

Audit Report for Audit ID - AU0071-3

Human Resource Department Audit

Audit Score

94/100

Details

Audit	AU0071
Scheduled Audit	AU0071-3
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-10-2018
End Date	31-10-2018
Submitted Date	01-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	10
Chronic Issues	1

Comparison

GREENPARK HOTEL- GPH HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Jun 2018	Oct 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Manpower Planning & Recruitment	88	97	9	10.23%
2	Administration Salary Service Charge and Others	79	92	13	16.46%
3	Time Office	84	93	9	10.71%
4	Performance Management System	89	100	11	12.36%
5	Statutory and Insurance	88	99	11	12.5%
6	Employee Welfare and Cafeteria	89	94	5	5.62%
7	Employee Motivation Activities	88	96	8	9.09%
8	Training	80	92	12	15%
9	Security	83	84	1	1.2%
Audit Score		● 85	● 94	9	10.59%

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

Non-Compliance

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

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

Rating: 7

Observation Text :

payment late

Section: Administration Salary Service Charge and Others

Subsection: Service Charges

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

Rating: 7

Observation Text :

Not utiliseed

Section: Statutory and Insurance

Subsection: Labour Registration & Renewal

1: Annual renewal of Registration Certificate. **NC**

Rating: 7

Observation Text :

As TS Govt GO No 23, 658 labour act , not mentioned F-II, F-III

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

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

Rating: 7

Observation Text :

pending

Section: Training

Subsection: Orientation & ReInduction

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

Rating: 7

Observation Text :

production employees are providing

Section: Security

Subsection: Returnable Gate Passess

1: Authorisation as per the Policy. **NC**

Rating: 0

Observation Text :

spiceman signature list not updated, document is not available

Section: Security

Subsection: Non Returnable Gate Passes

1: Authorisation as per the Policy. **NC**

Rating: 0

Observation Text :

spiceman signature list not updated

Section: Security

Subsection: Inward & Outward Register

1: Maintaining of Outward Material Register. **NC**

Rating: 7

Observation Text :

2nd & 3rd copy writing is not visible

Section: Security

Subsection: Conducting Fire Fighting Sessions for New Employees

1: Conducting Fire Fighting Sessions for New Employees. **NC**

Rating: 6

Observation Text :

July 18 joined 8 members conducted 3 members only Aug and SEP documents not available

Section: Security

Subsection: Security Induction

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

Rating: 7

Chronic

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

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

Rating: 7

Observation Text :

pending

Audit Questionnaire

Section: Manpower Planning & Recruitment**Subsection:** Sanctioned Manpower Vs Actuals Department Wise

1: Sanctioned Manpower Vs Actuals (Department Wise)

Rating: 10

Section: Manpower Planning & Recruitment**Subsection:** Recruitment Process

1: Recruitment Process

Rating: 10

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: 10

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

Rating: 9

6: Photo copy of relieving letter from last employment.

Rating: 9

7: Photo copies of relevant experience certificate

Rating: 9

8: Proof of last salary drawn.

Rating: 8

9: Medical fitness certificate.

Rating: 10

10: Appointment Letter.

Rating: 10

11: Reference Check Forms.

Rating: 10

12: Form -F
Rating: 10

13: Induction/Orientation.
Rating: 10

14: Bank account No./ PF No./Temporary ESIC ID Card & No.
Rating: 10

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

1: Auto Attendance Compiling in HRMS Software.
Rating: 8

Observation Text :

Manual intervention is there Forget swiping Single swiping Technical issues per month 40 to 50 issues are there

2: Leave Management (Adherence to Leave Policy)
Rating: 10

3: Late Coming Details.
Rating: 10

4: Absenteeism Handling.
Rating: 9

5: Pay Dates.
Rating: 10

6: Forwarding PF, PT & ESI Reports to A/C Dept. for Payment. **NC**
Rating: 7

Observation Text :

payment late

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. **NC**
Rating: 7

Observation Text :

Not utilised

- 5: Direct Disbursement in to employees accounts.

Rating: 10

Section: Time Office

Subsection: Time Office

- 1: Monthly Schedule Creation by HOD

Rating: 9

Observation Text :

Duty roster are updating by line managers

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

Rating: 10

Observation Text :

weekly once

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

Rating: 8

Observation Text :

weekly once

- 4: Sending Late Punch Report to GM.

Rating: 8

Observation Text :

weekly once

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

Rating: 10

- 6: Maintaining of Tour Application File.

Rating: 10

- 7: Updating Staff Leave Balances.

Rating: 10

Section: Performance Management System

Subsection: Periodic Performance Appraisal for New Employees

- 1: Making the proposals.

Rating: 10

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

☒ Not Applicable

- 3: Forwarding it to Corp. HR (15th of Every Month) ☒ Not Applicable

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

- 1: Calendar Creation & Employees Mapping (1st Oct, 1st Mar)
Rating: 10
- 2: Perform Employee Appraisals (3rd Oct, and 3rd Mar).
Rating: 10
- 3: Review by Counter signing Officer (Unit Head) (10th Oct and 10th Mar).
Rating: 10
- 4: Normalization Process (12th Oct, and 12th Mar).
Rating: 10
- 5: Process Appraisals - Closing (15th Oct, 15th Mar).
Rating: 10
- 6: Consolidate Appraisal report send to Corporate Office (17th Oct, and 17th Mar)
Rating: 10

Observation Text :

October increment proposal are under process

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

- 1: Consolidating two half Yearly appraisal ratings.
Rating: 10
- 2: Initiating the proposal for Increments & promotion April - September October - March

Rating: 10

Section: Statutory and Insurance**Subsection:** Provident Fund

- 1: Declaration Form in Personal File.
Rating: 10
- 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: 10
- 4: Any discrepancy should be brought to the notice to corporate office.
Rating: 10

