

KING'S COLLEGE

Internal Quality Assurance Committee (IQAC)

CANTEEN INSPECTION REPORT

2025 – 2026

Food Safety · Hygiene · Service Quality

Audit Team

Smriti Karanjit

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KING'S
COLLEGE
nurturing entrepreneurship

Responsible Unit: IQAC

Institution: King's College

Review Frequency: Annual

Acknowledgement

We would like to express our sincere gratitude to the canteen service provider and staff of King's College for their cooperation during this inspection. Their openness in facilitating a thorough review of food safety, hygiene, and service standards reflects a shared commitment to student and staff wellbeing.

Special thanks go to the Internal Quality Assurance Committee (IQAC) and the Administration for coordinating the inspection and providing the access needed to conduct a comprehensive on-site assessment of the canteen facility.

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Executive Summary

This Canteen Inspection was conducted by King's College's Internal Quality Assurance Committee (IQAC), in coordination with Administration, to verify food safety, hygiene, and service standards at the campus cafeteria, operated by service provider Hari Krishna Bolakhe.

The inspection was carried out on June 26, 2026 (Wednesday) at 3:30 PM using a 15-point checklist covering cleanliness, food handling and storage, personal hygiene, pest control, menu and pricing transparency, and service quality.

Overall, the canteen was found to be satisfactory across the majority of indicators — cleanliness of the floor, tables, and seating; food preparation and storage practices; separation of raw and cooked food; drinking water quality; waste management; and pest control were all confirmed as satisfactory.

The inspection identified gaps in four areas: menu variety, clarity of displayed food prices/menu, overall service standards (rated 5 out of 10), and consistency in addressing student/customer complaints. A minor observation was also noted regarding consistency in cleaning cooking utensils and equipment, and personal hygiene practices among food handlers (use of masks and hair covers).

None of the observed gaps relate to fundamental food safety failures; each is an actionable service or presentation improvement, detailed in Chapter II and consolidated as recommendations with a proposed timeline in the sections that follow.

Chapter I — Introduction

Maintaining high standards of food safety, hygiene, and service quality in campus dining facilities is essential to the health and satisfaction of students, faculty, and staff. In this context, periodic canteen inspections serve as a key tool for self-assessment and continuous quality enhancement. This report presents the findings of the canteen inspection conducted at King's College by its Internal Quality Assurance Committee (IQAC) in coordination with the Administration.

Objectives

- To verify cleanliness and hygiene of the canteen floor, seating, and food preparation areas.
- To assess food handling, storage, and contamination-prevention practices.
- To confirm personal hygiene standards among food handlers.
- To evaluate drinking water quality, waste management, and pest control.
- To assess menu variety, price transparency, and service quality.
- To identify gaps and recommend corrective actions with a defined timeline.

Methodology

The inspection was conducted through direct physical observation and a structured 15-point checklist, with each indicator rated as Satisfactory (S), Not Satisfactory (NS), or Not Applicable (N). Where a gap was identified, an observation and required action were recorded.

Inspection Details

Particular	Inspection of Cafeteria
Date of Inspection	June 26, 2026 (Wednesday)
Time	3:30 PM
Department	IQAC
Canteen / Service Provider	Hari Krishna Bolakhe

Chapter II — Canteen Inspection Checklist Findings

The table below presents the full set of indicators reviewed during the inspection, their status, and the observation or action required where a gap was identified.

S. N.	Indicator	Status	Observation / Action Required
1	Canteen floor, tables, and seating areas are clean	Satisfactory	—
2	Food preparation area is clean and hygienic	Satisfactory	—
3	Cooking utensils and equipment are clean	Satisfactory (Minor Gap)	Occasional inconsistency observed; reinforce routine cleaning checks.
4	Food is properly covered and protected from contamination	Satisfactory	—
5	Raw and cooked food are appropriately separated	Satisfactory	—
6	Food is stored appropriately and safely	Satisfactory	—
7	Food handlers maintain appropriate personal hygiene	Satisfactory	Staff should use masks and hair covers during their work.
8	Drinking water is clean and safely provided	Satisfactory	—

S. N.	Indicator	Status	Observation / Action Required
9	Waste bins are available and properly managed	Satisfactory	—
10	No visible pests or signs of pest infestation	Satisfactory	—
11	Food items appear fresh and suitable for consumption	Satisfactory	—
12	Menu provides adequate variety	Not Satisfactory	Expand menu offerings to provide greater variety.
13	Food prices/menu are clearly displayed	Not Satisfactory	Display food prices/menu clearly within one month.
14	Canteen staff maintain appropriate service standards	Needs Improvement	Service standards rated 5 out of 10 by the inspection team.
15	Student/customer complaints are appropriately addressed	Needs Improvement	Canteen staff should maintain polite behavior with faculty and students.

