

TPA-Catering Checklist

S. No.	TOPICS	DETAILS
1)	Name of Company:	Madhubhan Resort and Spa (Div. of Emtici Engineering Ltd)
2)	Site Address:	Anand Sojitra Road, Vallabh Vidyanagar, Dist.-Anand, Gujarat-388120, India
3)	Office Location (if any)	Anand Sojitra Road, Vallabh Vidyanagar, Dist.-Anand, Gujarat-388120, India
4)	Contact Person	Chef Rakesh Prasad (Corporate Chef)
5)	Phone Number	+91-9727700399
6)	Food Safety Officer	Mr. Yasar Khan
7)	FBO's Representative	Chef Rakesh Prasad (Corporate Chef)
8)	E mail ID	Corp.chef@madhubhan.com
9)	Audit Team	Mr. Yasar Khan
10)	Audit Type & Criteria	<u>Audit Type</u> - Third Party Audit- Food Safety <u>Audit Criteria</u> - Schedule IV of Food Safety and Standard Act 2006
11)	Scope as per Audit Plan	Preparation and Serving of Hot and Cold Food & Beverages
12)	FSSAI License Number and Validity	<u>FSSAI License Number</u> - 10015021001688, Central License Issued on 02/10/2023 (Modified license) Valid up to 12/08/2025
13)	Date of Audit	06 th November & 07 th November 2023
14)	No. of Food Handlers (A food handler is a person who directly handles (stores/purchase/ receive/serve/maintains) Packaged or Unpackaged Food, Food Equipment or Utensils or Food Contact surfaces and is therefore expected to comply with Food Hygiene requirements)	98

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15)	Audit Man days	1.5 Man Days
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Indicate the following– Compliance(C), Noncompliance (NC), Partial Compliance(PC) or Not Applicable (NA)

S.No.	Audit Question	Max Score	Score obtained	NC		Comment (Compliance)/ (Partial Compliance) / (Not Applicable)
				Major	Minor	
I. FSSAI LICENSE						
1.	Food establishment has an updated FSSAI license and is displayed at a prominent location	2	2	Nil	Nil	<p>Verified, updated FSSAI license found available.</p> <p>Name of Licensee- Madhubhan Resort and Spa (Div. of Emtici Engineering Ltd)</p> <p>FSSAI License Number-10015021001688, Central License</p> <p>Issued on 02/10/2023 (Modified license)</p> <p>Valid up to 12/08/2025</p> <p>Kind of Business- Food Services: Hotel, Proprietary food, Wholesaler.</p> <p>Category Covered-</p> <p>01- Daily products and analogues, excluding products of food category 2.0</p> <p>07- Bakery Products</p> <p>14- Beverages, excluding dairy products</p> <p>15- Ready to eat savories</p> <p>16- Prepared Foods</p> <p>FSSAI FOSCOS License found displayed at Entrance of Dining Area &</p>

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						Restaurant Kitchen.
Overall Findings of the section: <i>Section found in compliance</i>						
II. DESIGN & FACILITIES						
2.	The design of food premises provides adequate working space; permit maintenance & cleaning to prevent the entry of dirt, dust & pests.	2	2	Nil	Nil	Verified that Premises have adequate working space, permit maintenance & cleaning to prevent the entry of dirt, dust and pests. Doors found closed properly to prevent the entry of pest, dirt and dust entry.
3.	The internal structure & fittings are made of non-toxic and impermeable material.	2	2	Nil	Nil	Verified that the internal structure & fittings are made of non-toxic and impermeable material.
4.	Walls, ceilings & doors are free from flaking paint or plaster, condensation & shedding particles.	2	2	Nil	Nil	Verified that walls, ceilings & doors are found free from flaking paint or plaster, condensation & shedding particles.
5.	Floors are non-absorbent, non-slippery & sloped appropriately.	2	2	Nil	Nil	Floors found non-absorbent, non-slippery & sloped appropriately.
6.	Windows are kept closed & fitted with insect proof screen when opening to external environment.	2	2	Nil	Nil	Sliding doors found available in the kitchen which found closed and fitted with insect proof screen. There is no exposure of sliding doors to external environment.
7.	Doors are smooth and non-absorbent. Suitable precautions have been taken prevent entry of pests.	2	2	Nil	Nil	Doors found smooth and non-absorbent. Electrocutors & Roda Boxes found available at the main entrance area of restaurant kitchen, receiving area, raw

