

Audit Report for Audit ID - AU0022-1

Human Resource Department Audit

Audit Score

84/100

Details

Audit	AU0022
Scheduled Audit	AU0022-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-11-2017
End Date	30-11-2017
Submitted Date	31-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	38
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Nov 2017	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Manpower Planning & Recruitment	87	-	-
2	Administration Salary Service Charge and Others	87	-	-
3	Time Office	66	-	-
4	Performance Management System	88	-	-
5	Statutory and Insurance	93	-	-
6	Employee Welfare and Cafeteria	83	-	-
7	Employee Motivation Activities	91	-	-
8	Training	79	-	-
9	Security	80	-	-
Audit Score		● 84	-	-

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

Non-Compliance

Section: Manpower Planning & Recruitment

Subsection: Personal File Management

- 1: Proof of last salary drawn. **NC**
Rating: 7

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

- 1: Auto Attendance Compiling in HRMS Software. **NC**
Rating: 5
- 2: Late Coming Details. **NC**
Rating: 5
- 3: Absenteeism Handling. **NC**
Rating: 7

Section: Time Office

Subsection: Time Office

- 1: Monthly Schedule Creation by HOD **NC**
Rating: 7
- 2: Sending Manager's Punches to Unit Head. **NC**
Rating: 4
- 3: Absentees Names to display in the Notice Board. **NC**
Rating: 4
- 4: Sending Late Punch Report to GM. **NC**
Rating: 4

Section: Statutory and Insurance

Subsection: License

- 1: Contract Labour Agreement. **NC**
Rating: 7

Section: Statutory and Insurance

Subsection: General Insurance

- 1: Claim Management. **NC**
Rating: 7

Section: Employee Welfare and Cafeteria

Subsection: Cafeteria Administration

- 1: Follow up of Timings. **NC**

Rating: 7

2: Hygiene & Cleanliness. **NC**

Rating: 7

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

1: Executive Award get together (Quarterly) **NC**

Rating: 7

Section: Training

Subsection: Internal Training Calendar Schedule Programme

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

Rating: 6

2: Induction Associate Development Programme. **NC**

Rating: 7

3: Knowledge Sharing Programme. **NC**

Rating: 7

4: Knowledge Bank Orientation. **NC**

Rating: 7

Section: Training

Subsection: External Training Calendar Schedule Programme

1: Participants Attendance Verification. **NC**

Rating: 7

Section: Training

Subsection: Co ordinating with other Units

1: Co-ordinating with other Units. **NC**

Rating: 7

Section: Training

Subsection: Library Maintenance

1: Procurement of Books & Inventory. **NC**

Rating: 7

2: Maintaining of Issue Register with due dates. **NC**

Rating: 6

Section: Training

Subsection: Industrial Exposure Training

1: Selection from reputed Institutions. **NC**

Rating: 7

Section: Security**Subsection:** Movement Register

1: Maintaining Executive Movement Register. **NC**
Rating: 7

2: Maintaining of Staff Gate Passes. **NC**
Rating: 7

3: Maintaining Visitors Movement Register. **NC**
Rating: 7

Section: Security**Subsection:** Staff Cash Register

1: Maintaining Cash discrepancy Register. **NC**
Rating: 7

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

1: Maintenance of Internal Audit Report Files and Replies. **NC**
Rating: 7

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

1: Checking the Employee while Entry & Exit. **NC**
Rating: 6

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

1: Daily Briefing to be taken by on duty Supervisor. **NC**
Rating: 6

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

1: Emergency Fire Fighting Team Meeting Monthly. **NC**
Rating: 7

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

1: First AID Team. **NC**
Rating: 7

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

1: To be kept in Engineering Department and in all Kitchens. **NC**
Rating: 6

2: Procurement of Medicines and maintaining of Registers. **NC**

Rating: 7

Section: Security

Subsection: Security on VIP Visits

1: Taking care of VIP Parking. **NC**

Rating: 7

Section: Security

Subsection: Security Guards

1: Grooming. **NC**

Rating: 7

2: Alert and activeness of guards @ post. **NC**

Rating: 7

3: Knowledge of the required posts deployed. **NC**

Rating: 7

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

Rating: 7

Chronic

No chronic issues found

Audit Questionnaire

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

1: Sanctioned Manpower Vs Actuals (Department Wise)

Rating: 8

Section: Manpower Planning & Recruitment

Subsection: Recruitment Process

1: Recruitment Process

Rating: 9

Section: Manpower Planning & Recruitment

Subsection: Personal File Management

1: Three Passport Photographs

Rating: 10

2: Resume / Employment Application Form

Rating: 10

3: Interview assessment Form

Rating: 10

4: Photo copy of the Birth Certificate

Rating: 9

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

Rating: 8

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: 9

10: Appointment Letter.

Rating: 8

11: Reference Check Forms.

Rating: 9

12: Form -F

Rating: 9

13: Induction/Orientation.

