

Audit Report for Audit ID - AU0083-2

Human Resource Department Audit

Audit Score

77/100

Details

Audit	AU0083
Scheduled Audit	AU0083-2
Location	Hyderabad
Hotel	AVASA Hotel
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-08-2018
End Date	31-08-2018
Submitted Date	31-08-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	35
Chronic Issues	12

Comparison

AVASA HOTEL HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Dec 2017	Aug 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Manpower Planning & Recruitment	79	77	-2	-2.53%
2	Administration Salary Service Charge and Others	77	75	-2	-2.6%
3	Time Office	64	71	7	10.94%
4	Performance Management System	79	78	-1	-1.27%
5	Statutory and Insurance	87	84	-3	-3.45%
6	Employee Welfare and Cafeteria	82	79	-3	-3.66%
7	Employee Motivation Activities	89	74	-15	-16.85%
8	Training	88	74	-14	-15.91%
9	Security	82	82	0	0%
Audit Score		● 81	● 77	-4	-4.94%

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

Non-Compliance

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

- 1: Sanctioned Manpower Vs Actuals (Department Wise) **NC**

Rating: 7

Attachments :

QUE156_IMG_20180820_152507.jpeg

Observation Text :

In approved Budget manpower document, authorised signature is no there.

Section: Manpower Planning & Recruitment

Subsection: Personal File Management

- 1: Resume / Employment Application Form **NC**

Rating: 6

- 2: Proof of last salary drawn. **NC**

Rating: 7

- 3: Reference Check Forms. **NC**

Rating: 7

- 4: Induction/Orientation. **NC**

Rating: 6

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

- 1: Auto Attendance Compiling in HRMS Software. **NC**

Rating: 5

- 2: Leave Management (Adherence to Leave Policy) **NC**

Rating: 7

- 3: Late Coming Details. **NC**

Rating: 6

Section: Time Office

Subsection: Time Office

- 1: Absentees Names to display in the Notice Board. **NC**

Rating: 6

- 2: Sending Late Punch Report to GM. **NC**

Rating: 6

- 3: Maintaining of Leave Application File / Online Leave applying procedure. **NC**

Rating: 7

4: Updating Staff Leave Balances. **NC**

Rating: 7

Section: Performance Management System**Subsection:** Periodic Performance Appraisal for New Employees1: Making the proposals. **NC**

Rating: 7

Section: Performance Management System**Subsection:** Half Yearly Performance Review1: Calendar Creation & Employees Mapping (1st Oct, 1st Mar) **NC**

Rating: 7

Observation Text :

Maintaining manually

Section: Statutory and Insurance**Subsection:** Provident Fund1: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**

Rating: 7

Section: Statutory and Insurance**Subsection:** E S I1: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**

Rating: 7

Section: Statutory and Insurance**Subsection:** Gratuity1: Maintaining Gratuity Payment Register. **NC**

Rating: 7

Observation Text :

record not available

Section: Statutory and Insurance**Subsection:** License1: Contract Labour Agreement. **NC**

Rating: 7

Observation Text :

under process

Section: Employee Welfare and Cafeteria**Subsection:** Employee Welfare Activities1: Education Fund Management for Children Education Fund. **NC**

Rating: 7

Section: Employee Motivation Activities**Subsection:** Employees Motivation Activities

- 1: Executive Award get together (Quarterly) **NC**
Rating: 6

Section: Employee Motivation Activities**Subsection:** Awards

- 1: Nomination Forms Verification (Monthly). **NC**
Rating: 7

- 2: Collection of Forms. **NC**
Rating: 7

- 3: Utility of Weldon Coupons. **NC**
Rating: 7

Section: Training**Subsection:** Orientation & ReInduction

- 1: Orientation & Re-Induction (if necessary). **NC**
Rating: 7

Section: Training**Subsection:** Internal Training Calendar Schedule Programme

- 1: Basic Technical Training Programme. **NC**
Rating: 7
- 2: Induction Associate Development Programme. **NC**
Rating: 7
- 3: Departmental Co-ordination Meetings (Bimonthly) **NC**
Rating: 6
- 4: New Employees Meeting(Monthly). **NC**
Rating: 6
- 5: Knowledge Sharing Programme. **NC**
Rating: 6
- 6: Knowledge Bank Orientation. **NC**
Rating: 6

