



AHAR

Hospitality

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Dear Esteemed Members,

Year 2015 brought lots of kudos to AHAR as the country is witnessing upward trends in terms of growth and the proverbial feel good factor. The nation is receiving a massive welcome in the global arena, having become a global manufacturing hub through the Make In India campaign initiated by Prime Minister Narendra Modi and supported enthusiastically by all states of the union and the government machinery. A glance at the outlook of the nation's hospitality industry reveal there are huge opportunities for the hotels and restaurant community due to an envisaged, massive influx of business visitors and tourists into India, which will translate into sumptuous spends of foreign currencies within the country.



The timely action and escalation of issues during preceding years yielded the much needed relief to the industry which is reeling under huge pressure from various quarters such as the Amendment to Maharashtra Rent control Act, various archaic laws, licenses, permits, certificates and NOCs. These issues have tendencies to retard the growth of what can be otherwise, a buoyant, flourishing sector. Team work brought about excellent results in every area of operations.

Warm Regards
S. Suchithra

Send your feedback about our magazine at info@forevernews.in

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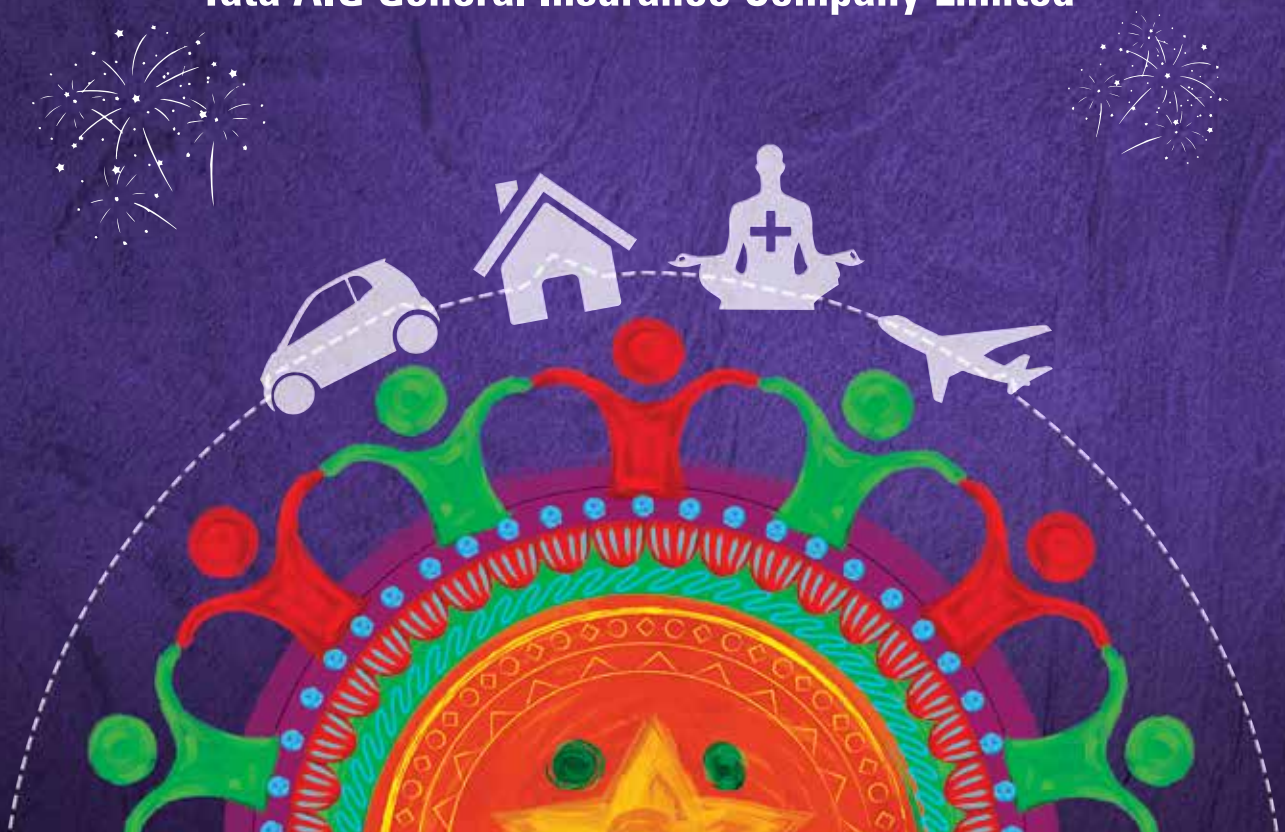
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From Managing Editor's Desk...

Dear Esteemed Members,

The first three months of fiscal year 2016 kept the Indian Hotel and Restaurant Association very busy. There were several positive outcomes of our campaigns and drives. AHAR was successful in getting revoked the Transport Division Loss Recovery (TDLR) fees charged wrongly from all electricity consumers by the Bombay Electric Supply and Transport undertaking. The cancellation of this levy will soon reflect in electricity bills of not only AHAR members but also other consumers.

AHAR is aware of the immense hardships faced by our members over the issue of child labor. While AHAR supports the Child Labor and Juvenile Justice Act and all supporting laws and bylaws, we found our members were subjected to harassment by police authorities by arbitrary raids on restaurant premises and random arrests of suspected juvenile staff and the restaurateur. In this edition of AHAR Hospitality, we have included an in-depth article that explores the issue of child labor, the role of Non Government Organizations and the police, while suggesting ways and means to counter the problem.

Mumbai, as we are all aware, was reeling under water scarcity since the last two years. The situation is expected to ease following the onset of monsoons. It is well known that monsoons in Mumbai do not dampen the spirits of residents of this wonderful city: they continue to patronize restaurants and bars in large numbers. The footfall at bars and permit rooms is also known to increase during the rainy season. Keeping this in mind, we have included a report on how to ensure that restaurant premises and staff are protected against all hazards posed by the wet weather. This comprehensive article takes into account every aspect of monsoons and restaurants- ranging from water-logging and accumulation of water near restaurants- which serves as a breeding ground for mosquitoes and flies that can contaminate food and drink while infecting restaurant crew and customers. This article also speaks about the various types of maintenance that restaurateurs need to

conduct for their electrical appliances and furniture to protect them from electrical short circuits and fungus.

Restaurateurs across the world are fast awaking to the large losses caused to their establishments on account of cooked food and raw material being wasted due to any reason. Food wasted in restaurants and households in the US accounted for a whopping US\$161 billion. Considering the population of India and eating habits, the volume of food wasted in this country- especially at restaurants- could be phenomenally high. According to the United Nations Development Program, up to 40 percent of the food produced in India is wasted. It is not known how much food is wasted at Mumbai restaurants. The article on reducing food wastage aims to help restaurateurs to rethink their ordering patterns when shopping for raw materials, sizing of the portions they serve while looking at ways and means to maximize profits to facilitate faster consumption of food stuff already lying in their inventories. Wasted food, while causing a direct loss to the restaurateur, also encourages the breeding of insects, fungi, flies and rodents which in turn can transmit diseases. This article will help restaurateurs check pilferage by unscrupulous elements.

Also keeping monsoons in view, AHAR Hospitality carries an article on the threats posed by rats to restaurants. Rats and rodents are considered as common pests. Despite best efforts by the Municipal Corporation of Greater Mumbai to curb the growth of rodents, the population of rats appears to be far from being checked. This calls for greater efforts on parts of individual restaurateurs to curb the menace – to safeguard their own business and personal interests.

On behalf of AHAR and our editorial team, I wish you all

Happy reading

Bhaskar K Shetty

Managing Editor

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From the President's desk

Dear Members,

Due to delay in onset of monsoon this year, the water shortage continues. We as responsible citizens and as a association request all the members to use water judiciously both for drinking and cleaning purpose at restaurants. Let us wholeheartedly support the government initiative of saving water.

Following repeated representations by the Indian Hotel and Restaurant Association (AHAR) to the Municipal Corporation of Greater Mumbai, the Maharashtra government has issued a Government Resolution (GR) clarifying that the restaurant Sign Boards displaying their name and related details will not be considered as advertisements and no such fees will be collected by the municipal body from restaurateurs. However such Sign Boards have to be installed on land or premises owned, leased or rented by the restaurant and should be above or around the store only. It is important to note that putting up Sign Boards away from the premises will be considered as advertisements and hence, will be charged accordingly by the municipal body.

We are glad to inform, our Special Leave Petition regarding Service Tax is yet to come for hearing before the Supreme Court of India. We hope the General Sales Tax bill will pass through in the next session of the Parliament putting an end to Service Tax.

We have made request and representation to the Maharashtra Chief Minister Devendra Fadnavis for repealing the Act-394 of the Municipal Corporation of Greater Mumbai and waiving the eight time transfer fee for transfer of FL-III licence. The CM referred the matter to the concerned departments for their inputs and briefing. We hope certain positive developments in these matters will be announced shortly.

The Government of India has issued a notification allowing fitting of light weight containers to motorcycles from October 1, 2016, for doorstep food delivery. Our members are advised benefit from this

directive.

Due to AHAR's support and with active participation of Guruprasad Shetty and Kamlakar Shenoy, the Transport Division Loss Recovery charges in BEST electricity bills have been removed. The benefit to restaurateurs and commercial establishments will be visible within a couple of months.

