhere to quality standards pertaining to safety, health, hygiene, service and environmental conditions will be penalized heavily [*Refer Penalty Clause*].

Extension / Renewal of Licence

The Estate Section will send intimation about the end of licencing period three months in advance to the vendor with a copy to CMGFS through DoSt. The CMGFS, simultaneously, will seek the evaluation of the students and the same will be forwarded to the Estate Section. If the service of the vendor is deemed satisfactory, CMGFS may consider extending the licence, if the

vendor so desires. The extension may be considered for a period of 3/6/12 months or end of Semester based on the requirements of the students. Conditional extensions for shops may be considered if and when required after evaluation of the student feedback.

In case of open tender, CMGFS will initiate the process of identification of choice of shops, three months in advance, in discussion with the student members.

Engineering Unit (EU)

Function: Civil & Electrical Maintenance, Water, Horticulture and Interior Design

- Inspection of CMGFS facilities
- Repairs and modification
- Civil, Electrical, Water and Horticulture complaints
- Interior design approval

Upon receiving the allotment order from the Estate Section, the EU should inspect the shop along with the vendor for further arrangements. Any request from the vendor for modification / repair shall be forwarded to the Engineering Unit by CMGFS for necessary approvals / action plan (with a copy to Estate Section). Final decision in this regard, rests with the EU. The vendors should also consult with the EU for appropriate interior design for their shops.

After completion of the licence period, the EU shall inspect the shop to assess damages, if any. Any structural damage to the shops will be severely penalized as per the EU's assessment of the damages. After receiving the Assessment Report from the EU, the CMGFS would recommend appropriate action to the Estate Section. EMD will be released by the Estate Section only after receiving the Damage Assessment Report from the EU.

All construction materials, debris and scrap should be inspected and approved by the Engineering Unit in coordination with the Chief Security Officer for clearance / delivery. Kindly refer to the Security Procedures for more information.

0wzone

- A 0-Waste Management Program (0-WZone) is being implemented on IIT Madras campus very meticulously. 0-WZone will monitor the handling and disposal of waste.

Waste Management

Set of Rules and Instructions on waste management applicable to all vendors on campus:

1. The Management of the vendors is responsible for the cleanliness of the surroundings and should hire staff for this purpose.
2. The Management should purchase the required number of waste bins both for the kitchen area and for the disposal of waste by customers. Packing material should be secured and bagged soon after unloading/unpacking and handed over to the Owzone along with the waste.
3. Bins may be lined with heavy-duty garbage bags duly secured after use and stored in a monkey proof enclosure pending collection by Owzone.
4. Styrofoam and low micron plastic bags and cups are not permitted.
5. Waste from the kitchen/service area should be segregated into organic (food waste, fruits and vegetables waste) and inorganic waste (paper, plastic, cardboard, aluminum foil, metal etc..) This Source segregation is mandatory.
6. All waste should be handed over to Owzone at collection time securely tied in plastic bags.
7. Feeding deer, monkeys and dogs is a punishable offence as it causes depletion of wildlife and unnecessary scattering of garbage around the eateries.
8. Used items such as coconut shells, oil cans and food containers should be handed over to the Owzone and not stored anywhere on the premises as it leads to rodent infestation in the area.
9. Discarded billboards, signboards, banners and metal sheets should be removed from campus as they cause harm to wildlife.
10. The cleaning staff should be in complete control of the waste management and should take complete responsibility. The vendors should hire sufficient number of staff to maintain a litter free student facility centre. The staff should bag the contents of the waste bins well before they overflow and store them in monkey proof enclosures.

Health and Hygiene

Vendors should adhere to the following advisory strictly:

Health and Hygiene Advisory
REMOVE food items spilt around
ONLY use closed-type trash cans to prevent water accumulation
DISPOSE OFF empty cans and plastic wastes to prevent water accumulation
REMOVE all the abandoned items lying around the shops
EMPTY trash cans periodically
COVER food items at all times
INVERT the unused vessels to prevent water stagnation
CLEAR used plates immediately
ENSURE cleanliness in the areas surrounding shops
KEEP the washrooms always clean and dry

Penalty for Violations

The following violations will be penalized severely:

Hygiene, Quality, Service, Behaviour of the personnel, Ambience, Cleanliness, littering and garbage disposal, Display, Availability of items (as per the tender), Not registering complaint, late remittance of payment / dues and / or violation of Institute rules.

For expired products, frequent hygiene issues, use of expired products and banned products (e.g., Styrofoam, Mono-Sodium Glutamate) following penalty will be levied:

- Warning for first three violations
- 10% of license fee for the fourth time
- 40% of license fee for the fifth time
- 80% of license fee for the sixth time
- Cancellation of contract, if any of the complaints listed above is repeated after sixth time

For foreign body issues, vegetarian and non-vegetarian mix and sub-standard food quality following penalty will be levied:

- Warnings for first three violations
- 10% of license fee for the fourth time
- 40% of license fee for the fifth time
- 80% of license fee for the sixth time
- Cancellation of contract, if any of the complaints listed above is repeated more than three times in a month

Upon receiving the complaint from the CMGFS Student Members, Hostel Affairs Secretary (HAS), or directly from students, the CMGFS would recommend appropriate penalty to the Estate Section for further action with copies marked to CMGFS, HAS and SGS. Estate Section will intimate the CMGFS regarding action taken in this regard.