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						material Store to prevent entry of pests.
8.*	<i>Potable water (meeting standards of IS:10500 & tested semi-annually with records maintained thereof) is used as product ingredient or in contact with food or food contact surface.</i>	4	2	Nil	Nil	<p>External Test report of water used for processing and cleaning of equipment verified.</p> <p>Nature of sample- Drinking Water</p> <p>Laboratory- Gujarat Laboratory, Ahmedabad</p> <p>Reference Number- GL/03231026037</p> <p>NABL No. TC-5961</p> <p>Report date- 31/10/2023</p> <p>Complied to IS 10500:2012</p> <p>Parameters covered- Chemical, Pesticide residues, Microbiological, and Heavy Metals</p> <p>Frequency of test- Semiannually.</p> <p>External test report of water also verified dated 26/06/2023.</p> <p>Nature of sample- Drinking Water</p> <p>Laboratory- Gujarat Laboratory, Ahmedabad</p> <p>Reference Number- GL/03230620016.</p> <p>NABL No. TC-5961</p> <p>Report date- 26/06/2023</p> <p>Complied to IS 10500:2012</p> <p>Parameters covered- Chemical, Pesticide residues, Microbiological,</p>

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						and Heavy Metals
9.	Equipment and containers are made of non-toxic, impervious, non-corrosive material which is easy to clean & disinfect.	2	2	Nil	Nil	Equipment such as Frying pans, Sause pan, vessels and containers found made of SS 304 grade and non-corrosive material which is easy to clean.
10.	Adequate facilities for heating, cooling, refrigeration and freezing food & facilitate monitoring of temperature.	2	2	Nil	Nil	Adequate facilities found available for heating, cooling, refrigeration & freezing foods at Raw Material Store & Kitchen area. Cold room & deep freezer temperature record ref: MRS/FSMS/CUL/FDSTR-R01 found available and verified dated 31/10/2023, done by Mr. Sandeep Patel (Area In charge) and verified by Mr. Shilp (Chef in charge).
11.	Premise has enough lighting. Lighting fixtures are protected to prevent contamination on breakage.	2	2	Nil	Nil	Verified that there is adequate lighting by artificial source with 550 lux found in all area covering restaurant kitchen, raw material storage, dining area. Lighting fixtures found protected to prevent contamination on breakage.
12.	Adequate ventilation is provided within the premises.	2	2	Nil	Nil	Adequate ventilation found available within premises through Air Handling Unit (AHU) and Exhaust Fans.
13.	An adequate storage facility for food, packaging materials,	2	1	PC		Adequate and separate storage facility found available for High-Risk

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	chemicals, personnel items etc. is available.					Food, Personnel Protective Equipment and Chemicals. PC- Storage area for packaging material & raw material storage not found adequate as packaging material & raw material storage found stored along the wall.
14.	Personnel hygiene facilities are available including adequate number of hands washing facilities, toilets, change rooms for employees.	2	2	Nil	Nil	Hand washing facility found available and proper procedure of hand washing found display. Separate toilets and change room facility found available for male and female workers. Briefing log book for personal hygiene found available and verified dated 28/10/2023 covering check point such as cleaning, grooming etc. Daily Hygiene checklist also verified for main kitchen dated 29/10/2023.
15.	Food material is tested either through internal laboratory or through an accredited lab. Check for records.	2	1		PC	Food material i.e.; Paneer Khada Masala found tested from External NABL accredited laboratory. Laboratory name- Gujarat Laboratory, Ahmedabad NABL No. TC-5961 Report date- 19/10/2023 Parameter covered- Microbiological i.e., Coliform count, E. Coli, Salmonella, TPC, Yeast & Mold Count. Frequency of test- Verified