The Food and Drug Administration (FDA) Maharashtra has requested AHAR to instruct its members to procure ice from Food Safety and Standards Authority of India (FSSAI) registered dealers only. In recent raids conducted by the MCGM and FDA it was found that in most ice samples collected, E-Coli bacteria was detected in large concentrations, which is harmful to human health. Members are once again advised to purchase ice from FSSAI registered manufacturers/vendors and obtain proper receipt with FSSAI registration clearly mentioned and a copy of the FSSAI certificate for your records.

Our delegation also met VS Deshmukh Minister of State for Labour, Maharashtra, regarding employment of persons between 14 to 18 years in hotels/restaurants and briefed him about the ambiguity in the rules of Child Labour and Juvenile Justice Act and requested to follow the due process of law and to facilitate the collection of age proof of new employees. The minister assured of redressing our grievances. We expect the notifications in this regard shortly.

We need the wholehearted support of our members in our endeavours as united we stand divided we fall.

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Adarsh Shetty

President

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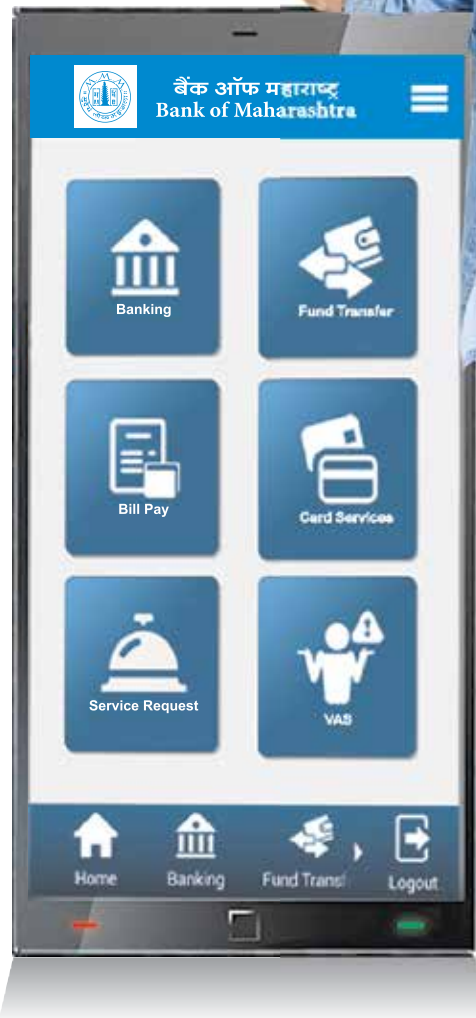
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From Hon. Gen. Secretary's Desk

Dear Members,

The first quarter of 2016 hectic since we were confronted with a variety of issues ranging from undue harassment from various authorities related to employing child labour, the requirement for licenses from the Municipal Corporation of Greater Mumbai to display signboards illegal food hawking, E-Coli bacterium found in ice cubes etc.

We also faced high handedness of the distributors and liquor manufacturing companies in reducing the cash discount and levying additional charges per case. We have taken up the issues on war footing with joint efforts of the Wine Merchant Associations.

We had submitted our various suggestions/objections to the Food Safety and Standards Authority of India, New Delhi regarding hygiene at restaurants in response to their request.

As the FSSAI licences are to be renewed on line, we will be imparting the online renewal process training to our office bearers from Food and Drug Administration, who in turn will brief their members as timely renewal of FSSAI which will commence from November this year will be a smooth

affair.

We request all members to put their complaints in writing and forward to the office of the association. Complaints will be first referred to the respective Vice Presidents, concerned sub committees and after discussing in weekly meetings actions are initiated.

We also request the members to keep their establishment hygiene as MCGM and FDA are making visits due to possible on break of Dengue, Jaundice etc. Please ensure that the hotel/restaurant premises are kept clean and no water stagnation occurs.

We also request the members to reply any letter/notice received from any departments within the stipulated period.

We wish all the members happy monsoon.

With regards,

Santosh R Shetty

Hon. Gen. Secretary

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Mumbai restaurateurs can consider defamation cases for wrongful raids, arrests for child labor

By Bhaskar K Shetty



Mumbai: The Unique Identity Development Authority of India (UIDAI) has suggested to the Maharashtra government to biometric readers that help in verification of the Aadhar card. Each fingerprint reader, that can be connected to a laptop of PC costs around Rs 4,500 to Rs 5,000 and will help police stations to verify whether the person present before them is indeed the Aadhar card holder. This system, if implemented, will immensely help members of the Indian Hotel and Restaurant Association (AHAR) who are grappling with the problem of raids by the police and child welfare NGOs on the issue of child labor.



A senior official at UIDAI told Forever News in specific response to a query about AHAR and child labor that the issue can be easily overcome if the state government equips all police stations with biometric readers connected to the UIDAI database which stores fingerprints and retinal scan images. "If such scanners are available, police officers can simply ask the person whose credential are to be verified, to place their finger on the reader. Details such as name, permanent address, image, date of birth will appear on the screen which will rule out any claims and ambiguity on any side," the official added.

In recent months, several AHAR members and other restaurateurs are encountering the heightened situation of raids by cops and NGOs on the issue of child labor. AHAR members employ those between the age of 14 and 18 only if they are able to produce proper documentation of the proof of age to comply with the existing laws on child labor, which stipulate that persons of this age group can be employed only in non-hazardous jobs. A few AHAR members were arrested by cops and released on bail pending trial while those suspected of faking their age were sent to the juvenile remand home in Dongri, South Mumbai, for care and upbringing.

"We employ teenagers aged between 14 and 18 years only after they have provided us concrete proof about their date of birth, which is usually an Aadhar card. However, we were greatly dismayed to find that Mumbai police have no ways and means to verify credentials of the holder and such raids, arrests are made purely on basis of external looks of the teenager. There could also be instances where teenagers seeking works in restaurants have produced fake Aadhar card or those belonging to their friends or relatives, as proof of birth. Again, law enforcers do not

have any means to verify these, which puts restaurateurs at a high risk of arrest," an AHAR official disclosed.

Any teenager nabbed while working for restaurants is usually sent to the remand home in Dongri for rehabilitation and care. However, recent news reports prove that incarcerating these teenagers at the Dongri correctional facility has its own inherent disadvantages for the child-which far outweigh those of working illegally in a restaurant. A report by the highly respected daily, 'The Hindu' states, quoting unidentified officials of the Dongri remand home and a social worker reports: "The remand home needs to start counseling sessions. There is no provision for rehabilitation of drug addicts or for creating awareness among children that if they indulge in certain activities they will be in trouble. Juvenile homes are overcrowded and unhygienic. Many are sexually abused by older residents and there is lack of counselors, say social activists working with these children. Most of the residents are drug addicts who indulge in petty crimes and at times overcrowding leads to fight over minor issues."

As will be evident from the daily's news report, teenagers are at severe disadvantage if found working illegally at restaurants, restaurateurs are left saddled with major problems. Such raids and arrests have very devastating effects on restaurants and their owners: The restaurateur, who has invested crores of Rupees into the business, suddenly finds the name of the restaurant tarnished with negative publicity in the media and neighborhood. Arrested restaurateurs often find themselves saddled with a police case under the Indian Penal Code and other laws related to child labor- which causes them to have a "criminal record,"- which is highly undesirable for various reasons. Restaurateurs are also

forced to cough up stiff fees to lawyers who represent them in courts of law due to the police case.

Sole beneficiaries of such raids and situations are the Non Government Organizations (NGOs) which tip off the police about suspected child labor at restaurants and "rescue" teenagers. Such NGOs get wide publicity in the media and display the number of "rescues" conducted during any calendar or fiscal year through its efforts. Interestingly, none of the NGOs speak about the actual rate of convictions of restaurateurs suspected of employing child workers and their figures are based on raids. This helps NGOs earn the proverbial "Brownie Points" with their sponsors and supporters, the government and the public while rights of a restaurateur and teenager arrested wrongly go largely unreported. Other than courts of justice, there are no ways and means by which an affected restaurateur and his or her restaurant can have their tarnished image restored.

It is also noteworthy that Mumbai's restaurants industry provides employment opportunities to thousands of teenagers who flock into the mega city to pursue their dreams. Some teenagers are the sole breadwinners for their families who would otherwise have had to beg for basics including food, clothing and shelter. Teenagers employed by restaurants also get an opportunity to study at schools and the dignity of labor keeps them away from evils including petty crimes such as chain snatching, pick pocketing, drug peddling, selling their bodies to pedophiles, alcohol and drug abuse.

Restaurants employing persons aged between 14 and 18 years of age are required to make them work for six hours per day only- in two equal shifts of three hours and have to ensure they study at a school daily.

It is well known that hundreds of penniless teenagers who arrived in Mumbai (then Bombay) and worked at menial jobs in restaurants today own well respected restaurants and hotels. Some of them have bought up restaurants where they once served as cleaners or helpers and are now their proud owners. This was possible because of the supportive legal and social framework available to restaurants and teenage workers during those years- an invisible infrastructure that is being systematically hacked away under the guise of protection of children's rights. While all restaurateurs support children's rights unanimously, they are against wrongful use of child labor related laws which can sometimes be enforced arbitrarily and without proper verification of any violation.