Section: Statutory and Insurance**Subsection:** E S I

- 1: Declaration Form in to Personal File.
Rating: 10
- 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: 10
- 5: ESIC Temporary ID Cards in the Personal File & Distributing to Employees.
Rating: 10

Section: Statutory and Insurance

Subsection: Gratuity

- 1: Claim Forms are to be send to Corp. HR Office.
Rating: 10
- 2: Maintaining Gratuity Payment Register.
Rating: 10

Section: Statutory and Insurance

Subsection: Labour Registration & Renewal

- 1: Annual renewal of Registration Certificate. **NC**
Rating: 7

Observation Text :

As TS Govt GO No 23, 658 labour act , not mentioned F-II, F-III

Section: Statutory and Insurance

Subsection: License

- 1: Contract Labour Agreement.
Rating: 10
- 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: 10

8: P C B Consent.

Rating: 10

9: Weights & Measures.

Rating: 10

10: Weights & Measures (Peg Measure).

Rating: 10

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.

Rating: 10

4: Unsettled Claims.

Rating: 10

Section: Statutory and Insurance

Subsection: Life Insurance

1: Additions & Deletions in Mediclaim.

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: 10

2: Education Fund Management for Self Education Fund.

Rating: 10

- 3: Education Fund Management for Children Education Fund.

Rating: 10

- 4: Welfare Fund Management.

Rating: 10

Section: Employee Welfare and Cafeteria

Subsection: Cafeteria Administration

- 1: Weekly Menus.

Rating: 10

- 2: Follow up of Timings.

Rating: 10

- 3: Hygiene & Cleanliness.

Rating: 8

- 4: Periodic survey about cafeteria function.

Rating: 8

- 5: Ambience & Seating Comfortability.

Rating: 9

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

Observation Text :

pending

- 3: Picnics (Yearly)

Rating: 10

- 4: Cafeteria Events.

Rating: 10

Section: Employee Motivation Activities

Subsection: Awards

- 1: Nomination Forms Verification (Monthly).

Rating: 10

- 2: Collection of Forms.

Rating: 10

3: Conducting Staff Day Function.

Rating: 10

4: Utility of Weldon Coupons.

Rating: 10

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). **NC**

Rating: 7

Observation Text :

production employees are providing

Section: Training

Subsection: Internal Training Calendar Schedule Programme

1: Fire-Fighting Evacuation and Training.

Rating: 8

2: Basic Technical Training Programme.

Rating: 9

3: Induction Associate Development Programme.

Rating: 9

4: Management Training Programme.

Rating: 10

5: Departmental Co-ordination Meetings (Bimonthly)

Rating: 10

6: 2nd Level Meetings.

Rating: 10

7: Monthly Departmental Meetings.

Rating: 10

8: New Employees Meeting(Monthly).

Rating: 10

9: Knowledge Sharing Programme.

Rating: 9

10: Knowledge Bank Orientation.

Rating: 10

Section: Training

Subsection: External Training Calendar Schedule Programme

1: Process of Nominations.

Rating: 10

2: Taking confirmation from HOD.

Rating: 10

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

Rating: 10

4: Participants Attendance Verification.

Rating: 9

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: 9

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: 8

2: Budgeted Industrial Trainees.

Rating: 9

3: Fortnight Industrial Exposure Training Meetings.

Rating: 9

Section: Security**Subsection:** Returnable Gate Passes1: Authorisation as per the Policy. **NC**

Rating: 0

Observation Text :

spiceman signature list not updated, document is not available

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

Rating: 9

Observation Text :

Spaciman signature list not updated, document not available

3: Follow Up of Pending Gate Passes.

Rating: 9

Section: Security**Subsection:** Non Returnable Gate Passes1: Authorisation as per the Policy. **NC**

Rating: 0

Observation Text :

spiceman signature list not updated

Section: Security**Subsection:** Keys Register

1: Maintenance of Key Issue Register.

Rating: 9

Observation Text :

spiceman signature list not updated

2: Maintaining Duplicate Keys.

Rating: 9

Section: Security**Subsection:** Movement Register

1: Maintaining Executive Movement Register.

Rating: 9

2: Maintaining of Staff Gate Passes.

Rating: 9

3: Maintaining Visitors Movement Register.

Rating: 9

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.
Rating: 8

Observation Text :

Advised to write properly

Section: Security**Subsection:** Inward & Outward Register

- 1: Maintaining of Inward Material Register.
Rating: 9

Observation Text :

2nd copy and 3rd copy writing is not visible

- 2: Maintaining of Outward Material Register. **NC**
Rating: 7

Observation Text :

2nd & 3rd copy writing is not visible

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

- 1: Maintenance of Internal Audit Report Files and Replies.
Rating: 9

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

- 1: Checking the Employee while Entry & Exit.
Rating: 9

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

- 1: Daily Briefing to be taken by on duty Supervisor.
Rating: 9

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

- 1: Conducting Fire Fighting Sessions for New Employees. **NC**
Rating: 6

Observation Text :

July18 joined 8 members conducted 3 members only Aug and SEP documents not available

Section: Security

Subsection: Emergency Fire Fighting Team Meeting Monthly Once

1: Emergency Fire Fighting Team Meeting Monthly.

Rating: 9

Section: Security

Subsection: First AID Team

1: First AID Team.

Rating: 9

Section: Security

Subsection: First AID Kits

1: To be kept in Engineering Department and in all Kitchens.

Rating: 10

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: 10

2: Checking of Sprinklers.

Rating: 10

3: Checking of Smoke Detectors.

Rating: 10

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.
Rating: 9

- 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: 9
- 2: Alert and activeness of guards @ post.
Rating: 9
- 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