Section: Training**Subsection:** External Training Calendar Schedule Programme

- 1: Process of Nominations. **NC**
Rating: 6
- 2: Taking confirmation from HOD. **NC**

Rating: 6

3: Displaying it on the Notice Board and informing it to Individual. **NC**

Rating: 6

4: Participants Attendance Verification. **NC**

Rating: 6

Section: Security

Subsection: Security Induction

1: Induction should be taken on the first day of new Employee. **NC**

Rating: 7

Chronic

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

- 1: Sanctioned Manpower Vs Actuals (Department Wise) **NC**

Rating: 7

Attachments :

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Observation Text :

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Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

- 1: Auto Attendance Compiling in HRMS Software. **NC**

Rating: 5

- 2: Leave Management (Adherence to Leave Policy) **NC**

Rating: 7

- 3: Late Coming Details. **NC**

Rating: 6

Section: Time Office

Subsection: Time Office

- 1: Absentees Names to display in the Notice Board. **NC**

Rating: 6

- 2: Sending Late Punch Report to GM. **NC**

Rating: 6

- 3: Maintaining of Leave Application File / Online Leave applying procedure. **NC**

Rating: 7

Section: Statutory and Insurance

Subsection: License

- 1: Contract Labour Agreement. **NC**

Rating: 7

Observation Text :

under process

Section: Training

Subsection: Internal Training Calendar Schedule Programme

- 1: Basic Technical Training Programme. **NC**

Rating: 7

2: Departmental Co-ordination Meetings (Bimonthly) **NC**

Rating: 6

3: Knowledge Sharing Programme. **NC**

Rating: 6

4: Knowledge Bank Orientation. **NC**

Rating: 6

Audit Questionnaire

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

- 1: Sanctioned Manpower Vs Actuals (Department Wise) **NC**

Rating: 7

Attachments :

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Observation Text :

In approved Budget manpower document, authorised signature is no there.

Section: Manpower Planning & Recruitment

Subsection: Recruitment Process

- 1: Recruitment Process

Rating: 8

Section: Manpower Planning & Recruitment

Subsection: Personal File Management

- 1: Three Passport Photographs

Rating: 8

- 2: Resume / Employment Application Form **NC**

Rating: 6

- 3: Interview assessment Form

Rating: 8

- 4: Photo copy of the Birth Certificate

Rating: 9

- 5: Photo copies of certificates of Academic & Professional Qualifications.

Rating: 9

- 6: Photo copy of relieving letter from last employment.

Rating: 8

- 7: Photo copies of relevant experience certificate

Rating: 8

- 8: Proof of last salary drawn. **NC**

Rating: 7

- 9: Medical fitness certificate.

Rating: 8

- 10: Appointment Letter.

Rating: 8

11: Reference Check Forms. **NC**

Rating: 7

12: Form -F

Rating: 8

13: Induction/Orientation. **NC**

Rating: 6

14: Bank account No./ PF No./Temporary ESIC ID Card & No.

Rating: 8

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

1: Auto Attendance Compiling in HRMS Software. **NC**

Rating: 5

2: Leave Management (Adherence to Leave Policy) **NC**

Rating: 7

3: Late Coming Details. **NC**

Rating: 6

4: Absenteeism Handling.

Rating: 8

5: Pay Dates.

Rating: 8

6: Forwarding PF, PT & ESI Reports to A/C Dept. for Payment.

Rating: 8

Section: Administration Salary Service Charge and Others

Subsection: Service Charges

1: Fund Bifurcation.

Rating: 8

2: Preparation of distribution sheets as per the appropriate Points Systems.

Rating: 8

3: Pay dates.