NGOs and law enforcers, while raiding restaurants, should also bear in mind the welfare of teenagers that are nabbed and restaurateurs. They should bear in mind that no restaurant will willfully employ teenagers who are underage and unfit to work for any reason or deploy them to perform duties that are prohibited by law- simply since the risk is not worth the losses. They have to consider effects of the fallout on restaurateurs who will be or have been acquitted by the courts of justice. Police officers conducting the raids and arrests have to be equipped with proper means to establish the credentials of the suspected juvenile to determine if the teenager had wantonly lied to an employer about the age by producing faked, morphed or third party Aadhar cards and other proofs of age. If found not guilty, take steps

jointly with restaurateurs to mend any damage to his or her business and personal reputation. If such steps are not urgently taken, all restaurateurs may be forced to impose an undeclared but blanket boycott on employing teenagers. The cascade effect of such a ban can be well imagined in a city the size and diversity of Mumbai. **Restaurateurs may also be forced to slap NGOs with defamation cases for raids gone sour causing damages to their personal and business reputations while publicizing the same online and through the social and local media- a scenario which all NGO will wish to avoid- since such adverse publicity does not go down well with their donors, sponsors and supporters.**

Given the current scenario, AHAR members may consider taking these steps which will help stem the injustice they face on account of child rights and child labor related raids. The Indian legal system and judiciary have an excellent track record of upholding the rights of those who are wronged and this lawful channel is available to AHAR members and restaurateurs facing such problems on account of alleged child labor.

The alternative for police officials would be to detain the suspected child worker for questioning but not arresting the restaurant owner. "The restaurateur, who has invested crores of Rupees in the business will never flee from the place and they can be summoned to the police station whenever required, for questioning. All AHAR members will cooperate with such inquiries," a Mumbai restaurant owner, added. □



Preparing to counter **monsoon** related problems is essential for restaurants

By S. Suchithra

Mumbai: The monsoon season in Mumbai is rather enjoyable despite the various problems such as water logging on busy streets and railroads, overflowing drainages and snapped electrical connections. Yet the rains fail to dampen the spirit of residents of Mumbai and its visitors thanks to the resilient nature of the businesses and the local populace.

For restaurants in Mumbai, monsoons can be rather vexing: Snapped wires due to gusty winds and heavy rains means blackouts while water logging on walkways can deter suppliers and customers. But the biggest ever challenge faced by restaurants in Mumbai- a city notorious for its flooding during monsoons- the biggest threat is posed by water-borne diseases that proliferate through food and drink. Sadly, most restaurateurs falsely believe their restaurants, service crew and customers are well protected against monsoon spawned diseases.

Preventing mosquitoes:

While restaurateurs strive to maintain a high level of hygiene at their restaurants and of service crew, they tend to overlook some areas which can breed disease. One of these is water coolers and trashcans. Water coolers are an essential part of the restaurant business- but an ideal breeding ground for mosquitoes to breed. Trashcans kept outside the kitchen and preparation area also serve as receptacles for rainwater and hence allow mosquitoes to breed. Discarded tires, municipal litterbins fixed on lamp posts, blocked drains and a host of other items that go unnoticed by cleaners and restaurant staff also get filled with rainwater which often stagnates for days allowing these insects to breed.

Mosquitoes are known to spread a host of diseases including Malaria and Elephantiasis. To add to woes, other seasonal diseases including Dengue and Chikungunya are known to have raised their heads in Mumbai. These disease occur when a contaminated anopheles mosquito bites an unsuspecting human host. And these hosts also include restaurant workers and customers.

Though restaurateurs may take precautions including fumigating their premises and its vicinity with insecticides- either themselves or through the Mumbai municipality's workers- such steps have a limited, transient effect. Long term prevention includes disposal of all containers that may allow water to



accumulate and stagnate and if irremovable, emptying them out at least once a day of rainwater to deny mosquitoes the much required breeding ground. Educating staff about the health hazards posed by these insects. Staff should be encouraged to use mosquito nets, repellent lotions and crèmes, mosquito repelling incense and mosquito coils and spray insecticides wherever required when the restaurant is closed for the day. Other precautions include spraying insecticides in customer areas- especially under tables- to drive out any mosquitoes. Restaurants also need to pay extra attention to toilets, wash basins and sinks where mosquitoes tend to breed: these should be sprayed daily with strong disinfectants and insecticides. The problem of acrid smell of disinfectants and insecticides can be overcome by using their zero odor varieties, commonly available in the local market.



Fly borne disease:

Common flies during monsoons are an irritant to any restaurateur, service crew and customers. In Mumbai, it is common to see flies pervading all areas of the kitchen and settle on uncooked and prepared foodstuff. Flies are also persistent and cannot be eliminated easily. Restaurant staff drive away such flies whenever they are seen converged on foodstuff. Popular belief is, flies will vanish in air conditioned interiors and where fans are plying at high speeds. Another wrong belief is, flies are harmless.

Houseflies may not bite but they are equally responsible for spreading a large number of insect-borne diseases including Typhoid, Cholera and Dysentery. Houseflies transmit Typhoidal and Non Typhoidal Salmonella Enterica- a highly motile bacteria that causes infection and disease of the gastro-intestinal tract.

Getting rid of flies can prove cumbersome for anyone- business or individual. Conventional insecticides have limited or zero effect on these pests. Houseflies can be countered to a great extent by instructing staff to wash dishes/ utensils used to prepare and serve food immediately after use and wiped dry. Cooking platforms, raw material storage and preparation areas have to be maintained clean by wiping them frequently. All food leftover by customers should be disposed off in covered trashcans denying landing space for flies.

Other precautions include darkening the interiors- which is not possible for regular restaurants, though bars can afford to do so for ambience. Wire meshes are of little use to restaurants since they are required to keep their doors open. In kitchens however, such meshes can help keep houseflies away.

Water-borne diseases:

The largest number of restaurants and bars in Mumbai operate in densely populated residential and business areas where sanitation takes the backseat. Broken sewage lines and overflowing municipal drains are known to contaminate food and water. There are incidents in Mumbai where unsuspecting residents contracted deadly diseases after drinking water contaminated by seepages from sewage lines and municipal drains.

Most restaurants draw their water supplies from the overhead water storage tanks installed on rooftops of buildings or their own premises. These water tanks are highly susceptible to contamination from seepages or due to the inherent presence of bacterium, virus, amoebae and other disease causing pathogens. It is therefore advisable to get these overhead water tanks cleaned at a regular frequency during monsoons. This can be trickier than said: Most housing societies will not allow a restaurant to have the water tank cleaned unilaterally: they will insist on clearances from other residents of the building- who may object to temporary outages of water supply. Cleaning water tanks is also expensive and in most cases, the restaurateur will have to bear expenses of labor and material.

Restaurateurs will also have to ensure that pipelines supplying potable water to their premises are not cracked and prone to seepages from sewage pipes. In such cases, they will most likely have to repair these pipes at their own costs since other tenants of the place may not agree to sharing the bill.

Water-borne disease are the bane of all restaurants, however swanky. Water is required for washing foodstuffs, food preparation



and for customers to wash their hands. Hence, water-borne disease can spread through any of these channels. Salads are likely to get contaminated during the mere process of washing vegetables while water that collects in refrigerators and chillers can breed germs that taint foodstuffs- specifically dairy, meat, fish and poultry products- that have a high protein content. Unclean water used to wipe tables and wash crockery and cutlery also spread diseases.

Common water-borne disease that occur in Mumbai are Cholera, Typhoid, Hepatitis-A, Gastroenteritis, Giardiasis, Amoebic Dysentery and Diarrhea of varied etiology and a host of other illnesses, most of which require treatment for three to seven days.

Viral diseases:

There are no barriers known to medical science that can help prevent viral diseases. Viruses breed in warm, humid climate and can spread from any source that can be as simple as contact with an infected person. To prevent the spread of this disease, the only measure restaurateurs can implement is insisting on very high hygiene by all staff members, which helps minimize the risk of infections spreading between and from the staff.

Fungi:

Anything that retains surface moisture- from bread to meat, flour, pickles, spices, any moist surface in or around refrigerators, cooking ranges, window sills, furniture, staff uniforms, cupboards- all are prone to fungal growth during monsoons. Fungal infections usually affects the external parts of the human body including

eyes. If inhaled, fungus can cause respiratory problems.

Fungus in restaurants is undesirable by any count. It grows on any uncooked or cooked food product and proliferates in every damp place. Left unchecked, fungus can damage or scar expensive kitchen equipment, TV sets, music systems, damage curtains and other upholstery and tarnish walls and interior décor of a restaurant. Air conditioning does not keep fungus out and air conditioners are known to breed fungi.

To ensure that fungus does not seep into restaurants, owners and operators need to ensure that all areas in the premises have a dry surface. Any trace of fungi growing in fridges and storage areas should be dealt with immediately by washing the place with strong detergents and disinfectants. Care should be taken to keep plastic packets and containers containing wet and dry spices impeccably clean to deny any growing space for spores. It is advisable to buy smaller quantities of raw foodstuffs and use them up quickly since longer storage renders them prone to fungi.

Based on these facts, it is evident that restaurants have to take firm measures towards countering hazards posed to their businesses and staff during monsoons. It would also pay well for restaurateurs to have their electrical connections checked and repaired well in advance to prevent any accidents and service outages due to high moisture, humidity and water during monsoons.

Vaccinating staff through municipal or private clinics to ensure they are protected from preventable disease is vital. □



The 'Khao Galli' of Bangkok can be replicated in Mumbai

By G. Subramanian

Bangkok: Thailand's capital Bangkok is famous the world over for its unique street food. However, there is one place for food a new visitor may not be aware of that is worth checking out. Like the "khao gallis" in various Indian cities, there is C-shaped path on the side of a sub-road in Sukhumvit area in the heart of Bangkok that teems with tourists all the time.