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						<p>every month. Food material i.e.; Achari Paneer found tested from External NABL accredited laboratory. Laboratory name- Gujarat Laboratory, Ahmedabad NABL No. TC-5961 Report date- 18/09/2023 Parameter covered- Microbiological i.e., Coliform count, E. Coli, Salmonella, TPC, Yeast & Mold Count. Last year partial compliance closure not found available. <u>PC-</u> Chemical parameters not found covered in external food test report verified dated 19/10/2023 & 18/09/2023 from Gujarat Laboratory with NABL certificate number TC-5961.</p>
<p>Overall Findings of the section: One Partial compliance found in section 13 & One Partial compliance found in section 15. Rest all sections found in compliance.</p>						
<p>III. CONTROL OF OPERATIONS</p>						
16.	Incoming material is procured as per internally laid down specification from approved vendors. Check for records (like certificate of analysis, Form E, specifications, name	2	2	Nil	Nil	<p>Incoming material found procured only from approved suppliers. Approved Supplier list found available Including Name, Address, updated FSSAI license number of suppliers, validity, contact number, mobile number, email address. Sea foods found received</p>

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	and address of the supplier, batch no., mfg., use by/expiry date, quantity procured etc.)					from Shiva foods, Ahmedabad, Gujarat. FSSAI State License No. 10715026000375, valid up to 20/05/2025. Vegetables found received from Jay Ambe, Vadodara Gujarat. FSSAI registration number 20722032001825, valid up to 14/06/2024.
17.	Raw materials are inspected at the time of receiving for food safety hazards. (Farm produce like vegetables, fruits, eggs etc. must be checked for spoilage and accepted only in good condition)	2	2	Nil	Nil	All raw materials including Perishable and Non-perishable products found inspected & verified during receiving by Mr. Santosh Machhi (Receiving in Charge, Store). Vegetables, fruits, eggs found checked for spoilage, Food rejection and replacement record ref: MRS/FSMS/PUR/FRF-R0 3 for Cheese slice from Supplier Zero Degree, Anand, Gujarat found available and verified dated 26/10/2023.
18.	Incoming material, semi or final products are stored according to their temperature requirement in a hygienic environment to avoid deterioration and protect from contamination. FIFO & FEFO is practiced.	2	2	Nil	Nil	FIFO & FEFO system found in practiced for incoming material, semi prepared or final products at storage. Verified onsite that foods of animal origin and vegetable products such as milk and tomato found received and stored at 4°

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	(Foods of animal origin are stored at a temperature less than or equal to 4°C)					Veg & Non-Veg Items found stored separately in a hygienic environment to avoid deterioration and protect from contamination.
19.	All raw materials are cleaned thoroughly before food preparation.	2	2	Nil	Nil	All Fruits and vegetable products washed with 50 ppm chlorine water solution for 45 second to 01 minute and rinse with fresh water.
20.	Proper segregation of raw, cooked; vegetarian and non-vegetarian food is done.	2	2	Nil	Nil	Segregated Area for Raw & Cooked Items having proper identification found available. Cold chamber i.e., Deep freezer found available for Veg and Non-veg Items with separate wracks.
21.	All the equipment is adequately sanitized before and after food preparation.	2	2	Nil	Nil	Equipment found adequately sanitized before and after preparation by three sink method.
22.*	<i>Frozen food is thawed hygienically. No thawed food is stored for later use. (Meat, Fish and poultry is thawed in refrigerator at 5°C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15 °C or below within 90 minutes.</i>	4	4	Nil	Nil	Butchery thawing control-safe defrosting record ref: MRS-FSMS-BTCR-12 dated 31/10/2023 found available and verified that frozen food i.e., mutton curry found thawed hygienically and at 2°C for 12 hours. No thawed food found stored for later use.
23.*	<i>Vegetarian items are</i>	4	4	Nil	Nil	Verified onsite that

