

81.9%

(176/215)

Details

Outlet Name	Start Date	End Date	Submitted by
PG Phoenix Pune	14 Jan 2026, 08:56 am	14 Jan 2026, 09:05 am	Admin User

Score By

	Perfect Score	Actual Score	Percentage
SERVICE	15	15	100%
HYGIENE & CLEANLINESS	16	11	69%

	Perfect Score	Actual Score	Percentage
Regulatory Requirement	21	12	57%

	Perfect Score	Actual Score	Percentage
QA Requirement	7	4	57%

	Perfect Score	Actual Score	Percentage
Cleaning and Sanitation	25	15	60%

	Perfect Score	Actual Score	Percentage
Pest Control	13	9	69%

	Perfect Score	Actual Score	Percentage
Production	35	30	86%

	Perfect Score	Actual Score	Percentage
Equipment Condition and Maintenance	31	29	94%

	Perfect Score	Actual Score	Percentage
Receiving And Storage	20	19	95%

	Perfect Score	Actual Score	Percentage
Product Safety	22	22	100%









SCM

100%

Details

	Question	Response
1	OUTLET	No

SERVICE - 100% (15/15)

	Question	Score	Response
1	No expired, fermented and spoilt items found	2/2	Yes
2	Sanitizer for ice cube scoop and table top available and being used	1/1	Yes
3	Beverage system, drink machines, ice machines are clean	2/2	Yes
4	Proper temperature maintained in bain marie (hot and cold)	2/2	Yes
5	Sugar syrup, lemon juice kept in designated bottles and all items tagged	1/1	Yes
6	Food & beverage in conformity.	1/1	Yes
7	All disposable covered	1/1	Yes
8	No scaling observed in Bain Marie, chaffing dishes	1/1	Yes
9	Personal belongings not kept with the food material	1/1	Yes

SERVICE - 100% (15/15) (continued)

	Question	Score	Response
10	Allergen information is mentioned in the Menu	2/2	Yes
11	Gloves are covered and not exposed to dust/splash	1/1	Yes

PERSONAL HYGIENE - 69% (11/16)

	Question	Score	Response
1	Designated hand wash sink with all necessary amenities available at back entrance	3/3	Yes
2	Personal Hygiene of staff maintained/personal hygiene checklist maintained	0/1	No
3	People are cleanly shaven and nails are short & clean. Beard Mask worn by staff with beard	1/1	Yes
4	No eating, drinking, chewing tobacco and smoking in the production / restaurant area.	1/1	Yes
5	No open cuts and wounds	2/2	Yes
6	No wrist band, rings, necklace, watches or jewelery worn in production/restaurant area	1/1	Yes
7	Hands are washed hourly and sanitized with soft care Des E Spray, Tissue paper/ air dryer available	2/2	Yes
8	Uniform of the staff is clean, not torn .	1/1	Yes
9	Staff not touching mouth, nose, eyes, hairs in the production area	0/1	No

PERSONAL HYGIENE - 69% (11/16) (continued)

	Question	Score	Response
10	Lockers & changing area are available for staff	0/1	No
11	Staff washing and sanitizing hands after clearance, handling money, coughing, sneezing etc.	0/1	No
12	Staff wearing hairnets in the production area	0/1	No

REGULATORY REQUIREMENT - 57% (12/21)

	Question	Score	Response
1	FSSAI licence is available and displayed.	3/3	Yes
2	Stamping certificate for weighing scales/Peg Measurement available, displayed near the machine	2/2	Yes
3	Colour coded cutting boards used as per norms and in good condition	0/1	No
4	Hard Copies of MSDS for all cleaning chemicals available, staff aware of it	2/2	Yes
5	Hard Copies of MSDS for Pest Control Chemicals is available, staff aware of it	2/2	Yes
6	FoSTaC Trainer available, certificate displayed	0/2	No
7	Copies of medical records of the staff available	0/3	No
8	Nutrition information is available in the File/Menu/Digital Menu	2/2	Yes
9	Warranty stamped on challans by food vendors as per Form E of FSSAI	1/1	Yes

REGULATORY REQUIREMENT - 57% (12/21) (continued)

	Question	Score	Response
10	No Running water and electricity at the outlets	0/3	No

QA REQUIREMENT - 57% (4/7)

	Question	Score	Response
1	QA and cleaning chemicals SOPs available, staff aware about it.	2/2	Yes
2	Training done by Fostac certified trainers and training records available	0/2	No
3	Proper CA taken and shared of previous audit report	2/2	Yes
4	Agency staff not changing once trained and working as per Cleaning SOPs	0/1	No

CLEANING AND SANITATION - 60% (15/25)