If one is to take the entrance on the left of the sub-road, the path goes down around 18 yards, takes a right double that length and then turns right and emerges on the sub-road. And in that short space, one can find a wide variety of foods.

Apart from a restaurant that serves divine Thai food, there is Snapper New Zealand, Charlie Brown's Mexicana, Chez Pape French Bistro, a Chinese takeaway without a name, and two Indian restaurants, the Moghul Room and Shalimar Sharma's Indian Restaurant. However, according to a worker in one of the Indian restaurants, what Western tourists come to the place is for a joint called Cheap Charlie's.

Opened around 40 years back, Cheap Charlie's sells only beer and alcohol and no food. The place is replete with collectibles gathered over the years and one hardly finds any place to sit there in the evening. During the day, the food path remains completely empty. The shops open sharp at 5 p.m. and closes at 11.45 p.m., doing six-and-half hours of business daily. Delhiites will call it a miniature Hauz Khas Village.

Sukhumvit rose to prominence because a large number of hotels-ranging from swanky five star to down-to-earth lodges and hostels flourish in that area catering to a variety of budgets. Food stalls in this area are adjacent to the main Soi Sukhumvit and Skytrain stations- Asok and Nana, which makes it easily accessible to all tourists and locals in Bangkok. But the largest

advantage this area offers is- an excellent opportunity to showcase products to foreign and local visitors and giving a taste of food of the main restaurant at a lower cost. For example, Thailand's largest beer manufacturer, Boon Rawd Brewery, which makes the world famous Singha Beer and other liquor brand, has dedicated counters at the Sukhumvit food area. This brewery also manufactures other, non-alcoholic beverages such as green tea, which customers can buy directly.

According to available information, restaurants and companies that wish to open outlets at this open dining area of Bangkok have to get the space directly from its owner- said to be a three star hotel and a simple permit that allows a stalls to operate. Unknown operators are not allowed but can set up stalls a little away which gives rise to secondary food court, which is also well patronized and provides ample advertising opportunity to restaurants and bars who cannot participate in the main food area.

About 8km away from Sukhumvit is another area- Pratunam- also famous for its street-side food areas operated by popular restaurants. Similar to Sukumvit, here too one finds food served by stalls that represents most major cuisines of the world- Indian, Mainland Chinese, Japanese Sushi bars, fast food including burgers and sandwiches, fried chicken of local Thai franchise brands, BBQs and continental food all prepared before the diners' eyes, according to the customer's specs.

Mumbai restaurateurs can take inspiration from these food areas and open small stalls that cater to the voracious appetite of the local populace. To do so, they will need to collaborate with beverage providers, municipal authorities and other companies to ensure success. □

Countering food wastage at restaurants is essential to maximize profits

By Bhaskar K Shetty

Mumbai: Despite best efforts to prevent wastage, all restaurants in the world are forced to throw away a considerable amount of cooked food and raw material for a variety of reasons ranging from leftovers by customers, food that was overcooked, charred or wrongly seasoned by the chef, raw material that has gone rancid or expired and food thrown away by restaurant crew for any reasons. Such wastage is considered normal by most restaurateurs but unknowingly, it constitutes a loss for the restaurant operator.

While empirical studies over the volume of food- cooked and uncooked- that finds its way into the trashcan at Indian restaurants does not exist, studies abroad prove that between eight and 10 percent of food of the amount purchased is wasted at Quick Service Restaurants while their traditional counterparts account for a whopping 11 to 15 percent. While food wastage at restaurants cannot be eliminated for several reasons, it can be lowered by at least 50 to 75 percent depending upon the type of cuisine an outlet serves. Worldwide, an increasing number of food service operators are becoming aware of food wastage and



taking effective measures to counter them. To minimize and eliminate food wastage, restaurateurs first need to take a proper inventory of the waste and analyze the reasons. To do so, restaurateurs have to categorize wasted food into four categories- leftovers, accidental waste, secondary waste and avertable waste. **Leftovers:** Such waste is imminent as any restaurateur will testify. Leftover food from customers' plates has to be disposed. However, restaurants do not lose directly on account of wasted leftovers since the customer has already paid for the order. Despite, leftovers can pose a major threat

to restaurants since rodents and other foragers prey on such food and hence, breed in or near the premise causing damage to property, raw material and affecting staff health- all of which cause financial losses. **Accidental waste:** Caused by spillages of raw material or prepared food, wrong preparation or improper presentation. In India such type of waste can be higher since cooks tend to use cooking mediums like oil liberally and can sometimes be careless in the use of spices or presentation of the dish, which is then rejected by the diner. Such waste is unavoidable but can be drastically reduced

provided cooks and other food handlers are adequately trained and instructed on waste prevention measures.

Secondary waste:

This occurs in the form of unused portions of fruits, vegetables, meat and poultry products, flour, oil and other raw material which is discarded by cooks and their assistants during preparation. In India for example, the crust or the hard upper layer of a slice of bread is often discarded by cooks while preparing sandwiches or serving to clients. Cooking oil left in frying pans sometimes gets discarded into the sink to prevent other items from carrying the odor of food cooked in the same medium earlier. For example, no chef will dare fry chicken in the same oil that was used to fry fish or vice versa.

Avertable waste:

Accounts for massive losses in the overall profitability of restaurants. Avertable or avoidable waste is that which accrues from wrongly stored raw material. Prime among these are perishable food stuff such as flour, bread, cooking oil, fish, meat and poultry products, fruits and vegetables, spices and condiments and almost the entire range of raw materials. Wastage occurs on account of improper storage, fungal or worm infestations for any reason such as moisture and damaged or incorrect packaging, buying foodstuffs in bulk to get discounted rates or purchasing when market rates are slump, stocking material in excess of the demand due to wrong estimates of off-

takes by customers and pilferage by staff.

This classification and broad definition of wastes may sound daunting nay scary to most restaurateurs. Classifying waste will however help restaurateurs work towards its reduction and subsequent elimination. Hence, the second stage of waste reduction, which involves designating a specific person to check into all facets of food wastage are equally important. Mumbai restaurateurs can either themselves look into the problem or designate a trusted staff member.

The person designated to tackle food wastage needs to first analyze and categorize waste as listed earlier and take concrete measures to prevent losses. Messy leftovers have to be dumped into proper rodent-proof waste bins and, if possible, such trash has to be incinerated at the earliest, before it begins rotting. Burning waste food helps keep rodents, microbes and fungi away. Trash cans used for leftovers have to be washed with detergents and other sanitizers immediately.

This crew member should be entrusted with all documentation related to food purchases and acquainted with usage at the kitchen, ordering patterns of customers and proper storage techniques, food consumption patterns, cost of supply and demand from the kitchen.

In addition, the restaurateur or staff looking into food wastage is required to keep check on storage techniques and tools- meaning maintaining proper

temperature in freezers, chillers and refrigerators for storage of perishable raw material, judicious use of cooking oil, spices and other food stuff and proper handling to prevent contamination by hands.

Crew members or specifically those engaged for customer service should be educated on keeping tabs on customers discreetly to study consumption patterns. This helps restaurateurs to know whether they are inadvertently upsizing portions of any particular items on the menu, which is causing leftovers. A proper audit of taste of the food served and presentation also helps restaurateurs adapt the portions they serve to minimize and eliminate leftovers. Restaurants offering large portions can widen their menu to offer half a plate of the same dish at a lower price- thus preventing wastage and optimizing profits. These measures may sound cumbersome and perhaps asinine. For restaurants losing between 10 and 15 percent of money spent on food stuff purchases, this will not be a trivial issue.

An effective way of dealing with food wastes is recycling. Oil filters are available in Mumbai which enable restaurateurs to recycle used cooking oil for safe reuse. Vegetable peels can be used for composting and equipment for making this high demand fertilizer are easily available in the local market. Bread crusts can be dried and ground to make bread crumb powder which is used as a coating for frying. □





Simple measures can prevent fires at restaurants

Mumbai: Kitchen fires are a nightmare for any restaurateur: They result in losses to fixed and movable property, injure staff and destroy the business permanently. Thankfully, the incidence of fire at restaurants in Mumbai is relatively low – largely due to precautionary measures adopted and enforced by restaurant owners and stringent fire safety norms prescribed by the Mumbai Fire Brigade.

Forever News, in this article, takes a comprehensive look at the various areas where fires at restaurants can start and ways and means to prevent these.

Maintenance of grinders and other electrical appliances: Heavy duty grinders are common in any Indian restaurant, regardless of its ethnicity. It would be appropriate to call these grinders as the workhorse of any restaurant since they are operated nonstop for several hours before, during and after business hours. Indian cuisine is heavily dependent upon a fine blend of spices, ground to the chef's specifications. In Udipi and South Indian restaurants, the grinder is the mainstay of the 'dosa' and 'idli' business, churning out fresh batter and chutneys.

Grinders are very prone to fire due to two main reasons: Overuse, wear and tear during regular operations is one reason. The other is fibers of wiping cloth, mops, plastic material and other foreign flammable objects that might find their way into the intricate electrical circuitry of these appliances.

To reduce, eliminate the risk of fires to such electrical equipment, it is vital for restaurateurs to afford personal attention to their maintenance. Electrical connections, plug points, fuse boxes and wires are to be checked on a daily basis before and after use and especially after cleaning. Burn marks at electrical points caused by sparking, chaffed, burnt or broken wires have to be replaced completely by qualified, experienced electricians. It is not advisable to add a wire joint covered by insulation tape: such joints invariably leak and pose an electric shock hazard to restaurant staff. Care should be taken to ensure that no part of the wiring comes in contact with moisture at any point of time.

