

Audit Report for Audit ID - AU0078-3

Human Resource Department Audit

Audit Score

95/100

Details

Audit	AU0078
Scheduled Audit	AU0078-3
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-11-2018
End Date	30-11-2018
Submitted Date	30-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	1

Comparison

GREENPARK HOTEL- GPC HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Jul 2018	Nov 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Manpower Planning & Recruitment	74	94	20	27.03%
2	Administration Salary Service Charge and Others	74	94	20	27.03%
3	Time Office	80	93	13	16.25%
4	Performance Management System	78	100	22	28.21%
5	Statutory and Insurance	83	98	15	18.07%
6	Employee Welfare and Cafeteria	77	94	17	22.08%
7	Employee Motivation Activities	75	99	24	32%
8	Training	77	93	16	20.78%
9	Security	80	93	13	16.25%
Audit Score		● 78	● 95	17	21.79%

	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: Pay Dates. **NC**

Rating: 7

Observation Text :

Few of employees Basic wages are below minimum wage,

Section: Time Office

Subsection: Time Office

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

Rating: 7

Observation Text :

Not follow

Section: Statutory and Insurance

Subsection: E S I

1: Maintaining Inspection Book. **NC**

Rating: 7

Observation Text :

not mentioned advise to keep inspection book

Section: Statutory and Insurance

Subsection: Gratuity

1: Maintaining Gratuity Payment Register. **NC**

Rating: 7

Observation Text :

Advice to mentioned Form - L

Chronic

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

1: Pay Dates. **NC**

Rating: 7

Observation Text :

Few of employees Basic wages are below minimum wage,

Audit Questionnaire

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

1: Sanctioned Manpower Vs Actuals (Department Wise)

Rating: 10

Observation Text :

Bench mark. 343 Oct 18. -337

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: 10

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.

Rating: 8

9: Medical fitness certificate.

Rating: 10

10: Appointment Letter.

Rating: 9

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: 9

Observation Text :

single punch's and few of points manual intervention is there

2: Leave Management (Adherence to Leave Policy)

Rating: 10

3: Late Coming Details.

Rating: 10

4: Absenteeism Handling.

Rating: 9

5: Pay Dates. **NC**

Rating: 7

Observation Text :

Few of employees Basic wages are below minimum wage,

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: 9

Observation Text :

Paying cash only

Section: Time Office

Subsection: Time Office

1: Monthly Schedule Creation by HOD

Rating: 9

Observation Text :

Production and Service department improve ment is required

2: Sending Manager's Punches to Unit Head.

Rating: 10

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

Rating: 7

Observation Text :

Not follow

4: Sending Late Punch Report to GM.

Rating: 10

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

Rating: 10

6: Maintaining of Tour Application File.

Rating: 9

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).

Rating: 10

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

Rating: 10

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

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. **NC**

Rating: 7

Observation Text :

not mentioned advise to keep inspection book

- 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. **NC**

Rating: 7

Observation Text :

Advice to mentioned Form - L

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.

Rating: 10

- 2: Contract Labour License & Renewal.

Rating: 9

Observation Text :

under process

- 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 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: 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)

Rating: 10

3: Picnics (Yearly)

Rating: 9

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).

Rating: 9

Section: Training

Subsection: Internal Training Calendar Schedule Programme

- 1: Fire-Fighting Evacuation and Training.

Rating: 10

- 2: Basic Technical Training Programme.

Rating: 8

- 3: Induction Associate Development Programme.

Rating: 9

- 4: Management Training Programme.

Rating: 10

- 5: Departmental Co-ordination Meetings (Bimonthly)

Rating: 9

- 6: 2nd Level Meetings.

Rating: 10

- 7: Monthly Departmental Meetings.

Rating: 9

- 8: New Employees Meeting(Monthly).

Rating: 9

- 9: Knowledge Sharing Programme.

Rating: 10

10: Knowledge Bank Orientation.

Rating: 10

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: 9

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: 9

2: Maintaining of Issue Register with due dates.

Rating: 9

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: 10
- 2: Updating Due Time for getting Material as per the Policy.
Rating: 10
- 3: Follow Up of Pending Gate Passes.
Rating: 10

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: 10
- 2: Maintaining Duplicate Keys.
Rating: 10

Section: Security**Subsection:** Movement Register

- 1: Maintaining Executive Movement Register.
Rating: 8

Observation Text :

All manual registers, writing is not good advice to write properly

- 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

Observation Text :

writing improve ment

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

- 1: Maintaining Cash discrepancy Register.

Rating: 10

Section: Security

Subsection: Inward & Outward Register

- 1: Maintaining of Inward Material Register.

Rating: 10

- 2: Maintaining of Outward Material Register.

Rating: 10

Section: Security

Subsection: Internal Auditors Reports

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

Rating: 10

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.

Rating: 10

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: 8

- 2: Procurement of Medicines and maintaining of Registers.
Rating: 8

Section: Security

Subsection: Security Induction

- 1: Induction should be taken on the first day of new Employee.
Rating: 10

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: 10
- 2: Log Book has to be sent to GM's Office for GM's Signature.
Rating: 10

Section: Security

Subsection: Maintaining good relation with Local Police

- 1: Maintaining good relation with Local Police Station.
Rating: 10

Section: Security

Subsection: Providing Special Security

- 1: Providing Special Security at PUB & Mid Night Buffet.
Rating: 10

Section: Security

Subsection: Security on VIP Visits

- 1: Taking care of VIP Parking.
Rating: 10
- 2: Checking the material.
Rating: 10

Section: Security

Subsection: Lost and Found items Management

- 1: Receiving the Item.
Rating: 10
- 2: Storing the Item.
Rating: 8
- 3: Maintaining the Lost Items Register.
Rating: 8

Section: Security**Subsection:** Staff Rotation

- 1: Staff Rotation.
Rating: 8

Observation Text :
not follow ing

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