Rating: 8

4: Utility of HOD's Discretionary Fund and giving awards for best performer in department.

Rating: 8

- 5: Direct Disbursement in to employees accounts.

Rating: 8

Section: Time Office

Subsection: Time Office

- 1: Monthly Schedule Creation by HOD

Rating: 8

- 2: Sending Manager's Punches to Unit Head.

Rating: 8

- 3: Absentees Names to display in the Notice Board. **NC**

Rating: 6

- 4: Sending Late Punch Report to GM. **NC**

Rating: 6

- 5: Maintaining of Leave Application File / Online Leave applying procedure. **NC**

Rating: 7

- 6: Maintaining of Tour Application File.

Rating: 8

- 7: Updating Staff Leave Balances. **NC**

Rating: 7

Section: Performance Management System

Subsection: Periodic Performance Appraisal for New Employees

- 1: Making the proposals. **NC**

Rating: 7

- 2: Proposal for Employment Status Change (Based on Preceding Quarterly Appraisal).

Rating: 8

- 3: Forwarding it to Corp. HR (15th of Every Month)

Rating: 8

Section: Performance Management System

Subsection: Half Yearly Performance Review

- 1: Calendar Creation & Employees Mapping (1st Oct, 1st Mar) **NC**

Rating: 7

Observation Text :

Maintaining manually

- 2: Perform Employee Appraisals (3rd Oct, and 3rd Mar).

Rating: 8

- 3: Review by Counter signing Officer (Unit Head) (10th Oct and 10th Mar).
Rating: 8
- 4: Normalization Process (12th Oct, and 12th Mar).
Rating: 8
- 5: Process Appraisals - Closing (15th Oct, 15th Mar).
Rating: 8
- 6: Consolidate Appraisal report send to Corporate Office (17th Oct, and 17th Mar)
Rating: 8

Section: Performance Management System

Subsection: Annual Performance Appraisal

- 1: Consolidating two half Yearly appraisal ratings.
Rating: 8
- 2: Initiating the proposal for Increments & promotion April - September October - March

Rating: 8

Section: Statutory and Insurance

Subsection: Provident Fund

- 1: Declaration Form in Personal File.
Rating: 9
- 2: Monthly reconciliation and Challan payment (15th of every month)
Rating: 9
- 3: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**
Rating: 7
- 4: Any discrepancy should be brought to the notice to corporate office.
Rating: 8

Section: Statutory and Insurance

Subsection: E S I

- 1: Declaration Form in to Personal File.
Rating: 9
- 2: Monthly reconciliation and Challan payment (15th of every month)
Rating: 9
- 3: Maintaining Inspection Book.
Rating: 9
- 4: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**
Rating: 7

- 5: ESIC Temporary ID Cards in the Personal File & Distributing to Employees.

Rating: 9

Section: Statutory and Insurance

Subsection: Gratuity

- 1: Claim Forms are to be send to Corp. HR Office.

Rating: 9

- 2: Maintaining Gratuity Payment Register. **NC**

Rating: 7

Observation Text :

record not available

Section: Statutory and Insurance

Subsection: Labour Registration & Renewal

- 1: Annual renewal of Registration Certificate.

Rating: 9

Section: Statutory and Insurance

Subsection: License

- 1: Contract Labour Agreement. **NC**

Rating: 7

Observation Text :

under process

- 2: Contract Labour License & Renewal.

Rating: 9

- 3: Municipal License

Rating: 9

- 4: Food License.

Rating: 9

- 5: Fire License.

Rating: 9

- 6: Police License.

Rating: 8

- 7: 24 Hours Coffee shop.

Rating: 8

- 8: P C B Consent.

Rating: 9

- 9: Weights & Measures.

Rating: 9

10: Weights & Measures (Peg Measure).

Rating: 9

11: Explosive License

Rating: 9

Section: Statutory and Insurance

Subsection: General Insurance

1: Coverage of all assets.

Rating: 9

2: Additions & Deletions of Assets.

Rating: 8

3: Claim Management.