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	<i>cooked to a minimum of 60°C for 10 minutes or 65°C for 2 minutes core food temperature. Non vegetarian items are cooked for a minimum of 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 15 seconds core food temperature.</i>					vegetarian item i.e., Paneer Makhni found cooked at 66° Celsius for 5 minutes. Verified that non-vegetarian items i.e., Lagan ka ghost found cooked at 70° Celsius for 5 minutes.
24.*	<i>Cooked food intended for refrigeration is cooled appropriately. (High risk food is cooled from 60°C to 21°C within 2 hours or less and further cooled to 5o C within two hours or less.)</i>	4	4	Nil	Nil	Cooked food intended for refrigeration found cooled appropriately from 60°C to 21°C within 2 hours and then till 4°C within 2 hours. Temperature log sheet for processed hot food found available and verified for Sambhar dated 30/10/2023.
25.	Food portioning is done in hygienic conditions. High risk food is portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food is portioned below 15 °C.	2	2	Nil	Nil	Food portioning found done in hygienic conditions. High risk food found portioned in a refrigerated area and refrigerated within 30 minutes.
26.*	<i>Hot food intended for consumption is held</i>	4	4	Nil	Nil	Verified hot food intended for consumption i.e., Malai

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	<i>at 65 degree Celsius and non-vegetarian food intended for consumption is held at 70°C. Cold foods are maintained at 5°C or below and frozen products are held at -18°C or below. (*Hot food is kept above 65°C and cold food is kept below 5°C but below 10°C upto 42 hours for not more than two hours only once.)</i>					methi ki makki found held at 74.5° Celsius and non-vegetarian food intended for consumption i.e., lagan ka ghost found held at 79° Celsius. Verified onsite that frozen product such as fish found held at minus 22° C in the deep freezer.
27.*	<i>Reheating is done appropriately and no indirect of reheating such as adding hot water or reheating under bainmaire or reheating under lamp are being used. (The core temperature of food reaches 75°C and is reheated for at least 2 minutes at this temperature.)</i>	4	4	Nil	Nil	Reheating found done appropriately on gas stove flame and no indirect of reheating such as adding hot water or reheating under bain-marie or reheating under lamp found used. Record verified for temperature log sheet for reheating process- hot food dated 01/11/2023 for vegetarian lasgna, done by Mr. Avinash (Section in charge) and verified by Mr. Mayank (Executive Chef).
28	Oil being used is suitable for cooking purposes is being used. Periodic verification of fat and oil by checking the color, the flavor and	2	2	Nil	Nil	Figaro olive oil & Sunflower oil found used for cooking purpose. During onsite interview with Chef Shilp, verified that oil not used more than twice.

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	floated elements is being done.					Record for handling and disposal of used cooking found available and verified dated 31/10/2023.
29.*	<i>Vehicle intended for food transportation are kept clean and maintained in good repair & are maintain at required temperature. (Hot foods are held at 65°C, cold foods at 5°C and frozen item -18°C during transportation or transported within 2 hours of food preparation).</i>	4	4	Nil	Nil	Vehicle intended for food transportation (receiving) found clean and maintained in good repair. Vehicle receiving temperature record ref: H8173-NA RO found available and verified dated 01/11/2023 for paneer and found 5°C.
30.	Food and non-food products transported at same time in the same vehicle is separated adequately to avoid any risk to food.	2	2	Nil	Nil	Food & Non-food product such as cleaning agent found received separately with approved suppliers.
31.	Cutlery, crockery used for serving and dinner accompaniments at dining service are clean and sanitized free form unhygienic matters.	2	2	Nil	Nil	Cutlery, crockery used for serving and lunch accompaniments at lunch service found clean and sanitized in hygienic manners.
32.	Packaging and wrapping material coming in contact	2	2	Nil	Nil	Food grade material i.e.; biodegradable cling film procured from approved