	Question	Score	Response
1	Cleaning schedule displayed and cleaning done as per schedule	1/1	Yes
2	Is the Garbage bins Foot operated, clean/bins as per biodegradable & recyclable basis (colour coded-green, blue, black [hazardous]) and without offensive odor/garbage disposal	1/1	Yes
3	All chemicals are properly labelled & Measuring Cylinder available	2/2	Yes
4	Recommended chemicals, Mops & tools used for cleaning & sanitizing	1/1	Yes
5	Sanitizer in proper strength in fogging jars/spray bottles available	1/1	Yes
6	Chlorine test strips and fogging jar available.	0/1	No
7	Production, store area are cleaned and properly maintained	1/1	Yes
8	Drain, drain covers and grease traps are clean with proper alignment of drain cover	1/1	Yes
9	Wall tiles and floor are clean	0/1	No

CLEANING AND SANITATION - 60% (15/25) (continued)

	Question	Score	Response
10	Area at the back and underneath kitchen equipments clean	1/1	Yes
11	Baskets, working counters, sink maintained clean	1/1	Yes
12	All equipments maintained clean (hoods, filters, range, oven, M/W, D/W, fridges)	0/2	No
13	No blackened pans /patilas & No old tags on cleaned utensils.	0/1	No
14	All gaskets on refrigeration/ freezer units, ice machines, water cooler and hot holding units are properly cleaned	1/1	Yes
15	All crockery and cutlery are free of foul smell	1/1	Yes
16	Aprons, gloves, shoes are available for KST Staff.	1/1	Yes
17	Detergent used as per norms at the dish wash area	0/2	No
18	Adequate stock of cleaning chemicals, sanitisers available	0/2	No

CLEANING AND SANITATION - 60% (15/25) (continued)

	Question	Score	Response
19	Cleaning chemicals are kept securely and away from the food area. It should be kept in a lower rack/level	0/1	No
20	All drain covers are in place.	1/1	Yes
21	Covid Precaution- All high touch points being sanitized frequently	1/1	Yes

PEST CONTROL - 69% (9/13)

	Question	Score	Response
1	Pest Control Service Schedule displayed and followed	2/2	Yes
2	Pest sighting noted and informed to PC agency. If pest infestation is severe, then the outlet to be shut as it will be classified as a Zero tolerance Point	0/3	No
3	No pest droppings	2/2	Yes
4	No damage was caused due to pest problem	2/2	Yes
5	All Fly Catchers and air curtains working, all doors of production area were closed	2/2	Yes
6	All lockers, changing room area, L4 emptied before pest control	0/1	No
7	PC Service Schedule duly filled with remarks from the Ops team	1/1	Yes

PRODUCTION - 86% (30/35)

	Question	Score	Response
1	All working counters cleaned, sanitized before starting the work	0/2	No
2	Clean trays /containers /utensils are used	0/1	No
3	Vegetables are sanitized as per recommended procedure, procedure displayed at BOH	0/2	No
4	All equipments to be used are sanitized in the morning and as per SOP(Cutting boards/knives, tools)	2/2	Yes
5	No expired and spoilt food found in kitchen, chillers or u/c	3/3	Yes
6	All Foods are covered, bear date tag with product name (DOM, DOE)	2/2	Yes
7	No Misbranding/old tag observed	2/2	Yes
8	Veg and Non veg ; raw and cooked food segregated	3/3	Yes
9	All perishable food items are stored as per the designated temperature	3/3	Yes

PRODUCTION - 86% (30/35) (continued)

	Question	Score	Response
10	Colour coded clean kitchen dusters used and dipped in sanitizer-Red for butchery and green for rest of the area.	1/1	Yes
11	No material kept on floor	1/1	Yes
12	Cooking / holding done at right temperature	2/2	Yes
13	Product Quality (after doing sensory of cooked food/chutney etc) good	2/2	Yes
14	Only food handlers handling the food stuff	1/1	Yes
15	Thermometer was available and calibration record maintained	1/1	Yes
16	Cutting boards are clean, free from cuts and scratches	1/1	Yes
17	All food items are properly covered	1/1	Yes
18	All temperature records maintained for deep freezer & chillers	2/2	Yes

PRODUCTION - 86% (30/35) (continued)

	Question	Score	Response
19	Hot and Cold Bain marie temperature in conformity	2/2	Yes
20	Used oil should not be used in cooking further if it is already dark brown and not to be discarded in drain too	1/1	Yes

EQUIPMENT CONDITION AND MAINTENANCE - 94% (29/31)

	Question	Score	Response
1	Equipment well maintained	0/2	No
2	All lights covered with clean light covers	1/1	Yes
3	Light fixtures, cabinet, switch boards, wires and electrical points in good condition	1/1	Yes
4	Display temperature gauges of chillers/freezers available and working	2/2	Yes
5	All chillers/freezers conforming to required temperatures, no variation between internal and display temperature	2/2	Yes
6	All chillers, freezers and under counters are numbered	1/1	Yes
7	All gaskets on refrigeration/ freezer units, ice machines and hot holding units are well maintained	2/2	Yes
8	All fly catchers are clean and UV tubes carry date of beginning of shelf life	1/1	Yes
9	Blowers of all chillers are clean	1/1	Yes