Chapter III — Findings and Analysis

Cleanliness & Food Handling

The canteen floor, tables, seating areas, and food preparation area were found clean and hygienic. Food is properly covered, and raw and cooked items are appropriately separated and safely stored. A minor inconsistency was noted in the cleaning of cooking utensils and equipment, warranting reinforcement of routine cleaning checks.

Personal Hygiene

Food handlers generally maintain appropriate personal hygiene; however, the inspection team recommended that staff consistently use masks and hair covers while working, particularly during common cold and flu season.

Water, Waste & Pest Control

Drinking water is clean and safely provided, waste bins are available and managed, and no visible pests or signs of infestation were observed. A recommendation was made to provide a separate, covered dustbin in the canteen.

Menu, Pricing & Service Quality

This section recorded the most notable gaps. Menu variety was assessed as not satisfactory, and food prices/menu are not clearly displayed — the latter requiring correction within one month. Canteen staff service standards were rated 5 out of 10, indicating room for improvement, and handling of student/customer complaints was found to need more consistent follow-through, including maintaining polite behavior with faculty and students.

Recommendations & Timeline

Based on the findings of this inspection, the following recommendations are proposed to close identified gaps and strengthen canteen operations:

Recommendation	Timeline
Food prices/menu should be displayed clearly within one month.	Within 1 month
Canteen staff should use hair covers during their work.	To be determined
Canteen staff should use masks strictly during common cold/flu season.	To be determined
Canteen staff should maintain polite behavior with faculty and students.	To be determined
A separate, covered dustbin should be provided in the canteen.	To be determined

Conclusion

The canteen inspection confirms that King's College's cafeteria, operated by Hari Krishna Bolakhe, maintains satisfactory standards of cleanliness, food handling, storage, water quality, and pest control across the majority of indicators assessed.

The gaps identified menu variety, price/menu display, service standards, and complaint handling are service and presentation improvements rather than food safety failures. Each has a specific, actionable remedy, with the price/menu display item flagged for completion within one month.

With focused implementation of these recommendations, the canteen is well positioned to improve service quality and better meet the expectations of students, faculty, and staff.

Audit Team:

Smriti Karanjit

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Kiran Thapa

Institution: King's College

Responsible Unit: Internal Quality Assurance Committee (IQAC)

Year: 2025 - 2026 | Review Frequency: Annual

Annex

King's College Canteen Inspection Checklist

Particular: *Inspection of Cafeteria*

Details:

Date of Inspection : *26 June-2026 Wednesday*

Time - *3:30pm*

Department : *IPAC*

Canteen/Service Provider : *Hon' Krishna Bolake*

S.N.	Indicator	S	NS	N	Action Required
1	Canteen floor, tables, and seating areas are clean	☒	☐	☐	
2	Food preparation area is clean and hygienic	☒	☐	☐	
3	Cooking utensils and equipment are clean	☒	☒	☐	
4	Food is properly covered and protected from contamination	☒	☐	☐	
5	Raw and cooked food are appropriately separated	☒	☐	☐	
6	Food is stored appropriately and safely	☒	☐	☐	
7	Food handlers maintain appropriate personal hygiene	☒	☐	☐	<i>staff should use mask and hair cover during their work.</i>

8	Drinking water is clean and safely provided	☒	☐	☐	
9	Waste bins are available and properly managed	☒	☐	☐	
10	No visible pests or signs of pest infestation	☒	☐	☐	
11	Food items appear fresh and suitable for consumption	☒	☐	☐	
12	Menu provides adequate variety	☒	☒	☐	
13	Food prices/menu are clearly displayed	☒	☒	☐	
14	Canteen staff maintain appropriate service standards	☒	☐	☐	<i>5 out of 10.</i>
15	Student/customer complaints are appropriately addressed	☒	☒	☐	

Signature: *[Signature]*
Inspector - Administration

Signature: *[Signature]*
Faculty/Administration

Signature: *[Signature]*
IQAC Member

Recommendation	Timeline
<i>Food prices/menu should be displayed clearly within one month.</i>	
<i>Canteen staff should use hair cover during their work.</i>	
<i>Canteen staff should use mask strictly during room work.</i>	
<i>Should maintain polite behaviour with faculty and students.</i>	
<i>Separate dustbin with cover should be there in the canteen.</i>	

[Signature]
4/8/2025-28