Rating: 8

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

Rating: 9

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)

Rating: 10

3: Late Coming Details. **NC**

Rating: 5

4: Absenteeism Handling. **NC**

Rating: 7

5: Pay Dates.

Rating: 10

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

Rating: 10

Section: Administration Salary Service Charge and Others

Subsection: Service Charges

1: Fund Bifurcation.

Rating: 10

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

Rating: 10

3: Pay dates.

Rating: 10

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

Rating: 9

5: Direct Disbursement in to employees accounts.

Rating: 10

Section: Time Office

Subsection: Time Office

- 1: Monthly Schedule Creation by HOD **NC**
Rating: 7
- 2: Sending Manager's Punches to Unit Head. **NC**
Rating: 4
- 3: Absentees Names to display in the Notice Board. **NC**
Rating: 4
- 4: Sending Late Punch Report to GM. **NC**
Rating: 4
- 5: Maintaining of Leave Application File / Online Leave applying procedure.
Rating: 9
- 6: Maintaining of Tour Application File.
Rating: 9
- 7: Updating Staff Leave Balances.
Rating: 9

Section: Performance Management System**Subsection:** Periodic Performance Appraisal for New Employees

- 1: Making the proposals.
Rating: 9
- 2: Proposal for Employment Status Change (Based on Preceding Quarterly Appraisal).
Rating: 9
- 3: Forwarding it to Corp. HR (15th of Every Month)
Rating: 9

Section: Performance Management System**Subsection:** Half Yearly Performance Review

- 1: Calendar Creation & Employees Mapping (1st Oct, 1st Mar) ☒ Not Applicable
- 2: Perform Employee Appraisals (3rd Oct, and 3rd Mar). ☒ Not Applicable
- 3: Review by Counter signing Officer (Unit Head) (10th Oct and 10th Mar). ☒ Not Applicable
- 4: Normalization Process (12th Oct, and 12th Mar). ☒ Not Applicable
- 5: Process Appraisals - Closing (15th Oct, 15th Mar). ☒ Not Applicable
- 6: Consolidate Appraisal report send to Corporate Office (17th Oct, and 17th Mar) ☒
Not Applicable

Section: Performance Management System**Subsection:** Annual Performance Appraisal

- 1: Consolidating two half Yearly appraisal ratings.
Rating: 9
- 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: 10
- 3: All Audit / Inspection Reports should be sent to Corp. HR Office.
Rating: 9
- 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: 10
- 3: Maintaining Inspection Book.
Rating: 10
- 4: All Audit / Inspection Reports should be sent to Corp. HR Office.
Rating: 9
- 5: ESIC Temporary ID Cards in the Personal File & Distributing to Employees.
Rating: 8

Section: Statutory and Insurance**Subsection:** Gratuity

- 1: Claim Forms are to be send to Corp. HR Office.
Rating: 9
- 2: Maintaining Gratuity Payment Register.
Rating: 9

Section: Statutory and Insurance**Subsection:** Labour Registration & Renewal

- 1: Annual renewal of Registration Certificate.
Rating: 10

Section: Statutory and Insurance**Subsection:** License

- 1: Contract Labour Agreement. **NC**
Rating: 7
- 2: Contract Labour License & Renewal.
Rating: 10
- 3: Municipal License
Rating: 10
- 4: Food License.
Rating: 10
- 5: Fire License.
Rating: 10
- 6: Police License.
Rating: 10
- 7: 24 Hours Coffee shop.
Rating: 8
- 8: P C B Consent.
Rating: 10
- 9: Weights & Measures.
Rating: 10
- 10: Weights & Measures (Peg Measure).
Rating: 8
- 11: Explosive License
Rating: 10

Section: Statutory and Insurance**Subsection:** General Insurance

- 1: Coverage of all assets.
Rating: 10
- 2: Additions & Deletions of Assets.
Rating: 10

3: Claim Management. **NC**

Rating: 7

4: Unsettled Claims.

Rating: 9

Section: Statutory and Insurance**Subsection:** Life Insurance

1: Additions & Deletions in Medclaim.

Rating: 10

2: Additions & Deletions in Group Insurances.

Rating: 10

3: Gratuity Claims Settlement.

Rating: 10

Section: Employee Welfare and Cafeteria**Subsection:** Employee Welfare Activities

1: Salary Loans (Adherence to Policy).

Rating: 9

2: Education Fund Management for Self Education Fund.

Rating: 9

3: Education Fund Management for Children Education Fund.

Rating: 9

4: Welfare Fund Management.

Rating: 9

Section: Employee Welfare and Cafeteria**Subsection:** Cafeteria Administration

1: Weekly Menus.