Restaurateurs can do well by ensuring their grinders and other heavy electrical equipment is not exposed to direct sunlight or rainfall and the machine is operated from a secluded, dry place by skilled workers only.

Fibers of cloth, mops, rags, hair, plastic bits and bags or any

flammable material that may have inadvertently found its way into the electrical appliance has to be removed immediately. Sparking during regular operations will most likely ignite such material that can destroy the equipment completely or result in expensive repairs causing losses to the restaurant on account of non-availability of batter or chutney and service charges for the affected machinery.

Overuse of extension cords:

With most Mumbai restaurants now operating from premises having wiring concealed between walls, it is imperative for restaurant crew and owners to use extension cords wherever required. Extension cords are used for providing electricity to music systems, TV sets, computers, stand fans and a host of small, domestic appliances. Extension cords available in the market are capable of taking only a limited electrical load. In many cases, such cords offer many plug points, which encourages the user to connect more appliances. Extension cords and cables available commonly can sometimes be made of cheap material and are not designed and made to withstand heavy usage. Hence they are prone to burn at the slightest overload. Loosely connected plugs causes sparking and can ignite a full blaze.

Mobile phone chargers:

These pose a very high fire risk to restaurants. It is common to see restaurant crew attach electrical chargers for their mobile phones to these extension cords and cables. Restaurateurs do not object to customers recharging their mobile phones at restaurants and bars since such diners usually spend several hours and good amounts of cash at the outlet. Smart phones, which are a gizmo of choice consume batteries and require frequent recharges. While mobile phone chargers themselves are not dangerous- they can trigger fires if loosely connected to a power source. Cheap, fake chargers are common in Mumbai and are known to burn or explode.

Restaurant owners can overcome this problem by providing approved and high quality mobile recharge pins on the premises. Most smart phones nowadays use the standard USB type charger.

Panels that allow multiple mobile phones to be recharged are available in the market and are not very expensive.

Signboards and electrical displays:

These are very often neglected. Signboards have electric wiring and bulbs for illumination. Since these are concealed and usually placed above the entrance of a restaurant, accessing these wires and bulbs can prove cumbersome. At the same time, rats, insects and elements of the nature find their way into these signboards and damage wires which, in worst cases, can cause electrical short circuits and fires. The only way to prevent fires from breaking out from what seems unlikely locations is to have an electrician check on the wiring and electrical fixtures at least once every week and carry out maintenance wherever required.

Gas cylinders:

Though extremely essential for running any food and beverage facility, gas cylinders are often handled carelessly. Little or no care is accorded to pipes carrying cooking gas to the stove. Cracked pipes causes gas leaks which result in devastating fires. Gas stoves used in a restaurant are overworked causing cracks in burners- which in turn causes fire. Care should be taken to store gas cylinders in safe, secure locations to prevent tampering or damage. Leaky gas pipelines should be immediately reported to concerned suppliers and the leak rectified at the earliest.

Unattended items on stove:

Cooks sometimes leave the uncompleted dish on the stove for short breaks. These can be devastating for a restaurant. Fats and oils and spillovers from frying pans and hobs are known to trigger fires. Cooks should be instructed not to leave food unattended for any reason while cooking and a helper should be assigned to watch over such items in their absence.

Improper use of microwave ovens:

The use of microwave ovens in Indian restaurants is on the rise due to the convenience they offer. Yet, few cooks and restaurant

workers are well acquainted with their proper usage. A plastic plate, paper wrapping or other flammable material can cause the entire microwave unit to go up in flames if proper microwaveable dishes are not used. Such accidents can be avoided by educating staff on use of microwaveable dishes and vessels.

Improper clothing:

Cooks and restaurant workers who wear loose clothing are prone to getting burnt if any portion of their garment comes in contact with flames. This risk can be eliminated completely by restricting access to cooking areas to authorized personnel only and making sure that crew who come in contact with stoves are attired properly.

Tandoor:

A wood and charcoal fired oven is common at several restaurants in Mumbai. This oven churns out popular varieties of bread including rotis, parathas, kulchas and others. Smoldering embers present in ovens make them a candidate for fires. Hence, access to the tandoor should be restricted to bakers and their assistants only. Flour, oil and other flammable material should be kept at a safe distance from the tandoor.

Cigarettes:

The 'No Smoking' clause enforced at restaurants and bars does very little to prevent fires caused from discarded cigarette and bidi butts or matchsticks thrown carelessly by smokers. Where allowed, customers smoke in designated areas and are offered ashtrays. Some may carelessly throw burning butts on the floor. Unless carpeted, the smoldering butt dies off. In carpeted areas however, they can ignite fires. But restaurateurs need to be more concerned about cigarette and bidi stubs discarded by their staff since these can land near electrical equipment and appliances or fuel.

As above examples will highlight, restaurants everywhere face a threat from fire in almost every area of operation. Hence, a little extra care will go long way to protect the interests of restaurateurs, service crew and customers as well as other occupants of the building. □



Restaurants in India urgently need a zero tolerance policy for rats and rodents

By S. Suchithra

Mumbai: With monsoons expected over Mumbai shortly, restaurants will soon have to meet the challenge of keeping rats away from their premises. Rodents or rats and their variants are traditional enemies of every food and beverage outlet- from chic restaurants to a neighborhood vada-pav vendor. In cities such as Mumbai, most restaurants and bars operate within the close proximity of residential and commercial areas which tends to aggravate the rodent problem: In residential areas, large colonies of mice exist underground which forage for food almost round the clock. In commercial areas and business districts, such rodents find a haven at night and hunt for food during the day hours.

In many countries, the menace of rats in restaurants is being viewed more seriously than ever before due to various reasons. Rats are known to contaminate food directly and indirectly. Thanks to the widespread use of antibiotics worldwide, disease causing germs spread through rat hair, droppings and saliva, have become drug resistant.

Rats are not easy to detect and eliminate due to their inherent nocturnal habits which keep them out of sight during the day. Thirdly, rats can cost a restaurant dearly by means of losses incurred to food items, damage to furniture and electrical apparatus. Rats are also a health threat to restaurant staff and customers who might come in contact with contaminated dropping.

Rat bites, hair, urine and droppings: Every animal defends itself if it feels threatened and rats are no different. Restaurant crew are prone to such bites since they may try to attack one or more rodent that has made forays into the premises and is found gnawing on food or furniture. Rat bites also cause the fever with severe discomfort to the victim and restaurant owners may have to hospitalize the affected crew member and quarantine them to prevent the spread to his or her co-workers and customers.

This can be a major problem for restaurants, its staff and customers. If one or more rat persists in a restaurant premises for long, the more urine and other waste from the rodents will accrue on the premises.

Leptospirosis:

Causes severe or fatal liver and kidney failure or cardio-vascular disease among infected workers. Symptoms include high fever with sudden rigors and chills, malfunction of the digestive system, rash, nausea and vomiting and muscular pain.

Lymphocytic Choriomeningitis:

The deadliness of LCMV can be understood from its description given by the Atlanta, US based Center for Disease Control and Prevention states LCMV symptoms include but are not restricted to fever, malaise, lack of appetite, muscle aches, headache, nausea, and vomiting.

Bubonic plague:

Also a deadly disease spreads from fleas that reside in rat hair. Infected fleas often contaminate food and can sting humans releasing plague causing microbes. Symptoms include sudden fever with chills and rigors, general weakness, headache and nausea

Salmonellosis:

Symptoms include severe diarrhea, stomach and abdominal cramps, nausea and vomiting. Salmonellosis is caused by the Enterica Salmonella bacterium which is found commonly in rat droppings.

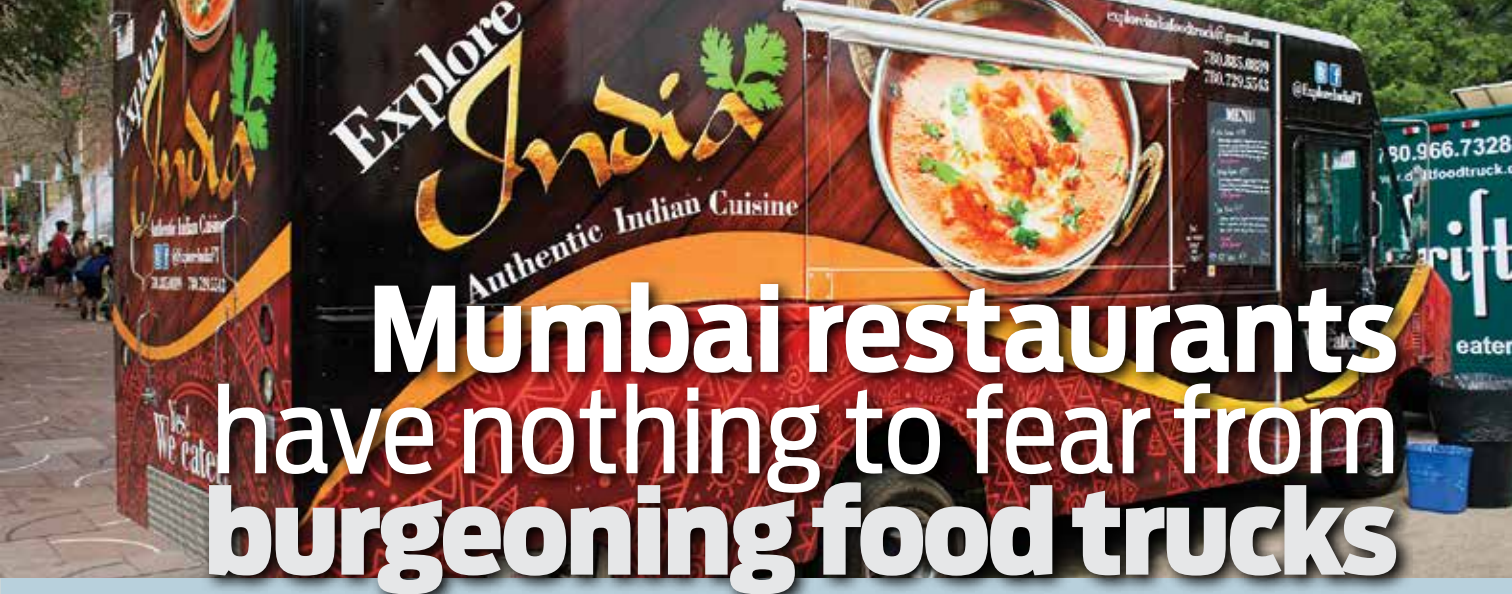
Hantavirus fever:

This disease can affect all- restaurant owner, staff and customers. It is very common in rat infested areas. Hantavirus fever and is caused by inhaling dust that is contaminated by rat urine and feces and premises that lack proper ventilation including air conditioned interiors and places that are dimly lit are susceptible.

Other damages:

In addition to health hazards, rats can also inflict severe losses on a restaurant through damaged electrical wiring and appliances, gnawing at furniture and livery and damage inflicted to food, paper, interior livery and other assets.

Since rats live collectively, simple rat traps, poison and conventional rodent control that is easily available from pest control companies is not sufficient. Restaurateurs are required to enforce several strict rules for their crew such as prevention of dumping waste food in areas where rats can forage, washing of their premises and areas that may be prone to rodents with strong disinfectants, proper hand and body hygiene for restaurant staff, thorough dusting of their premises and proper storage of raw material including uncooked food grains, in addition to effective rodent control from professionals. □



Mumbai restaurants have nothing to fear from burgeoning food trucks

By Staff Reporter

Mumbai: Restaurateurs in Mumbai and its surrounding areas are grappling with a new challenge: How to deal with food trucks that are fast becoming popular among people in this metropolis. While food trucks do not pose any immediate and direct threat to the booming restaurants, food and beverage sector in Mumbai and its periphery, such vehicles can pose a severe threat to the sector if concerned authorities do not take proper steps.

Food trucks as they are commonly known are not a new phenomenon worldwide or in India. The concept dates back to the 17th century to the US where entrepreneurs would cart food on horse drawn carriages to areas where people flocked for prospecting during the Gold Rush or at sites where settlers and cowboys were building new residential areas. The idea was well liked and led to the introduction of the now ubiquitous pantry cars on trains to cater to hungry travelers. Food trucks remained popular only in the US and were serving everything from breakfasts to desserts till the beginning of the World War-1. The US military also used food trucks to feed its soldiers in areas where cooking was not possible due to logistics and populations in Europe affected by the war. The idea was soon to spread globally. Today, US has the largest number of food trucks as compared with any other country.

The food truck industry in the US is well regulated and does not conflict with the interests of the restaurateurs and Quick Service Restaurants (QSRs). The reason is simple: Food truck industry in the US is regulated like any other business and such vehicles are permitted to operate only in specific areas where their service does not clash with established restaurants. In India and specifically in Mumbai, ambiguity exists over where food trucks can operate. Hence, it is common to see them parked in the vicinity of densely populated business districts during the day and residential areas during the evenings. Being on wheels gives these food trucks the much required mobility to reach out to customers and the flexibility over areas of operation- a clear advantage that traditional restaurants lack despite offering takeaways and home delivery options.

For example, licensed street-side food vendors in Mumbai are barred from cooking at the venue where they are selling the food. In brief, it means, such vendors and hawkers can sell only food that has been cooked elsewhere. In sharp contrast, food trucks can cook

at the venue and the required licenses for their operations are granted by the Mumbai Fire Brigade and other concerned authorities. A vehicle for the food truck costs between Rs 10 lakh to 15 lakh. Exterior painting and equipment such as electric stoves that work on batteries, utensils and other paraphernalia can cost an additional Rs 5 lakh onwards.

In India, food trucks have been launched by young entrepreneurs, which is indeed commendable. These new investors have put in a lot of creativity and effort into reshaping the way people of Mumbai dine. Thanks to these youngsters, eating from food trucks has become a phenomenon of sorts and is viewed as “trendy” as compared to dining at traditional restaurants. Food truck owners have also pooled resources to organize events at malls and other public places to popularize the concept- something which well established restaurateurs have been unable to do since decades.

That food trucks in Mumbai and other parts of India are here to stay is a foregone conclusion. Judging from the menu offerings of these food trucks, which is mainly fast food and snacks, it is highly unlikely they will eat into the slice of the market enjoyed by traditional restaurants which possess the inherent capabilities of churning out a much wider array of dishes in comparison with food trucks. Restaurants also offer seating facilities and crew to take and deliver orders while food trucks cannot accord the same due to the small size of their vehicles which renders heavy cooking almost impossible. Food trucks cannot offer dining for families or groups and are not licensed to serve alcohol and its related fritters. The only issue which restaurateurs need to be wary of is, food trucks parking right outside their premises or in near vicinity which may pull away some customers.

According to Conce Nast Travel Magazine's online edition, aspiring food truck operators need to acquire the following licenses and permits, though these details could not be verified independently:

1. Shops & Establishment license from the BMC
2. Health license
3. Approval from the Food & Drugs Administration (FDA)
4. NOC from the fire department
5. RTO permission for branding on your vehicle □

Educating customers, staff will pay rich dividends to Mumbai restaurateurs



By G. Subramanian

Mumbai: It is well known that restaurants in Mumbai and across India are plagued with major problems. Prime among these are nuances related to procuring a plethora of licenses and permits from myriad authorities and departments- for both prospective restaurateurs and existing players. The other major problem that restaurants face is about staff and, surprisingly, customers.

Despite nearly seven decades since India gained independence, the term “Dignity of Labor” exists only on paper. In this country which is witnessing an unprecedented economic boom, high education is no longer seen as a privilege and viewed more as a necessity- since it helps young adults get what are termed as “respectable jobs” with “lucrative salaries”. Jobs such as a waiter or cook in an ordinary bar or restaurant are looked down upon by a majority of Indians who tend to forget that such food and drink outlets cannot exist without staff.

Hence, restaurateurs often find it difficult to get workers that are qualified to work at a restaurant. Instead, they are forced to make do with experiential crew who are usually school drop-outs. Sadly, people in Mumbai tend to forget that many a waiter and cook or dish cleaner now own that plush restaurant where their employer held a corporate meeting. While Mumbai restaurants do provide ample employment opportunities to youngsters who could not afford or opt for higher studies for any reason, the overall mindset of customers is to look down upon such staff. This is evident to anyone who visits a bar or restaurant in Mumbai. Such lack of respect from customers only serves to contribute towards a high attrition rate among workers at restaurants.

Hiring unskilled staff also has its inherent problems:

Most of them lack skills or have limited dexterity when it comes to handling intoxicated customers who turn belligerent or makes unreasonable demands on service, food and beverage prices and tastes. Disgusted employees display a propensity to vent their angst elsewhere and the softest target is restaurant property: Scant or no care is taken to prevent breakage and

wastage of items ranging from crockery and glassware to food and other raw material- which cuts fairly into the restaurant’s overall profitability.

Restaurateurs can overcome the “Dignity of Labor” problem by ensuring they treat their staff well and educate them on basic topics such as etiquettes, food presentation and handling, ways and means to prevent breakage and wastage. The proverbial ‘pat on the back’ system where employers reward an outstanding worker for their services is also known to help. Formulating and prominently displaying a ‘Charter of Rights’ in a restaurant, in locations where staff and customers can view them, is also known to help boost productivity and keep morale high. Unlike in several other countries, in India, restaurant workers have no specific rights and any grievances are usually addressed to labor, civil and if merited, criminal courts.

Ill informed customers are the biggest menace to restaurateurs. In Mumbai, restaurants can remain open till 1.30am. The rule states that all restaurants have to down their shutters at 1.30am, regardless of any conditions. Thousands of customers view this late closing hour as their privilege to walk into any outlet, regardless of its closing hours and demand food and drink. Once again, educating staff and customers on the prevailing laws and trade practices and ensuring they are strictly implemented, is vital.

Another important area for review and development of staff skills lies in educating staff about existing taxes and other extras added on to the bill. Since waiters are at the forefront of customer service, they are vulnerable to being questioned about any extra charges that reflect on the bill. They have to be coached on keeping an astute count of the number of drinks served to customers to prevent miscalculations that favor any side. Inebriated customers sometimes display a propensity to confuse on the number of drinks consumed and may take cudgels with the waiter concerned. Customers should be informed of any extras that may apply for having a dish made to their specifications. Raw materials do not come free and it is only fair to charge a diner for any extra embellishments to their orders- provided they are informed in advance. □

Indians put in lot of love into cooking:

Celebrity chef Sarah Todd



New Delhi: Australian model and celebrity chef Sarah Todd runs her own restaurant in Goa and spends at least six months in India every year. The cookery expert, who has debuted on Indian television with “Serve It Like Sarah”, says she was blown away not just by the diversity of food in this country but also by the love that Indians add to their cooking.

