

# Audit Report for Audit ID - AU0071-1

## Human Resource Department Audit

Audit Score

89/100

### Details

|                 |                                 |
|-----------------|---------------------------------|
| Audit           | AU0071                          |
| Scheduled Audit | AU0071-1                        |
| Location        | Hyderabad                       |
| Hotel           | GreenPark Hotel- GPH            |
| Department      | Human Resources                 |
| Checklist       | Human Resource Department Audit |
| Audit Type      | Internal                        |
| Auditor         | Jagan Mohan                     |
| Start Date      | 01-06-2017                      |
| End Date        | 30-06-2017                      |
| Submitted Date  | 03-05-2018                      |
| Status          | Completed                       |
| Assigned By     | Administrator Account           |
| Non-Compliance  | 21                              |
| Chronic Issues  | 13                              |

## Comparison

### GREENPARK HOTEL- GPH HUMAN RESOURCE DEPARTMENT AUDIT

| HUMAN RESOURCE DEPARTMENT<br>AUDIT |  | Jun 2017          | VARIANCE | % of Increase<br>/ Decrease (-/<br>+) |
|------------------------------------|--|-------------------|----------|---------------------------------------|
| S.No                               | Sections   | SCORE<br>OBTAINED |          |                                       |
| 1                                  | Manpower Planning & Recruitment                    | 88                | -        | -                                     |
| 2                                  | Administration Salary Service<br>Charge and Others | 90                | -        | -                                     |
| 3                                  | Time Office  | 87                | -        | -                                     |
| 4                                  | Performance Management System                      | 90                | -        | -                                     |
| 5                                  | Statutory and Insurance                            | 97                | -        | -                                     |
| 6                                  | Employee Welfare and Cafeteria                     | 91                | -        | -                                     |
| 7                                  | Employee Motivation Activities                     | 91                | -        | -                                     |
| 8                                  | Training   | 83                | -        | -                                     |
| 9                                  | Security   | 85                | -        | -                                     |
| Audit Score                        |  | ● 89              | -        | -                                     |

|   |                 |                  |
|---|-----------------|------------------|
|  | 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: Form -F **NC**

Rating: 7

## Section: Administration Salary Service Charge and Others

### Subsection: Salary Administration

1: Late Coming Details. **NC**

Rating: 7

2: Absenteeism Handling. **NC**

Rating: 7

## Section: Time Office

### Subsection: Time Office

1: Monthly Schedule Creation by HOD **NC**

Rating: 7

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

Rating: 6

## Section: Statutory and Insurance

### Subsection: Provident Fund

1: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**

Rating: 7

## Section: Statutory and Insurance

### Subsection: E S I

1: All Audit / Inspection Reports should be sent to Corp. HR Office. **NC**

Rating: 7

## Section: Employee Welfare and Cafeteria

### Subsection: Cafeteria Administration

1: Periodic survey about cafeteria function. **NC**

Rating: 7

## Section: Employee Motivation Activities

### Subsection: Employees Motivation Activities

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

Rating: 5

## Section: Training

**Subsection:** Internal Training Calendar Schedule Programme

- 1: Fire-Fighting Evacuation and Training. **NC**

Rating: 6

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

Rating: 7

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

Rating: 7

**Section:** Training**Subsection:** Library Maintenance

- 1: Procurement of Books & Inventory. **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:** Conducting Fire Fighting Sessions for New Employees

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

Rating: 7

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

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

Rating: 7

**Section:** Security

**Subsection:** Staff Rotation

- 1: Staff Rotation. **NC**  
Rating: 7

**Section:** Security

**Subsection:** Security Guards

- 1: Knowledge of the required posts deployed. **NC**  
Rating: 7

# Chronic

## Section: Administration Salary Service Charge and Others

### Subsection: Salary Administration

- 1: Late Coming Details. **NC**  
Rating: 7
- 2: Absenteeism Handling. **NC**  
Rating: 7

## Section: Time Office

### Subsection: Time Office

- 1: Monthly Schedule Creation by HOD **NC**  
Rating: 7
- 2: Absentees Names to display in the Notice Board. **NC**  
Rating: 6

## Section: Employee Motivation Activities

### Subsection: Employees Motivation Activities

- 1: Executive Award get together (Quarterly) **NC**  
Rating: 5

## Section: Training

### Subsection: Internal Training Calendar Schedule Programme

- 1: Knowledge Sharing Programme. **NC**  
Rating: 7
- 2: Knowledge Bank Orientation. **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

## 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:** First AID Kits

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

Rating: 7

**Section:** Security

**Subsection:** Security Guards

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

Rating: 7

# 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: 8

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: 8

10: Appointment Letter.

Rating: 9

11: Reference Check Forms.

Rating: 9



12: Form -F **NC**

Rating: 7

13: Induction/Orientation.

Rating: 9

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.

Rating: 10

2: Leave Management (Adherence to Leave Policy)

Rating: 10

3: Late Coming Details. **NC**

Rating: 7

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: 9

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

Rating: 9

3: Pay dates.

Rating: 10

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: 9

**Section:** Time Office

**Subsection:** Time Office

- 1: Monthly Schedule Creation by HOD **NC**  
Rating: 7
- 2: Sending Manager's Punches to Unit Head.  
Rating: 9
- 3: Absentees Names to display in the Notice Board. **NC**  
Rating: 6
- 4: Sending Late Punch Report to GM.  
Rating: 9
- 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: 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: 10
- 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: 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. **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: 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. **NC**  
Rating: 7
- 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: 10
- 2: Maintaining Gratuity Payment Register.

Rating: 10

**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: 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). ☒ Not Applicable

- 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 &amp; Deletions in Medclaim.

Rating: 10

## 2: Additions &amp; 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: 9

## 2: Follow up of Timings.

Rating: 10

## 3: Hygiene &amp; Cleanliness.

Rating: 8

4: Periodic survey about cafeteria function. **NC**

Rating: 7

## 5: Ambience &amp; 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: 5
- 3: Picnics (Yearly)  
Rating: 10
- 4: Cafeteria Events.  
Rating: 8

**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: 8

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

- 1: Fire-Fighting Evacuation and Training. **NC**

Rating: 6

2: Basic Technical Training Programme.

Rating: 8

3: Induction Associate Development Programme.

Rating: 8

4: Management Training Programme.

Rating: 8

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: 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: 9

4: Participants Attendance Verification.

Rating: 9

#### **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. **NC**

Rating: 7

**Section:** Training**Subsection:** Library Maintenance

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

Rating: 7

- 2: Maintaining of Issue Register with due dates.

Rating: 8

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

- 1: Selection from reputed Institutions. ☒ Not Applicable
- 2: Budgeted Industrial Trainees. ☒ Not Applicable
- 3: Fortnight Industrial Exposure Training Meetings. ☒ Not Applicable

**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: 9

**Section:** Security**Subsection:** Keys Register

- 1: Maintenance of Key Issue Register.  
Rating: 9
- 2: Maintaining Duplicate Keys.  
Rating: 8

**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: 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: 9

**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.

Rating: 8

**Section:** Security

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

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

Rating: 7

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

- 1: Emergency Fire Fighting Team Meeting Monthly.  
Rating: 10

**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. **NC**  
Rating: 7
- 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.  
Rating: 8

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

- 1: Checking of Expiry Date.  
Rating: 8
- 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: 10

**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: 8

**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. **NC**  
Rating: 7

**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. **NC**  
Rating: 7
- 4: Additional gear & equipment for posts like main road entrance /entry point of the hotel etc.,  
Rating: 8