Rating: 9

2: Follow up of Timings. **NC**

Rating: 7

3: Hygiene & Cleanliness. **NC**

Rating: 7

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: 10
- 2: Executive Award get together (Quarterly) **NC**
Rating: 7
- 3: Picnics (Yearly)
Rating: 10
- 4: Cafeteria Events.
Rating: 10

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

- 1: Nomination Forms Verification (Monthly).
Rating: 9
- 2: Collection of Forms.
Rating: 9
- 3: Conducting Staff Day Function.
Rating: 9
- 4: Utility of Weldon Coupons.
Rating: 9

Section: Training**Subsection:** Joining Checklist

- 1: Joining Checklist.
Rating: 10

Section: Training**Subsection:** Induction Schedule

- 1: Induction Schedule.
Rating: 10

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

- 1: Orientation & Re-Induction (if necessary).
Rating: 9

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

- 1: Fire-Fighting Evacuation and Training.

Rating: 9

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

Rating: 6

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

Rating: 7

- 4: Management Training Programme.

Rating: 8

- 5: Departmental Co-ordination Meetings (Bimonthly)

Rating: 8

- 6: 2nd Level Meetings.

Rating: 8

- 7: Monthly Departmental Meetings.

Rating: 8

- 8: New Employees Meeting(Monthly).

Rating: 8

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

Rating: 7

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

Rating: 7

Section: Training

Subsection: External Training Calendar Schedule Programme

- 1: Process of Nominations.

Rating: 9

- 2: Taking confirmation from HOD.

Rating: 9

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

Rating: 8

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

Rating: 7

Section: Training

Subsection: Co ordinating with other Units

- 1: Co-ordinating with other Units. **NC**

Rating: 7

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. **NC**

Rating: 7

- 2: Maintaining of Issue Register with due dates. **NC**

Rating: 6

Section: Training**Subsection:** Industrial Exposure Training

- 1: Selection from reputed Institutions. **NC**

Rating: 7

- 2: Budgeted Industrial Trainees.

Rating: 8

- 3: Fortnight Industrial Exposure Training Meetings.

Rating: 8

Section: Security**Subsection:** Returnable Gate Passes

- 1: Authorisation as per the Policy.

Rating: 10

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

Rating: 9

- 3: Follow Up of Pending Gate Passes.

Rating: 9

Section: Security**Subsection:** Non Returnable Gate Passes

- 1: Authorisation as per the Policy.

Rating: 10

Section: Security**Subsection:** Keys Register

- 1: Maintenance of Key Issue Register.

Rating: 8

- 2: Maintaining Duplicate Keys.

Rating: 8

Section: Security

Subsection: Movement Register

- 1: Maintaining Executive Movement Register. **NC**

Rating: 7

- 2: Maintaining of Staff Gate Passes. **NC**

Rating: 7

- 3: Maintaining Visitors Movement Register. **NC**

Rating: 7

Section: Security

Subsection: Vehicle Movement Register

- 1: Maintaining of Vehicle Movement Register.

Rating: 9

Section: Security

Subsection: Staff Cash Register

- 1: Maintaining Cash discrepancy Register. **NC**

Rating: 7

Section: Security

Subsection: Inward & Outward Register

- 1: Maintaining of Inward Material Register.

Rating: 9

- 2: Maintaining of Outward Material Register.

Rating: 9

Section: Security

Subsection: Internal Auditors Reports

- 1: Maintenance of Internal Audit Report Files and Replies. **NC**

Rating: 7

Section: Security

Subsection: Employee Grooming Check

- 1: Checking the Employee while Entry & Exit. **NC**

Rating: 6

Section: Security

Subsection: Briefing of the Guards

- 1: Daily Briefing to be taken by on duty Supervisor. **NC**

Rating: 6

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. **NC**
Rating: 7

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

- 1: First AID Team. **NC**
Rating: 7

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

- 1: To be kept in Engineering Department and in all Kitchens. **NC**
Rating: 6
- 2: Procurement of Medicines and maintaining of Registers. **NC**
Rating: 7

Section: Security**Subsection:** Security Induction

- 1: Induction should be taken on the first day of new Employee.
Rating: 9

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

- 1: Checking of Expiry Date.
Rating: 9
- 2: Checking of Sprinklers.
Rating: 9
- 3: Checking of Smoke Detectors.
Rating: 9

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

- 1: Daily updation of Log Book.
Rating: 9
- 2: Log Book has to be sent to GM's Office for GM's Signature.
Rating: 9

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

- 1: Maintaining good relation with Local Police Station.
Rating: 9

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

- 1: Providing Special Security at PUB & Mid Night Buffet.
Rating: 9

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

- 1: Taking care of VIP Parking. **NC**
Rating: 7
- 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: 8

Section: Security**Subsection:** Staff Rotation

- 1: Staff Rotation.
Rating: 8

Section: Security**Subsection:** Security Guards

- 1: Grooming. **NC**
Rating: 7
- 2: Alert and activeness of guards @ post. **NC**
Rating: 7
- 3: Knowledge of the required posts deployed. **NC**
Rating: 7
- 4: Additional gear & equipment for posts like main road entrance /entry point of the hotel

etc., **NC**
Rating: 7