Rating: 8

4: Unsettled Claims.

Rating: 8

Section: Statutory and Insurance

Subsection: Life Insurance

1: Additions & Deletions in Medclaim.

Rating: 8

2: Additions & Deletions in Group Insurances.

Rating: 8

3: Gratuity Claims Settlement.

Rating: 8

Section: Employee Welfare and Cafeteria

Subsection: Employee Welfare Activities

1: Salary Loans (Adherence to Policy).

Rating: 8

2: Education Fund Management for Self Education Fund. ☒ Not Applicable

3: Education Fund Management for Children Education Fund. **NC**

Rating: 7

4: Welfare Fund Management.

Rating: 8

Section: Employee Welfare and Cafeteria

Subsection: Cafeteria Administration

- 1: Weekly Menus.
Rating: 8
- 2: Follow up of Timings.
Rating: 8
- 3: Hygiene & Cleanliness.
Rating: 8
- 4: Periodic survey about cafeteria function.
Rating: 8
- 5: Ambience & Seating Comfortability.
Rating: 8

Section: Employee Motivation Activities**Subsection:** Employees Motivation Activities

- 1: Staff Award get together (Quarterly).
Rating: 8
- 2: Executive Award get together (Quarterly) **NC**
Rating: 6
- 3: Picnics (Yearly)
Rating: 8
- 4: Cafeteria Events.
Rating: 8

Section: Employee Motivation Activities**Subsection:** Awards

- 1: Nomination Forms Verification (Monthly). **NC**
Rating: 7
- 2: Collection of Forms. **NC**
Rating: 7
- 3: Conducting Staff Day Function.
Rating: 8
- 4: Utility of Weldon Coupons. **NC**
Rating: 7

Section: Training**Subsection:** Joining Checklist

- 1: Joining Checklist.
Rating: 8

Section: Training**Subsection:** Induction Schedule

- 1: Induction Schedule.

Rating: 8

Section: Training**Subsection:** Orientation & ReInduction

- 1: Orientation & Re-Induction (if necessary). **NC**

Rating: 7

Section: Training**Subsection:** Internal Training Calendar Schedule Programme

- 1: Fire-Fighting Evacuation and Training.

Rating: 8

- 2: Basic Technical Training Programme. **NC**

Rating: 7

- 3: Induction Associate Development Programme. **NC**

Rating: 7

- 4: Management Training Programme.

Rating: 8

- 5: Departmental Co-ordination Meetings (Bimonthly) **NC**

Rating: 6

- 6: 2nd Level Meetings.

Rating: 8

- 7: Monthly Departmental Meetings.

Rating: 8

- 8: New Employees Meeting(Monthly). **NC**

Rating: 6

- 9: Knowledge Sharing Programme. **NC**

Rating: 6

- 10: Knowledge Bank Orientation. **NC**

Rating: 6

Section: Training**Subsection:** External Training Calendar Schedule Programme

- 1: Process of Nominations. **NC**

Rating: 6

- 2: Taking confirmation from HOD. **NC**

Rating: 6

- 3: Displaying it on the Notice Board and informing it to Individual. **NC**

Rating: 6

- 4: Participants Attendance Verification. **NC**

Rating: 6

Section: Training

Subsection: Co ordinating with other Units

- 1: Co-ordinating with other Units.

Rating: 9

Section: Training

Subsection: Preparing the Training Budget and its proper Utilisation

- 1: Preparing the Training Budget and its proper utilisation.

Rating: 8

Section: Training

Subsection: Library Maintenance

- 1: Procurement of Books & Inventory.

Rating: 8

- 2: Maintaining of Issue Register with due dates.

Rating: 8

Section: Training

Subsection: Industrial Exposure Training

- 1: Selection from reputed Institutions.

Rating: 9

- 2: Budgeted Industrial Trainees.

Rating: 9

- 3: Fortnight Industrial Exposure Training Meetings.

Rating: 9

Section: Security

Subsection: Returnable Gate Passes

- 1: Authorisation as per the Policy.

