

Audit Report for Audit ID - AU0083-4

Human Resource Department Audit

Audit Score

79/100

Details

Audit	AU0083
Scheduled Audit	AU0083-4
Location	Hyderabad
Hotel	AVASA Hotel
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-07-2019
End Date	31-07-2019
Submitted Date	01-08-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	10
Chronic Issues	2

Comparison

AVASA HOTEL HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Dec 2018	Jul 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Manpower Planning & Recruitment	92	80	-12	-13.04%
2	Administration Salary Service Charge and Others	86	79	-7	-8.14%
3	Time Office	87	79	-8	-9.2%
4	Performance Management System	89	80	-9	-10.11%
5	Statutory and Insurance	99	78	-21	-21.21%
6	Employee Welfare and Cafeteria	90	79	-11	-12.22%
7	Employee Motivation Activities	89	80	-9	-10.11%
8	Training	93	80	-13	-13.98%
9	Security	90	79	-11	-12.22%
Audit Score		● 91	● 79	-12	-13.19%

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

Rating: 7

Section: Time Office

Subsection: Time Office

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

Rating: 7

Section: Statutory and Insurance

Subsection: Provident Fund

1: Any discrepancy should be brought to the notice to corporate office. **NC**

Rating: 6

Observation Text :

all contract employee PF wage (basic + Da) are following less than minimum wage

Section: Statutory and Insurance

Subsection: E S I

1: Declaration Form in to Personal File. **NC**

Rating: 7

Section: Statutory and Insurance

Subsection: License

1: Contract Labour Agreement. **NC**

Rating: 6

Observation Text :

contract labour agreements are not prepared

2: Contract Labour License & Renewal. **NC**

Rating: 7

3: Municipal License **NC**

Rating: 7

Section: Employee Welfare and Cafeteria

Subsection: Cafeteria Administration

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

Rating: 7

Section: Security

Subsection: Fire Extinguishers Periodic Check

1: Checking of Sprinklers. **NC**

Rating: 6

Observation Text :

few of Hydrant boxes keys or not available, Nozzles are not mentioned properly

Section: Security

Subsection: Security Guards

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

Rating: 6

Observation Text :

In the hotel renovation work is going, workers are not mentioned safety precaution.

Chronic

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

- 1: Auto Attendance Compiling in HRMS Software. **NC**
Rating: 7

Section: Time Office

Subsection: Time Office

- 1: Absentees Names to display in the Notice Board. **NC**
Rating: 7

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: 8

Section: Manpower Planning & Recruitment**Subsection:** Personal File Management

1: Three Passport Photographs

Rating: 8

2: Resume / Employment Application Form

Rating: 8

3: Interview assessment Form

Rating: 8

4: Photo copy of the Birth Certificate

Rating: 8

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.

Rating: 8

9: Medical fitness certificate.

Rating: 8

10: Appointment Letter.

Rating: 8

11: Reference Check Forms.

Rating: 8

12: Form -F
Rating: 8

13: Induction/Orientation.
Rating: 8

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: 7

2: Leave Management (Adherence to Leave Policy)
Rating: 8

3: Late Coming Details.
Rating: 8

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: 7
- 4: Sending Late Punch Report to GM.
Rating: 8
- 5: Maintaining of Leave Application File / Online Leave applying procedure.
Rating: 8
- 6: Maintaining of Tour Application File.
Rating: 8
- 7: Updating Staff Leave Balances.
Rating: 8

Section: Performance Management System

Subsection: Periodic Performance Appraisal for New Employees

- 1: Making the proposals.
Rating: 8
- 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)
Rating: 8
- 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: 8
- 2: Monthly reconciliation and Challan payment (15th of every month)
Rating: 8
- 3: All Audit / Inspection Reports should be sent to Corp. HR Office.
Rating: 8
- 4: Any discrepancy should be brought to the notice to corporate office. **NC**
Rating: 6

Observation Text :

all contract employee PF wage (basic + Da) are following less than minimum wage

Section: Statutory and Insurance

Subsection: E S I

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

- 2: Maintaining Gratuity Payment Register.

Rating: 8

Section: Statutory and Insurance

Subsection: Labour Registration & Renewal

- 1: Annual renewal of Registration Certificate.

Rating: 8

Section: Statutory and Insurance

Subsection: License

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

Rating: 6

Observation Text :

contract labour agreements are not prepared

- 2: Contract Labour License & Renewal. **NC**

Rating: 7

- 3: Municipal License **NC**

Rating: 7

- 4: Food License.

Rating: 8

- 5: Fire License.

Rating: 8

- 6: Police License.

Rating: 8

- 7: 24 Hours Coffee shop.

Rating: 8

- 8: P C B Consent.

Rating: 8

- 9: Weights & Measures.

Rating: 8

- 10: Weights & Measures (Peg Measure).

Rating: 8

- 11: Explosive License

Rating: 8

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

- 1: Coverage of all assets.
Rating: 8
- 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.
Rating: 8
- 3: Education Fund Management for Children Education Fund.
Rating: 8
- 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. **NC**

Rating: 7

- 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)

Rating: 8

- 3: Picnics (Yearly)

Rating: 8

- 4: Cafeteria Events.

Rating: 8

Section: Employee Motivation Activities

Subsection: Awards

- 1: Nomination Forms Verification (Monthly).

Rating: 8

- 2: Collection of Forms.

Rating: 8

- 3: Conducting Staff Day Function.

Rating: 8

- 4: Utility of Weldon Coupons.

Rating: 8

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).
Rating: 8

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

- 1: Fire-Fighting Evacuation and Training.
Rating: 8
- 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: 8
- 6: 2nd Level Meetings.
Rating: 8
- 7: Monthly Departmental Meetings.
Rating: 8
- 8: New Employees Meeting(Monthly).
Rating: 8
- 9: Knowledge Sharing Programme.
Rating: 8
- 10: Knowledge Bank Orientation.
Rating: 8

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

- 1: Process of Nominations.
Rating: 8
- 2: Taking confirmation from HOD.
Rating: 8
- 3: Displaying it on the Notice Board and informing it to Individual.
Rating: 8
- 4: Participants Attendance Verification.

Rating: 8

Section: Training

Subsection: Co ordinating with other Units

- 1: Co-ordinating with other Units.

Rating: 8

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: 8

- 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: 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

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

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: 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: 8

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

- 1: Checking of Expiry Date.
Rating: 8
- 2: Checking of Sprinklers. **NC**
Rating: 6

Observation Text :

few of Hydrant boxes keys or not available, Nozzles are not mentioned properly

- 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: 8

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

- 1: Receiving the Item.
Rating: 8
- 2: Storing the Item.
Rating: 8
- 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.
Rating: 8

2: Alert and activeness of guards @ post.

Rating: 8

3: Knowledge of the required posts deployed.

Rating: 8

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

Rating: 6

Observation Text :

In the hotel renovation work is going, workers are not mentioned safety precaution.