**AUDIT OBSERVATION OF MOHAN MOTOR UDYOG PVT LTD. (BANGAON)**

1. DAY OF THE VISIT IS MONDAY, 24TH JUNE, 2013.
2. THE CONTACT PERSON IS MR. MANAS HALDER. (SALES EXECUTIVE) (MOBILE. NO. 9007013793). DUE TO ABSENT OF SALES MANAGER MR. SUBRATA DUTTA. (MOBILE. NO. -- 9007013625).
3. ALL PAPERWORKS ARE DONE BY MOHAN MOTOR UDYOG PVT LTD (A.J.C.BOSE ROAD). THE E-OUTLET HAS ONLY ITS DELIVERY REGISTER AND TEST DRIVE REGISTER WHICH IS MAINTAINED ON A DAILY BASIS.
4. ALL DELIVERIES ARE MADE IN FRONT OF THE SHOWROOM. BECAUSE THE SHOWROOM AREA IS AROUND 1000 SQFT AND THE WORKSHOP IS AROUND 3000 SQFT.
5. THE E-OUTLET HAS SPACE FOR 6 CARS FOR DISPLAY (MANLY OMNI E-EECO, ALTO800, ALTO K-10, ZEN ESTILO.) AND THE WORK SHOP CAN PLACE AROUND 6 -7 CARS AT A TIME.
6. THE E-OUTLET HAS ITS OWN ACCESSORIES DEPARTMENT AND THE STOCK IS UPDATED REGULARLY BY THE HEAD OFFICE (i.e. MOHAN MOTOR A.J.C. BOSE ROAD). IN ACCESSORIES MAINLY - SOUND SYSTEM, BODY COVER, & SEAT – COVER**.**
7. MARUTI OMNI E, EECO AND ALL VARIENTS OF ALTO (i.e., 800, K-10) ARE SOLD IN MAXIMUM NUMBERS FOLLOWED BY WAGON-R, ESTILO, SWIFT. OMNI E IS THE HIGHEST SELLING CAR. BUT DUE TO SOME CHANGES IN L.P.G. REGISTRATION PROCEDURE, THE NUMBER OF SALES WENT DOWN FOR COUPLE OF MONTH.
8. DELIVRY DATE OF CAR, OR TENTATIVE DELIVERY DATE- IT SHALL BE AVAILABLE 7-10 WORKING DAYS, WITH REGISTRATION COMPLETE.
9. THEY ORGANISE ROAD SHOWS, LOAN MELA, VISIT TO BANKS AND OTHER INSTITUTIONS, PERSONAL HOME VISIT ARE THE MAIN EVENT TO REACH TO THE PROSPECTIVE CUSTOMER. THE OUTLET FOCUSES MAINLY THIS TYPE OF EVENTS. THEY HAVE ARRANGED 13-14 EVENTS IN A MONTH. BUT THEY MAIN FOCUS RECENTLY ON HOME VISIT, TO INCREASE THEIR SALES.
10. THE CARS ARE BEING DELIVERED WITH PROPER REGISTRATION, ALL THE REGISTRATION WORK DONE BY BARASAT REGISTRATION OFFICE.
11. THE AREA IS FILLED WITH A LARGE NUMBER OF CAR-RENTER, BRICK FIELDER, & FARMERS, AND THEY USE OMNI CAR FOR THEIR PERSONAL AS WELL AS BUSINESS PURPOSE BOTH PERSONAL & COMMERCIAL REGISTRATION.
12. THEY HAVE ARRANGED, CUSTOMER MEETING, SO THAT CUSTOMER WILL KNOW ABOUT BETTER OFFER’S OF MARUTI.

13. CONFIRMATION REGARDING PAYMENYT, LOAN APPROVAL, DISBURSHMENT AND TRANSFER OF DMS RECEIPTS TAKES SOME TIME DUE TO SLOW INTERNET CONNECTION PROBLEM.

1. INCREASE IN FUEL PRICES, RECENT MONEY MARKET PROBLEM, AND OTHER ADMINISTRATIVE PROBLEMS HAVE LEAD TO DECLINE IN SALES OF THE OMNI- E MODEL. & OTHERS CAR, SO AS A RESULT DECLINE IN TOTAL SALES.
2. THE SUGGESTION IS GIVEN TO KEEP THE BOOKING FROMS, CUTOMER ID & ADRESS PROOF, TAX INVOICE, MONEY RECEIPTS, THE FINANCIAL DOCUMENTS, ACCESSORIES DETAILS. KEEP THEM PROPERLY IN A FILE & KEEP THEM UP TO DATE.
3. THE LAST 3 MONTHS SALES STATISTICS ARE -

IN APRIL TOTAL SALES ARE – **22**. IN MAY TOTAL SALES ARE – **13.** & TILL JUNE 24TH TOTAL SALES ARE - 0**9**. THIS MONTH TARGET IS TO REACH **20.** SO THIS STATISCICS SHOW CLEARLY THAT SALES ARE IN DECLINE.