Rating: 8

- 2: Updating Due Time for getting Material as per the Policy.

Rating: 8

- 3: Follow Up of Pending Gate Passes.

Rating: 8

Section: Security

Subsection: Non Returnable Gate Passes

- 1: Authorisation as per the Policy.

Rating: 8

Section: Security

Subsection: Keys Register

- 1: Maintenance of Key Issue Register.

Rating: 8

- 2: Maintaining Duplicate Keys.

Rating: 8

Observation Text :

Advice to maintain the key register, for security verification and monitoring easy.

Section: Security

Subsection: Movement Register

- 1: Maintaining Executive Movement Register.

Rating: 8

- 2: Maintaining of Staff Gate Passes.

Rating: 8

- 3: Maintaining Visitors Movement Register.

Rating: 8

Section: Security

Subsection: Vehicle Movement Register

- 1: Maintaining of Vehicle Movement Register.

Rating: 8

Section: Security

Subsection: Staff Cash Register

- 1: Maintaining Cash discrepancy Register.

Rating: 8

Section: Security

Subsection: Inward & Outward Register

- 1: Maintaining of Inward Material Register.

Rating: 8

- 2: Maintaining of Outward Material Register.

Rating: 8

Section: Security**Subsection:** Internal Auditors Reports

- 1: Maintenance of Internal Audit Report Files and Replies.
Rating: 8

Section: Security**Subsection:** Employee Grooming Check

- 1: Checking the Employee while Entry & Exit.
Rating: 8

Observation Text :

In grooming register, Housekeeping department employees are not mentioned grooming

Section: Security**Subsection:** Briefing of the Guards

- 1: Daily Briefing to be taken by on duty Supervisor.
Rating: 8

Section: Security**Subsection:** Conducting Fire Fighting Sessions for New Employees

- 1: Conducting Fire Fighting Sessions for New Employees.
Rating: 8

Section: Security**Subsection:** Emergency Fire Fighting Team Meeting Monthly Once

- 1: Emergency Fire Fighting Team Meeting Monthly.
Rating: 8

Section: Security**Subsection:** First AID Team

- 1: First AID Team.
Rating: 8

Section: Security**Subsection:** First AID Kits

- 1: To be kept in Engineering Department and in all Kitchens.
Rating: 9
- 2: Procurement of Medicines and maintaining of Registers.
Rating: 9

Section: Security**Subsection:** Security Induction

- 1: Induction should be taken on the first day of new Employee. **NC**
Rating: 7

Section: Security**Subsection:** Fire Extinguishers Periodic Check

- 1: Checking of Expiry Date.
Rating: 8
- 2: Checking of Sprinklers.
Rating: 8
- 3: Checking of Smoke Detectors.
Rating: 8

Section: Security**Subsection:** Maintenance of Log book

- 1: Daily updation of Log Book.
Rating: 8
- 2: Log Book has to be sent to GM's Office for GM's Signature.
Rating: 8

Section: Security**Subsection:** Maintaining good relation with Local Police

- 1: Maintaining good relation with Local Police Station.
Rating: 8

Section: Security**Subsection:** Providing Special Security

- 1: Providing Special Security at PUB & Mid Night Buffet.
Rating: 8

Section: Security**Subsection:** Security on VIP Visits

- 1: Taking care of VIP Parking.
Rating: 8
- 2: Checking the material.
Rating: 9

Section: Security**Subsection:** Lost and Found items Management

- 1: Receiving the Item.
Rating: 9
- 2: Storing the Item.
Rating: 9
- 3: Maintaining the Lost Items Register.

Rating: 9

Section: Security

Subsection: Staff Rotation

1: Staff Rotation.

Rating: 9

Section: Security

Subsection: Security Guards

1: Grooming.

Rating: 8

2: Alert and activeness of guards @ post.

Rating: 8

3: Knowledge of the required posts deployed.

Rating: 9

4: Additional gear & equipment for posts like main road entrance /entry point of the hotel etc.,

Rating: 9