Security Procedures

- Inspection of CMGFS premises
- Issue of Entry Pass
- Safety & Security of the Students and Vendors
- Enforcing Institute Rules and Regulations

Issue of Photo Entry Pass:

All communications should be in the official letter head of the vendor concerned. All licensees of shops and their workers should obtain Photo Entry pass individually from the Security Section as per the following:

A letter (in letter head of the shop) from the vendor should reach the Security Section with a colour photo forwarded through the CMGFS containing the following details:

- **Name,**
- **Age,**
- **Father's Name,**
- **Present Address with phone**
- **Identification Marks**
- **Permanent Address with phone**
- **ID Proof (License, Aadhar card, or any Govt issued ID)**
- **Photo (passport size) – 2 Nos.**

Addressed to: The Chief Security Officer, IIT Madras – Through: The Chairman, CMGFS, O/o The Dean (Students).

1. Character and antecedents of Workers:

The proprietor / owner of the shop will be responsible and should vouch for the character and antecedents of their employees. The Proprietor/owner will be held liable for the conduct of their employees.

2. Gate pass for Materials:

IN Gate entry:

Any material brought-in or taken out by the licencees should be properly registered at the Entry / Out Gates. The delivery challan / list of items is to be signed and seal affixed at the Security Desk. The said delivery challan / list of items should be preserved till exiting the Institute.

OUT Gate exit:

List of items / item should be furnished on a letterhead through CMGFS to the Security Section. The Security Section will endorse the same as a gate pass.

The same procedure should be followed for taking any material out for repairs.

3. Vehicle Gate Pass:

All vehicles should have an Entry Pass issued by the Security Section. The Gate Pass has to be returned upon exiting the institute. No one should retain the gate pass for multiple entry/exits unless permitted. Necessary forms are available at the Security Section. The same should be duly endorsed by the CMGFS.

4. Night halt/overstay:

The licencee and workers must not stay in the shop / campus after the closing time, particularly during night hours. In case of emergency or unavoidable circumstances, permission should be obtained from security section and concerned departments.

5. Surveillance camera:

Surveillance camera should be installed in appropriate spots in the shops, in consultation with the Security Section. Recording facility must be ensured with a backup capacity of at least 30 days. A notification that surveillance cameras have been installed in the premises should be prominently displayed in the shops, as per the law.

6. Portable Fire Extinguisher:

Suitable fire extinguishers are to be placed at the shops for fire safety. The specification and quantity will be recommended by the CSO / SFO as per existing risk in the shop. Only ISI-marked fire extinguisher should be installed and the recommended brand is IS-15683-2006.

There will be a periodic inspection of the shops by the Fire Safety Officer and the CMGFS team and any expired instrument if found, will attract suitable penalty.

7. Renewal of gate pass:

All workers should renew their photo passes after surrendering their old passes if and when required. A penalty/fine would be imposed if old passes were not surrendered during renewal.

General Advisory:

All fans, lights, electrical and gas equipment should be switched off when not in use. Fire/Safety/Health Audit of individual shops will be done periodically and the observations will be circulated. A compliance report will also be prepared to monitor the remedial efforts taken by the vendor and repeated violations will be severely penalized. In the case of continued and gross violations, the licence of the vendor will be cancelled.

Vendors

Objectives:

- Signing of License agreement/contract
- Payment of Licence fee and other charges on time
- Maintenance of the premises
- Adhering to the rules and procedures of the Institute
- Usage of materials
- Waste Management
- Gate Pass for the Employees & Suppliers
- Price & Menu
- Addressing student complaints and feedback

Signing of Licence Agreement / Contract

Estate Section of this Institute will send Allotment letter to the vendors. Acknowledging this, the vendor should convey their acceptance in writing within 10 days of the receipt of the same along with the plan / requirement for the shop.

‘Shop Name’ change is not permissible after a licence has been issued.

The Engineering Unit will carry out maintenance work as per the institute rules and regulations and inform the CMGFS and Estate Section. When a vendor is vacating the premises, a **Damage**

Assessment Report will be sought from the Engineering Unit after which the Estate Section will release the EMD after suitable adjustments.

The vendor should sign the contract and occupy the allotted space within one month of receipt of license barring any unavoidable delay, failing which the licence fee will be collected from then on. If the business is non-operational for two consecutive months, the license will be cancelled and orders will be issued for vacating the premises within 15 days. On such cases, rent will be collected appropriately along with a penalty of 20% of the EMD/Caution Deposit.

The monthly rent should be paid regularly before the 5th day of every month without fail. In case of any delay in payment, the Estate Section, on the recommendations of the CMGFS, will issue a memo and a penalty of Rs. 5/- sq. ft. and service charges will be imposed on the vendor. More than three serious violations will lead to cancellation of license. Rent and other charges should be paid into the official SBI IITM account directly and a proof of payment should be submitted to the Estate Section for records.