Todd, who is from Queensland, added that the elaborate gastronomic story of the country was one of the many reasons she fell in love with India.

“I first visited India in September 2014. So now I have actually travelled to the country six times since then and live here for six months (every year). The moment I stepped into India, I instantly fell in love, I connected with people and felt welcomed,” Todd told IANS in an interview.

Since there isn’t much Indian food in Australia, she was “not overly exposed” to it. “When I reached India, I was blown away with the diversity of the food... My brain exploded with choices making me fall in love with it even more,” said Todd, who discovers new and unexplored facets of Goa, including its hidden culinary treasures on FOX Life’s “Serve It Like Sarah”.

Todd says her first visit to India left her “more blown away than I expected to be”.

“I realized that they put a lot of love when they cook in India and it is corny to say, but I think when you put your emotions to your cooking, it tastes better,” said Todd, who started her career as a model at an age of 18.

Todd, who has a son Phoenix with British partner of Indian descent Devinder Garcha, feels people around the world are “really embracing” Indian cuisine.

Talking about the show, she said: “To do an adventure, travel series around Goa, exploring food and learning from the locals was really a fun concept that excited me. The main concept was to find out different Goan cuisines, but along the way we really wanted to look into the offbeat side of Goa.”

After coming into limelight with her stint in cooking reality TV show “MasterChef Australia” as a contestant, Todd opened her restaurant Antares at the Vagator beach of Goa last year. And being a part of “Serve It Like Sarah” turned to be a bonus for the lady, who says she now has a bundle of recipes to add to the menu of her restaurant.

“Indians have a different palette because they are used to the spices and their local flavour; so I put a spin to the dishes from an Australian menu. The menu is developing every day and I am adding a new dish every week. And I am excited to say that I have got a whole bunch of dishes for the menu from the FOX Life show,” said the mother of one.

Her restaurant was launched last year in November, and Todd would like its branches in cities like Delhi and Mumbai.

Todd will soon launch her second book -- a compilation of recipes that are wholesome, healthy and tasty.

“A lot of time people think healthy eating is having lettuce leaves. But it is about having a wide variety of nutrition and flavor so you don’t get bored. People will be surprised by tasting the dishes from the book,” she said. □



COURT VERDICT

Regarding granting permission for installation of Sign board of the Shop showing the names of commercial establishments.

GOVT. OF MAHARASHTRA

Urban Development Department

Government Resolution No.:- Sankirna-2015/Pra.Kra.429/NaVi-20

Mantralaya, Mumbai-400032.

Date:- 11th July, 2016

Read :- Government Resolution, Industry Energy and Labour Dept. No. KiViDho-2015/Pra.Kra.113/Udyog-2, dated 10/02/2016.

Government Resolution:-

Considering the Retail Commerce region comprehensively for facing the groundbreaking increase in the retail enterprises and the capacity of the retail commerce region to boost the economy and employment of the state and to face the recent changes the Miscellaneous Commerce Policy of the state has been declared for the first time vide the Government Resolution, Industry Energy and Labour Department, dated 10/02/2016.

2. In the Para 3.8 of the above mentioned Government Resolution dated 10/02/2016 it has been mentioned as under in respect of the permission to be granted for installation of Shop Sign Boards showing the name of the commercial establishment :-

“As per the Mumbai Municipal Corporation Act, 1888 and Maharashtra Municipal Corporation Act and Maharashtra Town Council and Town Panchayat Act 1965, permission of the Municipal Commissioner or Town Council Officer or Planning Authority for installation of Advertisement Hoarding on land or surface or constructed structure/or some part of the building terrace or fencing (Parapet). It is necessary to submit the letters or pictures to be displayed on the said Advertisement Hoarding along with the affixed fee.

If the Retail Shopholder has to use the sky-signs mainly for advertisements in respect of his business and such sky-signs are installed within the land owned by the Retail Shopholder, Leased land or mortgaged land then there will be no need of the permission from Commissioner or Chief Officer or Planning Authority also for making payment of any fees. But the Retail Shopholder should not advertise any other aspect other than the aspects concerned with his business.”

3. All the Urban Local Swarajya Sanstha should take cognizance of carrying out the necessary action required for providing permission for installation/displaying of Shop Sign Board showing the name of the commercial establishment in accordance to the State Retail Commerce Policy-2016 declared by the Industry Energy and Labour Department under the Government Resolution dated 10/02/2016.

4. The said Resolution has been made available on the Government of Maharashtra's website namely www.maharashtra.gov.in and the same is bearing the computer code No. 201607111451376225.

By order and in the name of Governor of Maharashtra.

Sd/-

Jayasingrao N. Patil
Dy. Secretary, Govt. of Maharashtra

Copy to,

- 1) Hon. Opposition Leader, Both Assembly Hall, Maharashtra Legislature, Mumbai.
- 2) All Honourable Legislature/Assembly and Parliament Members.
- 3) Secretary to Hon. Governor Sir.
- 4) Chief Secretary of Hon. Chief Minister.
- 5) P.A. to all Hon. Ministers / Ministers for State.
- 6) Office of the Hon. State Election Commission.
- 7) Sr. P.A. to Hon. Chief Secretary.
- 8) Office of the Hon. Ombudsman and Dy. Ombudsman.
- 9) Public Relations Officer of Hon. Chief Minister.
- 10) Commissioners (All) of all the Municipal Corporations in State.
- 11) Commissioner and Director, Town Council Administrative Directorate, Worli, Mumbai.
- 12) Dy. Secretary (Industry-2), Industry Energy & Labour Dept., Mantralaya, Mumbai.
- 13) Office File.

व्यापारी आस्थापनेच्या नावे दर्शविणाऱ्या दुकानाचे चिन्ह फलक (Sign Board) लावण्यासाठी परवानगी देणेबाबत.

महाराष्ट्र शासन
नगर विकास विभाग

शासन परिपत्रक क्रमांक:- संकिर्ण-२०१५/प्र.क्र.४२९/नवि-२०

मंत्रालय, मुंबई- ४०० ०३२

दिनांक:- ११ जुलै, २०१६.

वाचा:- शासन निर्णय, उद्योग ऊर्जा व कामगार विभाग क्र. किविधो-२०१५/प्र.क्र.११३/उद्योग-२, दिनांक १०.०२.२०१६

शासन परिपत्रक:-

शासन निर्णय, उद्योग ऊर्जा व कामगार विभाग, दि. १०.०२.२०१६ अन्वये महाराष्ट्र किरकोळ उपक्रमांमध्ये झालेली अमूल्य वाढ आणि त्याची राज्याची अर्थ व्यवस्था व रोजगार यास चालना देण्याची असलेली किरकोळ व्यापार क्षेत्राची क्षमता आणि अलीकडील बदलांना सामोरे जाण्यासाठी किरकोळ व्यापार क्षेत्राचा सर्व समावेशक दृष्टीने विचार करून प्रथमच राज्याचे किरकोळ व्यापारी घोरण जाहीर करण्यात आले आहे.

२. उपरोक्त शासन निर्णय दि. १०.०२.२०१६ मधील परिच्छेद ३.८ व्यापारी आस्थापनेच्या नावे दर्शविणाऱ्या दुकानाचे फलक (Sign Board) लावण्यासाठी परवानगी देण्याबाबत खालीलप्रमाणे नमुद करण्यात आले आहे:-

“मुंबई महानगरपालिका अधिनियम, १८८८ तसेच महाराष्ट्र महानगरपालिका अधिनियम व महाराष्ट्र नगर परिषद व नगर पंचायत अधिनियम १९६५ नुसार, जमिनीवर अथवा पृष्ठ भागावर अथवा उभे करण्यात आलेले बांधकाम/ किंवा इमारतीचा छप्पराचा काही भाग किंवा कुपणावर (पॅरापेट) जाहिरात फलक लावण्यासाठी महापालिका आयुक्तांची अथवा नगरपालिका मुख्याधिकार्यांची अथवा नियोजन प्राधिकार्याची परवानगी आवश्यक आहे. सदर जाहिरात फलकावरील प्रदर्शित करण्यात येणारी वर्ण, अक्षरे किंवा चित्रांसह आणि आवश्यक त्या निश्चित केलेल्या फी सह सादर करणे आवश्यक असते.

किरकोळ दूकानदारांना स्वतःच्या व्यवसायासंदर्भातील जाहिरातीसाठी प्रामुख्याने स्काय-चिन्हांना वापर करावा लागत असेल व असे स्काय-चिन्ह जर किरकोळ दूकानदारांच्या मालकीच्या जागेत, भाडेपट्ट्याच्या जागेत अथवा गहाण ठेवलेल्या जागेत उभारलेली असल्यास त्यास आयुक्तांची अथवा मुख्याधिकार्यांची अथवा नियोजन प्राधिकार्याची परवानगीची तसेच शुल्क भरण्याची आवश्यकता राहणार नाही. तथापि किरकोळ दूकानदाराने स्वतःच्या व्यवसायाशी संबंधित बाब वगळता अन्य बाबींची जाहिरात करता कामा नये.”

३. उद्योग ऊर्जा व कामगार विभागाने शासन निर्णय दि. १०.०२.२०१६ अन्वये जाहीर केलेल्या राज्याचे किरकोळ व्यापार घोरण -२०१६ अंतर्गत व्यापारी आस्थापनेच्या नावे दर्शविणाऱ्या दुकानाचे चिन्ह फलक (Sign Board) लावण्यासाठी परवानगी देण्याच्या दृष्टीने आवश्यक कार्यवाही करण्याची सर्व नागरी स्थानिक स्वराज्य संस्थांनी दक्षता घ्यावी.