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	with food is clean and of food grade quality.					supplier. Supplier name- Shree pragya techpack private limited, Vadodara. Food grade certificate & test report verified for biodegradable cling film dated 15/06/2022 from Intertek, Ahmedabad.
Overall Findings of the section: <i>Section found in compliance</i>						
IV. MAINTENANCE & SANITATION						
33.	Cleaning of equipment, food premises is done as per cleaning schedule & cleaning programme. There should be no stagnation of water in food zones.	2	2	Nil	Nil	<p>Kitchen equipment list found available.</p> <p>Cleaning program for equipment and food premises found available and verified.</p> <p>Cleaning of equipment, food premises found done as per cleaning schedule & cleaning programme. Frequency of cleaning defined- Daily</p> <p>Cleaning record for main kitchen found available and verified dated 04/11/2023.</p> <p>Cleaning record verified for ice cream machine dated 06/11/2023.</p>
34.	Preventive maintenance of equipment and machinery are carried out regularly as per the instructions of the manufacturer. Check for records.	2	2	Nil	Nil	<p>Equipment list found maintained.</p> <p>Preventive maintenance of equipment and machinery found carried out regularly as per defined program. Frequency defined- Monthly.</p>

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						Preventive maintenance checklist ref: KITE0001 found available and verified for rational combi oven dated 24/10/2023, done by Mr. Nikesh (Technician) & verified by Mr. Bhadresh Patel (In charge).
35.	Measuring & monitoring devices are calibrated periodically.	2	2	Nil	Nil	Calibration record of temperature Sensor with controller (Refrigerator), Location- Main Kitchen found calibrated from Unitech Technocrats Pvt. Ltd. Vadodara, Gujarat on dated 16/10/2023, next due date 12/10/2024 with Certificate No. UTPL/10-23/T/0637.
36.	Pest control program is available & pest control activities are carried out by trained and experienced personnel. Check for records.	2	2	Nil	Nil	Pest control contract agreement found available dated 16/11/2022 valid up to 15/11/2023 by Green Pest Control, Vadodara, Gujarat. Order number MRSAMC/22-23/11. Services defined- General disinfection, rodent control, lizard control, fly control, mosquito, cockroach treatment, snake control, bedbug treatment. Pest control activities are carried out by trained & experienced personnel. Training certificate verified for Pest control personnel Mr. Balwant Parmar, dated

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						12/08/2023. Verified Pest control service record for the month of October. Standard operating procedure for pest control services found available with agreement.
37.*	No signs of pest activity or infestation in premises (eggs, larvae, feces etc.)	4	4	Nil	Nil	Verified no signs of pest activity or infestation found in hotel premises.
38.	Drains are designed to meet expected flow loads and equipped with grease and cockroach traps to capture contaminants and pests.	2	2	Nil	Nil	Drains found designed to meet expected flow loads and equipped with mesh to protect from contaminants.
39.	Food waste and other refuse are removed periodically from food handling areas to avoid accumulation.	2	2	Nil	Nil	Food waste and other refuse found such as dry wastage removed periodically from food handling areas to avoid accumulation Record for removal of food waste and other refuse verified dated 02/11/2023. Verified frequency- Daily
Overall Findings of the section: <i>Section found in compliance</i>						
V.	PERSONAL HYGIENE					
40.	Annual medical examination & inoculation of food handlers against the enteric group of diseases as per recommended	2	2	Nil	Nil	Annual Medical Certificate as per schedule IV of FSSAI from registered doctor done for all employees, AMC verified for Mr. Anant Raghunath Patro (Assistant Banquet

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	<p>schedule of the vaccine is done. Check for records.</p>					<p>Manager) & Mr. Rakeshprashad P Prasad (Corporate Chef) dated 20/10/2023 examined by Dr. Rushirajsinh A. Vala, MBBS, CIH, Anand, Gujarat, Registration number- G47375. Eye, Physical and mental fitness of worker verified through annual medical certificate Hepatitis B vaccine (Typhoid) certificate found available and verified for Mr. Shilp P Shah & Mr. Rakesh (Corp Chef) dated 06/11/2023.</p>
41.	<p>No person suffering from a disease or illness or with open wounds or burns is involved in handling of food or materials which come in contact with food.</p>	2	2	Nil	Nil	<p>Verified onsite that no person suffering from a disease or illness or with open wounds or burns is involved in handling of food or materials which come in contact with food.</p>
42.*	<p><i>Food handlers maintain personal cleanliness (clean clothes, trimmed nails & water proof bandage etc.) and personal behavior (hand washing, no loose jewellery, no smoking, no spitting etc.)</i></p>	4	4	Nil	Nil	<p>Yes, this is verified onsite that all the food handlers maintain personal cleanliness, no loose jewellery, no smoking, no spitting were observed. Daily personal hygiene monitoring record verified on dated 15/10/2023.</p>

