

# County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



## OFFICIAL INSPECTION REPORT

Facility FA0213471 - URBAN GRILL INDIAN CUISINE		Site Address 1214 APOLLO WY 404B, SUNNYVALE, CA 94085		Inspection Date 06/23/2026	
Program PR0305999 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name SRINIVA VEJALLA		Inspection Time 12:00 - 14:55
Inspected By KATHY VO	Inspection Type ROUTINE INSPECTION		Consent By MANOJ	FSC Not Available	

Placard Color & Score
RED
43

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification			X				
K02 Communicable disease; reporting/restriction/exclusion	X						
K03 No discharge from eyes, nose, mouth	X						
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly	X						
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures		X		X			
K08 Time as a public health control; procedures & records		X		X			
K09 Proper cooling methods			X				
K10 Proper cooking time & temperatures	X						N
K11 Proper reheating procedures for hot holding	X						
K12 Returned and reservice of food	X						
K13 Food in good condition, safe, unadulterated	X						
K14 Food contact surfaces clean, sanitized			X				N
K15 Food obtained from approved source	X						
K16 Compliance with shell stock tags, condition, display						X	
K17 Compliance with Gulf Oyster Regulations						X	
K18 Compliance with variance/ROP/HACCP Plan						X	
K19 Consumer advisory for raw or undercooked foods						X	
K20 Licensed health care facilities/schools: prohibited foods not being offered						X	
K21 Hot and cold water available	X						
K22 Sewage and wastewater properly disposed		X					
K23 No rodents, insects, birds, or animals		X					N

GOOD RETAIL PRACTICES	OUT	COS
K24 Person in charge present and performing duties		
K25 Proper personal cleanliness and hair restraints		
K26 Approved thawing methods used; frozen food		
K27 Food separated and protected	X	
K28 Fruits and vegetables washed		
K29 Toxic substances properly identified, stored, used		
K30 Food storage: food storage containers identified	X	
K31 Consumer self service does prevent contamination		
K32 Food properly labeled and honestly presented		
K33 Nonfood contact surfaces clean	X	
K34 Warewash facilities: installed/maintained; test strips	X	
K35 Equipment, utensils: Approved, in good repair, adequate capacity	X	
K36 Equipment, utensils, linens: Proper storage and use	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use		
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored		
K41 Plumbing approved, installed, in good repair; proper backflow devices		
K42 Garbage & refuse properly disposed; facilities maintained		
K43 Toilet facilities: properly constructed, supplied, cleaned		
K44 Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
K45 Floor, walls, ceilings: built, maintained, clean	X	
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

## Comments and Observations

### Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

**Inspector Observations: *\*\*REPEAT VIOLATION\*\* Measured multiple foods outside of proper holding temperatures:***

- 1) In the 2-door preparation unit and side countertop cooler, measured all foods from 58-60F. Per employee, foods were relocated from the walk-in cooler more than 4 hours prior to temperature measurement.**
  - 2) In the kitchen, measured paneer, fried cauliflower, and fried chicken from 77-98F. Per employee, foods are cooked less than 1 hour prior to temperature measurement, kept at holding temperature, then cooked again for service.**
  - 3) At the buffet service line, measured yogurt sauces at 62F. Per employee, buffet line was stocked less than 1 hour prior to temperature measurement. Per employee, cold foods are typically kept in ice bath.**
- [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above.**  
**[SA] Facility closed during inspection. All food shall be discarded. Added fried foods to TPHC documentation during inspection.**

Follow-up By  
06/30/2026

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

- Inspector Observations: *Observed facility is not time marking biryani rice as per documented TPHC procedures.***  
**[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review. [SA] Facility closed during inspection. All food shall be discarded.**

Follow-up By  
06/30/2026

K22 - 8 Points - Sewage and wastewater improperly disposed; 114197

- Inspector Observations: *Observed the 3-compartment sink and drainpipe from the 3-compartment sink are actively leaking whenever in use. The wastewater is overflowing onto the floor underneath the sink. [CA] Food facility shall not operate if there is liquid waste or sewage overflowing or backing up in the food facility. The food facility, or impacted areas, shall remain closed until all plumbing problems have been corrected and all contaminated surfaces have been cleaned and sanitized.***

Follow-up By  
06/30/2026

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

- Inspector Observations: 1. Observed Vermin: Documented in the following areas: Live mouse found in the bait station in the counter of the bar area. Numerous rodent droppings in the shelving at the bar area and inside the planter boxes in the front service area.**  
**2. Photographs: Taken for documentation purposes.**  
**3. Supervisor Notified: Anjani Sircar.**  
**4. Notification: The persons in charge during inspection, Manoj and Arun, have been informed that the facility must close immediately.**

Follow-up By  
06/30/2026

**[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.**

### Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

- Inspector Observations: *\*\*REPEAT VIOLATION\*\* 1. Facility lacks active food safety manager's certification. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.***

- 2. Facility lacks food handler cards for actively working employees. [CA] All food handlers shall maintain an active food handler's card for the duration of their employment. Food handler cards shall be available for review at all times.**

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K09 - 3 Points - Improper cooling methods; 114002, 114002.1

**Inspector Observations: Observed foods cooling while fully covered in plastic wrapping. Observed condensation on the inside of the plastic wrapping. [CA] Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.**

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

**Inspector Observations: Measured the chlorine sanitizer concentration in the mechanical dishwasher at 25 ppm. [CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a chlorine concentration of 50 ppm, or as per manufacturer's specifications.**