All vendors should declare the power consumption requirements (load requirement) of electrical appliances to be used in the shop while signing the contract. Any additional load requirement has to be sanctioned by the EE-Electrical. Except for unavoidable reasons, any additional load is not permitted as a policy.

Any unscheduled closure of shops should be intimated in advance to CMGFS and Estate Section.

Limits of Authority

Any vendor shall not, without the written approval of “IITM”, take any of the following actions:

- a. Use “**IITM**” name, trademarks or logos in connection with its business other than in the manner expressly authorized by “IITM” on the quality and/or type of material of Merchandise on which IITM’s mark/logo will be used.
- b. Modify or extend the **AGREEMENT** of or the time for payment of any charge or fee required under this Agreement.

Usage of materials

Plastic and Non-Biodegradable Materials:

IIT Madras is housed in a forest preserve. So eco-friendly practices are strongly encouraged. Non-biodegradable items have to be avoided as far as possible. Therefore, avoid using plastic plates, styrofoam cups/plates, fine plastic covers and other materials that are not eco-friendly.

Drain blockage:

Clogging drainage pipes should be avoided. The EU would provide assistance to remove blockage only once, that is, the first time. From the second time, the EU would charge the vendor. If the drainage is clogged repeatedly, then heavy fines will be imposed on the vendor.

Maintenance:

Electrical appliances are to be maintained with utmost care in accordance with instructions mandated by the safety manual.

Water leakage should be addressed immediately since it is precious resource.

A safety inspector will monitor the shops periodically, apart from the CMGFS members. Shops should strictly adhere to the procedures as per the advice of the safety experts.

Cooking gas is prohibited unless certified by the EU.

Gate Pass:

Please refer to the security procedures section for further information.

Price hike:

Any change in prices of items or services is to be discussed with Hostel Affairs Secretary and the CMGFS committee before implementation.

Complaint book:

All shops should have a complaint/suggestion book easily accessible to the students. Vendors should make serious efforts to redress the grievances of the students regarding service or quality. Student complaints are taken very seriously by the CMGFS and repeated lapses will attract stiff penalties and ultimately to the cancellation of the licence.

There will be a periodical audit of all shops by CMGFS / EU / Owzone / CSO / Fire Safety / Health and Hygiene teams.

Vehicles of the vendors and customers should be parked only in appropriate parking spaces. This is the responsibility of each and every vendor under CMGFS. Violations will be penalized.

Best Wishes for a pleasant and prosperous IITM experience!

Important contact details

Sl. No.	Office	Mobile	E-mail
1	Chairman, CMGFS	Dr. P. Sudarsan 9444008125	cmgfs@iitm.ac.in
2	Dean (Students)	Dr. M.S. Sivakumar, 9444008050	dost@iitm.ac.in
3	DoSt Office (8051)	Mr. R. Balakumaran, 9444008051	dostoffice@iitm.ac.in
4	Chairman, CMGFS Tender Committee	Prof. A. Arockiarajan 9444008757	aarajan@iitm.ac.in
5	Hostel Affairs Secretary	Mr. S. Ashwanth Monian 9444005783	sec_hosaf@smail.iitm.ac.in
6	Student General Secretary	Mr. G.L. Sai Kiran 9444005782	gen_sec@smail.iitm.ac.in
7	Registrar (8101)	Prof. P. Sriram 9444008100	registrar@iitm.ac.in
8	Chairman, Engg Unit (8150)	Prof. K. Murali 9444008110	murali@iitm.ac.in
	Superintending Engg (8154)	Mr. H. Anantharaman 9444008113	ananthh@iitm.ac.in
	Executive Engg (Elec) (8164)	Mr. K. Viswanath 9444008119	viswak@iitm.ac.in
9	Dy Registrar - Admn (8105)	Mr. V. Swaminathan 9444396164	vswami@iitm.ac.in ; dradmn@iitm.ac.in
10	Asst Registrar - Admn (8108)	Mr. B. Vijay Shankar 9035030350	aradmn@iitm.ac.in ; vj@iitm.ac.in
11	Asst Registrar - Students (8513)	Mr. Sudhakar Rao Pujari - 9444008055	arstudents@iitm.ac.in

12	Estate (8114)	Mr. D. Venkatesan (Superintendent)	estate@iitm.ac.in
13	EU Civil (8186) Asst. Exe. Engg	Mr. K. Narayana Perumal 9444395486	knj@iitm.ac.in
14	EU Civil (8188)	Mr. Ajaykrishnan Puli 9444395493	ajaypuli@iitm.ac.in
15	EU Electrical (8170) Asst. Exe. Engg	Mr. K. Ravichandran 9444008133	ravi66@iitm.ac.in
16	Chief Sec. Officer (8263/ 8260)	Mr. Elumalai 9444008105	nelumalai@iitm.ac.in
17	OWZone (9450) Chairperson	Mrs. Vijayalakshmi Bhaskar 9444009001	Owzone@iitm.ac.in
18	Chief Medical Officer (8301)	Dr. Mahalakshmi M Ravi	cmo@iitm.ac.in ; mlakshmi@iitm.ac.in