४. सदर शासन परिपत्रक महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आले असून त्याचा संगणक संकेतांक २०१६०७१११४५९३७३२२५ असा आहे. हा आदेश डिजिटल स्वाक्षरीने सांक्षारित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नांवाने,

(ज. ना. पाटील)

उप सचिव, महाराष्ट्र शासन

प्रत,

- १) मा. विरोधी पक्षनेते, दोन्ही सभागृह, महाराष्ट्र विधानमंडळ, मुंबई
- २) सर्व सन्माननीय विधानसभा/ विधानपरिषद व संसद सदस्य
- ३) मा. राज्यपाल महोदय यांचे सचिव
- ४) मा. मुख्यमंत्री महोदय यांचे प्रधान सचिव
- ५) सर्व मा. मंत्री / राज्यमंत्री यांचे खाजगी सचिव
- ६) मा. राज्य निवडणूक आयोग यांचे कार्यालय
- ७) मा. मुख्य सचिव यांचे वरिष्ठ स्वीय सहाय्यक
- ८) मा. लोकआयुक्त व उपलोकआयुक्त यांचे कार्यालय
- ९) मुख्यमंत्री महोदय यांचे जनसंपर्क अधिकारी
- १०) राज्यातील महानगरपालिकांचे आयुक्त (सर्व)
- ११) आयुक्त तथा संचालक, नगरपरिषद प्रशासन संचालनालय, वरळी, मुंबई
- १२) उप सचिव (उद्योग-२), उद्योग ऊर्जा व कामगार विभाग, मंत्रालय, मुंबई
- १३) निवडनस्ती



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Stop entry of adulterated products in your restaurant

Mumbai: Restaurants in Mumbai and across the country are now required to comply with various rules and guidelines prescribed by the Food Safety and Standards Authority of India (FSSAI). Nobody doubts the good intentions of the Indian government and the FSSAI in their endeavor to ensure that high quality food- free of adulterants- is available to customers across the broad spectrum of the society.

And restaurateurs too are complying with the various FSSAI norms to the best of their abilities. A recent suggestion made by the Indian Hotel and Restaurant Association (AHAR) was for its members to buy ice cubes only from FSSAI certified suppliers-a move that amply and aptly denotes the serious efforts Mumbai-based restaurants are taking to ensure good health for their customers. The recommendation on ice came after the Food and Drug Administration found ice cubes served at restaurants contaminated with Escherichia Coli (E-Coli), a microbe that is otherwise harmless but can cause severe gastric discomfort if allowed to spawn in the human digestive system.

Having taken such a step, restaurateurs now also need to focus on other areas of their supply chain, where contaminated or adulterated raw material or finished products can find way into their restaurants. Forever News takes a look at some of the areas where restaurateurs and their purchasers can enforce checks on suppliers to minimize the possibilities of contaminated, adulterated products landing on their doorsteps.

Readymade savories and nuts:

Products such as 'Sev', 'Farsan', 'Mixture', 'Gathia' and roasted peanuts are served at bars and permit rooms due to a huge demand from clients who enjoy munching on these while enjoying drinks. In recent months, bars are serving packets of such eatables that are manufactured by reputed companies which conform to FSSAI standards and the same reflects on their packages. A large number of bars however continue to patronize these savories procured from smaller suppliers and individuals because they are economically priced- meaning larger portions can be served to customers in comparison with their packaged counterparts.

For such restaurants, it is worthy to bear in mind that procuring savories from individual or "home industry" suppliers can land them in direct conflict with FSSAI rules. For one, these individual entrepreneurs use any food dye available in the market for coloring their products. These individuals or home industries pack their wares in polythene bags that most likely do not conform to food safety standards. Raw material used for preparation of such savories and roasted peanuts can be of suspect quality and hygiene at



manufacturing sites will be, in most cases, dismal. Bar and permit room owners face a tricky choice here: To store and serve packaged savories from reputed, FSSAI approved manufacturers or pander to customers' choices of serving larger portions of savories from unregistered, dubious manufacturers. The margins made by permit rooms and beer bars on packaged products is lower compared to their home industry counterparts. Yet, the returns - which are full compliance to FSSAI norms - justify the minor cuts on profits.

Procurement of spices:

This is another area in which restaurateurs should look into. Spice suppliers are not above board. Some suppliers tend to adulterate cumin, pepper and cilantro seeds powders with

anything from sawdust to coconut shell powder. Chili powder, ground turmeric are tainted with unauthorized food color- simply because the natural product cannot offer the desired color. The possibilities of adulterated spice powder finding their ways into restaurant kitchens can be eliminated by procuring spice powders from reputed companies directly. Fake products are easily found in the local market and hence, buying directly from distributors and manufacturers is wise since it also reduces procurement costs.

Oils and cooking medium:

Ghee is the most common casualty of adulteration. Due to the high price that ghee- which is clarified butter- commands in the market, some unscrupulous traders adulterate it directly with

cheap palm oil or other substitutes which often go undetected. The problem is easily overcome by buying small tins of ghee or poly packs instead of large ones.

Fish, meat and poultry:

Since these high protein foods are prone to spoilage faster, suppliers tend to use a deadly chemical- Formalin or Formaldehyde- to increase the shelf life. Formalin, Formaldehyde is the same chemicals that are used to preserve human cadavers or parts of the human anatomy in mortuaries and laboratories- because they delay the process of rigor mortis - stiffening of the body- and eventual rotting due to nature. Restaurateurs should know that use of Formalin/ Formaldehyde in preserving fish, meat and poultry products is prohibited by FSSAI. The risk is more with these products since suppliers are not qualified to know the amount of this preservative they inject in fish, chicken and meat.

Alcohol:

Most breweries and distilleries shy away from the problem of spurious or fake alcohol since it mars their good reputation can knock a brand out of market and cause immense problems for the company's share prices in the stock market. The Food and Drug Administration had found fake liquor of known brands sold at wine shops and restaurants across India, though results for Mumbai and Maharashtra were not disclosed. This does not mean that cheap fakes of reputed brands of hard liquor do not exist or are unavailable in Mumbai and its vicinity. Bars and permit rooms that procure their stocks from the open market have to verify the credentials of their supplier or neighborhood wine shop since serving fake liquor can adversely affect a restaurant's image. Worse- serving fake liquor is a punishable offense and unwitting restaurateurs may find themselves pitted against the law for no fault of theirs.

Cleaning agents:

Detergents, phenol, disinfectants, deodorants do not find their way into anybody's alimentary canal unless they are consumed wantonly. Yet, the use of these products in restaurants can have an adverse effect on raw and cooked food. Cleaning agents, disinfectants and deodorants are used commonly at all food outlets worldwide and health authorities are increasingly concerned about the effects of residues of these products on restaurant food. All these items are chemical based but harmless to humans unless consumed. Worldwide, the focus is now shifting towards manufacturing cleaning agents, disinfectants and deodorants that can be used at restaurants and other food outlets that are safer and whose residue causes no harm to humans if consumed indirectly. □

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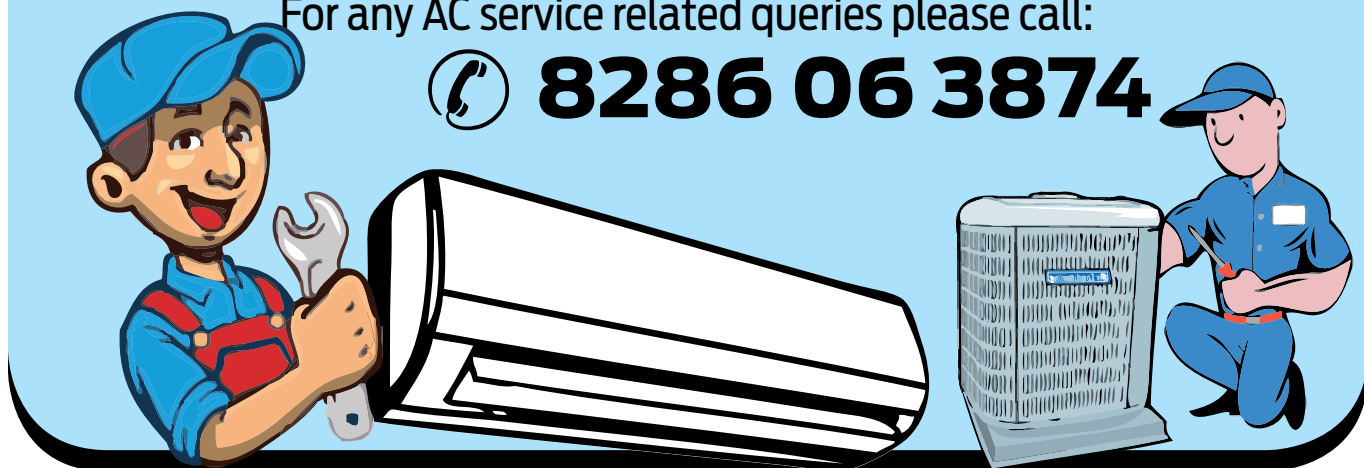
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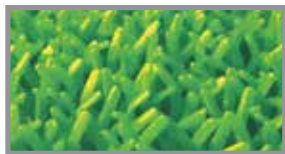
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