EQUIPMENT CONDITION AND MAINTENANCE - 94% (29/31) (continued)

	Question	Score	Response
10	All kitchen exhausts/ Air curtains working. Air ducts, fresh air vents are cleaned and sanitized on regular basis	2/2	Yes
11	All gas pipes rust free and in good condition. Flame of gas was bluish in colour, Servicing done.	1/1	Yes
12	No rusty/damaged racks	1/1	Yes
13	All cracks, gaps and cervices are checked for and closed	2/2	Yes
14	Trolleys in good condition	1/1	Yes
15	Dishwashing machine working properly and at the right temperature	2/2	Yes
16	RO cleaning/service schedule available, displayed.	1/1	Yes
17	Hot water facility available in pot wash and jet spray area	1/1	Yes
18	Preventive maintenance checklist available.	1/1	Yes

EQUIPMENT CONDITION AND MAINTENANCE - 94% (29/31) (continued)

	Question	Score	Response
19	No safety hazard present in restaurant like open wire, improperly aligned drain grating.	1/1	Yes
20	All equipments are working properly, no broken/damaged or missing parts.	1/1	Yes
21	No Paint peeling off from ceiling or wall.	1/1	Yes
22	No leakage from taps and with proper tap covers.	1/1	Yes
23	Ceilings and shaft door not kept open.	1/1	Yes
24	Duct cleaning done by an external agency. Records available	1/1	Yes

RECEIVING AND STORAGE - 95% (19/20)

	Question	Score	Response
1	Log/challans maintained for incoming material	0/1	No
2	Store maintained clean and organized, gunnysacks/thermacol, news paper not used	1/1	Yes
3	No expired, infested material	2/2	Yes
4	FIFO/FEFO being followed properly, no overstock	2/2	Yes
5	Materials are kept in organised manner	1/1	Yes
6	Food items properly sealed/Containers are labelled and date tag not be pasted on original date tag.	1/1	Yes
7	Food and non food items are kept separately	2/2	Yes
8	Chemicals and toxic materials are kept separately	2/2	Yes
9	Materials not directly kept on floor (6" off the floor)	1/1	Yes

RECEIVING AND STORAGE - 95% (19/20) (continued)

	Question	Score	Response
10	All disposables/Bento boxes/delivery bags were kept covered	1/1	Yes
11	Commissary baskets not being used at the restaurant	1/1	Yes
12	Glass Policy followed	1/1	Yes
13	Black bin is available for hazardous material disposal.	1/1	Yes
14	Freezer/Chiller doors not damaged due to overstuffing/wrong handling.	1/1	Yes
15	Temperature checked for perishable items (milk, chicken.etc)	1/1	Yes
16	All material are sealed and no loose packet in the store	1/1	Yes

PRODUCT SAFETY - 100% (22/22)

	Question	Score	Response
1	Expired items are identified and kept separately	2/2	Yes
2	Food containers are made of stainless steel or food grade plastic	1/1	Yes
3	Stored food/ gloves not exposed to splash, dust or other contamination	1/1	Yes
4	Chipped trays /containers not used	1/1	Yes
5	Gloves are worn while handling ready to eat foods and butchery items	2/2	Yes
6	Potable water is used in production	2/2	Yes
7	Thawing done as per procedure and date and time when thawing started is mentioned	2/2	Yes
8	Separate cutting boards & Knives for veg and non veg items available	2/2	Yes
9	Food is not exposed to danger zone - not left outside the chiller	1/1	Yes

PRODUCT SAFETY - 100% (22/22) (continued)

	Question	Score	Response
10	Approved food ingredients being used	2/2	Yes
11	Right temperature maintained in storage area/Hot Bain Marie/ Cold Bain Marie	1/1	Yes
12	Food items were kept at recommended temperature as per manufacturer's guidelines	1/1	Yes
13	Recommended shelf life followed for all the items and secondary shelf life given after opening. Shelf life chart displayed	1/1	Yes
14	Only one packet of food ingredient opened at a time	1/1	Yes
15	No vendors allowed access to the production area	1/1	Yes
16	Canned foods stored as per norms	1/1	Yes

SCM - 100% (10/10)

	Question	Score	Response
1	All Food / Food Ingredients & Packing Materials provided are as per FSSAI	1/1	Yes
2	Cleaning Chemicals & Cleaning tools are provided	1/1	Yes
3	Food is being transported in clean & temperature controlled vehicle.	2/2	Yes
4	Proper Segregation of Veg & Non veg is maintained while transporting food.	2/2	Yes
5	Food is being transported without any pilfirage or damage	1/1	Yes
6	Food grade certificate for all food contact packing material is available at Warehouse	1/1	Yes
7	Warranty stamped on challans by food vendors as per Form E of FSSAI	1/1	Yes
8	Vehicle is cleaned and sanitized after each delivery with 100 ppm Suma Sink San	1/1	Yes