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43.	Food handlers are equipped with suitable aprons, gloves, headgear, etc.; wherever necessary.	2	2	Nil	Nil	Food handlers found equipped with suitable aprons, shoe cover and head cover.
Overall Findings of the section: <i>Section found in compliance</i>						
VI.	TRAINING & RECORDS KEEPING					
44.	Internal / External audit of the system is done periodically. Check for records.	2	2	Nil	Nil	Procedure for internal audit found maintain and verified. Verified documented internal audit named as Unannounced monthly hygiene inspection report for main kitchen on dated 14/09/2023. Name of internal auditors- Mr. Nimit (F&B manager), Mr. Chanchlesh (HR) & Mr. Mukesh (Financial controller). No NC raised during internal audit.
45.	Food Business has an effective consumer complaints redressal mechanism.	2	2	Nil	Nil	Complaint redressed mechanism found available i.e., through repup online review system and through toll free number 18002339009 or visit www.madhubhan.com . Customer complaints record found available and verified dated 01/10/2023.
46.	Food handlers have the necessary knowledge and skills & trained to handle food safely. Check for	2	2	Nil	Nil	Verified that food handlers have the necessary knowledge and skills & trained to handle food safely.

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	training records.					<p>Internal training on topic Vegetable sanitization conducted dated 20/10/2023 by Ms. Jayanti (Sous Chef). Effectiveness verified through verbal interview.</p> <p>FoSTaC Training Certificate of Mr. Rahul Singh (Chef de Partie) & Mr. Kulwant (Chef de Partie) verified dated 24/03/2023, conducted by Centre for public health and food safety, Delhi.</p> <p>Topic Covered- Catering & Covid- Food Safety Supervisor.</p>
47.*	<i>Appropriate documentation & records are available and retained for a period of one year, whichever is more.</i>	4	4	Nil	Nil	<p>One year retention time defined for records and found available.</p> <p>External Test Reports, Calibration records, dispose off record, Pest Agreement found kept for time of one year.</p>
<p>Overall Findings of the section: <i>Section found in compliance</i></p>						

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Positive Findings:

- Well defined procedures to produce safety foods.
- Well qualified and experienced team.
- Well designed and maintained infrastructure to provide safe environment for preparation of quality and hygienic food.

Overall Findings of the Section:

- One Partial compliance found in section 13 i.e., Storage area for packaging material & raw material storage not found adequate as packaging material & raw material storage found stored along the wall.
- One Partial compliance found in section 15 i.e., Chemical parameters not found covered in external food test report verified dated 19/10/2023 & 18/09/2023 from Gujarat Laboratory with NABL certificate number TC-5961.

Opportunity for Improvement Suggested:

- Work instructions need to be displayed in Hindi & local language.

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CONCLUSIONS

S.No.	Parameters	Maximum Score	Score Obtained
1.	FSSAI license	02	02
2.	Design & Facilities	30	28
3.	Control of Operations	46	46
4.	Maintenance & Sanitation	16	16
5.	Personal Hygiene	10	10
6.	Training & Records Keeping	10	10
	TOTAL	114	112
	Final Grade by Food Safety Officer	A+	

Asterisk mark (*) questions may significantly impact food safety & therefore must be addressed as a priority. Failure in any of the asterisk mark questions, will lead to Non-compliance

GRADING-

- A+ 100-114 Compliance- Exemplar
- A 91-99 Compliance/Satisfactory
- B 77-90 Needs Improvement
- No Grade <77 Non-Compliance

Score Obtained	Frequency fall under	Next Due Date of Audit
112	A+	Before 06/11/2024

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ONECERT

Ykhan



Signature of Food Safety Officer

Date: 10/11/2023