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

**Inspector Observations: 1) Observed facility has a self-service buffet line with multiple individual holding units. Per PIC, the units are self-closing. All units are open at the time of inspection and are not shielded by a sneeze guard at the time of inspection. [CA] Food on display shall be protected from cross-contamination, by the use of an approved sneeze guard that intercept a direct line between the consumer's mouth and the food being displayed.**

**2) Observed multiple bulk rice bags, dry ingredient bags, and spice containers throughout the facility are open and uncovered. [CA] After opening, bulk foods shall be transferred to approved, food grade containers with tight fitting lids.**

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

**Inspector Observations: Observed storage of foods directly on the floor in the kitchen and in the walk-in cooler. [CA] Food shall be stored six inches above the floor to prevent contamination and facilitate ease of cleaning.**

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

**Inspector Observations: Observed accumulation of dust and grease in the ventilation hoods above cook line. Observed accumulation of grime and grease throughout equipment at the cook line. [CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.**

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

**Inspector Observations: Facility lacks appropriate testing strips for sanitizer of choice. [CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.**

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

**Inspector Observations: 1) Observed facility is using unapproved holding units at the buffet service line. (Brand is unknown. Appears to be international (written in Chinese).) [CA] Installation of new equipment shall obtain approval from this Department. All utensils and equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation).**

**2) Measured the ambient temperature of the 2-door preparation unit at 65F. [CA] Refrigeration units shall maintain foods at 41F or below. Discontinue storage of Potentially Hazardous Foods until the unit is repaired.**

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

**Inspector Observations: Observed multiple bowls without handles used as scoops inside foods (i.e biryani) and bulk ingredient bins. [CA] Provide approved utensils with handles to prevent direct hand contamination.**

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

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**Inspector Observations: 1) Observed back door into the kitchen propped open at the time of inspection. [CA] Keep back door closed at all times. The facility shall be fully enclosed to prevent pest entrance and harborage.**

**2) Observed unused ice machine stored in the kitchen area. [CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.**

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

**Inspector Observations: 1) Observed accumulation of water on the floor by the warewashing area. [CA] Floors shall be routinely cleaned.**

**2) Observed multiple cracked and broken tiles in the floor between the kitchen and warewashing area. Observed accumulation of standing water inside the gap. [CA] Replace broken floor tiles with a smooth and of durable construction and nonabsorbent material that is easily cleanable.**

## Performance-Based Inspection Questions

Needs Improvement - No rodents, insects, birds, or animals.

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Proper cooking time & temperatures.

## Measured Observations

Item	Location	Measurement	Comments
butter chicken	2-door preparation unit	60.00 Fahrenheit	
water	handwash sink (restroom)	100.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
fried chicken	preparation counter	98.00 Fahrenheit	
water	3-compartment sink	120.00 Fahrenheit	
sanitizer (chlorine)	mechanical dishwasher	25.00 PPM	
mango lassi	2-door upright cooler (front)	41.00 Fahrenheit	
ambient	walk-in freezer	13.00 Fahrenheit	
paneer	preparation counter	88.00 Fahrenheit	
curry	2-door upright cooler	41.00 Fahrenheit	
rice	buffet self-service	142.00 Fahrenheit	
raw chicken	walk-in cooler	41.00 Fahrenheit	
butter chicken	stovetop	92.00 Fahrenheit	92-129F
fried cauliflower	preparation rack	77.00 Fahrenheit	
biryani	preparation counter	147.00 Fahrenheit	
water	preparation sink	120.00 Fahrenheit	
palak	countertop cooler	58.00 Fahrenheit	
yogurt	buffet self-service	62.00 Fahrenheit	

## Overall Comments:

**The facility is hereby CLOSED by this department due to improper sewage disposal (see violation K22) and evidence of vermin infestation (see violation K23). The facility is required to cease operations immediately and must remain closed until all corrective actions below are completed.**

### **Requirements Before Reopening:**

- 1. Complete and sign the provided re-opening checklist.**
- 2. Obtain pest control services and a copy of the latest pest control report from a licensed provider.**
- 3. Submit the re-opening checklist and latest pest control report to district specialist (kathy.vo@deh.sccgov.org) or DEH main line (dehweb@deh.sccgov.org or 408-918-3400). Upon review, district specialist will schedule the follow-up inspection.**

**Per PIC, facility receives biweekly pest control services. Reviewed pest control services report from 6/19/2026 by 360 Pest Management. Report noted entry points and mice activity in the facility.**

**NOTE: A period of 24 hours from this inspection shall pass before requesting a follow-up inspection. Pest control treatments may require a sufficient amount of contact time to be effective.**

**- A follow-up inspection to verify compliance of major violations will be conducted upon facility request. The first follow-up**

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*inspection is free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$282/hour (one hour minimum) during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 (minimum of two hours) during non-business hours, and upon inspector availability.*

*- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.*

*- A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.*

## CLOSURE / PERMIT SUSPENSION NOTICE

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **7/7/2026**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

**Legend:**

- [CA] Corrective Action
- [COS] Corrected on Site
- [N] Needs Improvement
- [NA] Not Applicable
- [NO] Not Observed
- [PBI] Performance-based Inspection
- [PHF] Potentially Hazardous Food
- [PIC] Person in Charge
- [PPM] Part per Million
- [S] Satisfactory
- [SA] Suitable Alternative
- [TPHC] Time as a Public Health Control




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**Received By:** AJ Ravi  
Chef

**Signed On:** June 23, 2026