

Audit Report for Audit ID - AU0071-2

Human Resource Department Audit

Audit Score

85/100

Details

Audit	AU0071
Scheduled Audit	AU0071-2
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Human Resources
Checklist	Human Resource Department Audit
Audit Type	Internal
Auditor	Jagan Mohan
Start Date	01-06-2018
End Date	30-06-2018
Submitted Date	15-08-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	15
Chronic Issues	3

Comparison

GREENPARK HOTEL- GPH HUMAN RESOURCE DEPARTMENT AUDIT

HUMAN RESOURCE DEPARTMENT AUDIT		Jun 2017	Jun 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Manpower Planning & Recruitment	88	88	0	0%
2	Administration Salary Service Charge and Others	90	79	-11	-12.22%
3	Time Office	87	84	-3	-3.45%
4	Performance Management System	90	89	-1	-1.11%
5	Statutory and Insurance	97	88	-9	-9.28%
6	Employee Welfare and Cafeteria	91	89	-2	-2.2%
7	Employee Motivation Activities	91	88	-3	-3.3%
8	Training	83	80	-3	-3.61%
9	Security	85	83	-2	-2.35%
Audit Score		● 89	● 85	-4	-4.49%

	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: 6

Observation Text :

I verified last quarter attendance most of employees attendance taken based on the HOD approval

2: Late Coming Details. **NC**

Rating: 6

Observation Text :

There are not mentioned late coming report

3: Pay Dates. **NC**

Rating: 7

Observation Text :

As Go 23 Telangana Labour dept Form -II and III Not mentioned

Section: Time Office

Subsection: Time Office

1: Sending Late Punch Report to GM. **NC**

Rating: 7

Observation Text :

In and Out punching, few of employees out punching is not showing the report

Section: Statutory and Insurance

Subsection: License

1: Contract Labour Agreement. **NC**

Rating: 7

Observation Text :

under process

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

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

Rating: 7

Observation Text :

not done

Section: Training

Subsection: Internal Training Calendar Schedule Programme

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

Rating: 7

Observation Text :

conduct and records are not mentioned

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

Rating: 7

Observation Text :

conduct and records are not mentioned

3: Departmental Co-ordination Meetings (Bimonthly) **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

4: 2nd Level Meetings. **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

5: Monthly Departmental Meetings. **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

Section: Training**Subsection: External Training Calendar Schedule Programme**1: Participants Attendance Verification. **NC**

Rating: 7

Section: Security**Subsection: Employee Grooming Check**1: Checking the Employee while Entry & Exit. **NC**

Rating: 7

Section: Security**Subsection: Emergency Fire Fighting Team Meeting Monthly Once**1: Emergency Fire Fighting Team Meeting Monthly. **NC**

Rating: 7

Observation Text :

Emergency Team members display board at Time office their are not keeping the photos and not updated

Section: Security**Subsection: Security Guards**

1: Alert and activeness of guards @ post. **NC**
Rating: 7

Chronic

Section: Administration Salary Service Charge and Others

Subsection: Salary Administration

1: Late Coming Details. **NC**

Rating: 6

Observation Text :

There are not mentioned late coming report

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

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

Rating: 7

Observation Text :

not done

Section: Security

Subsection: Employee Grooming Check

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

Rating: 7

Audit Questionnaire

Section: Manpower Planning & Recruitment

Subsection: Sanctioned Manpower Vs Actuals Department Wise

1: Sanctioned Manpower Vs Actuals (Department Wise)

Rating: 9

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: 9

2: Resume / Employment Application Form

Rating: 9

3: Interview assessment Form

Rating: 9

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

Observation Text :

few of employees are submitted

7: Photo copies of relevant experience certificate

Rating: 8

8: Proof of last salary drawn.

Rating: 8

9: Medical fitness certificate.

Rating: 9

10: Appointment Letter.

Rating: 9

11: Reference Check Forms.

Rating: 9

12: Form -F

Rating: 9

13: Induction/Orientation.

Rating: 9

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: 6

Observation Text :

I verified last quarter attendance most of employees attendance taken based on the HOD approval

2: Leave Management (Adherence to Leave Policy)

Rating: 8

3: Late Coming Details. **NC**

Rating: 6

Observation Text :

There are not mentioned late coming report

4: Absenteeism Handling.

Rating: 8

5: Pay Dates. **NC**

Rating: 7

Observation Text :

As Go 23 Telangana Labour dept Form -II and III Not mentioned

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: 9

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

Rating: 9

3: Pay dates.

Rating: 9

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: 8

Section: Time Office

Subsection: Time Office

1: Monthly Schedule Creation by HOD

Rating: 9

2: Sending Manager's Punches to Unit Head.

Rating: 9

3: Absentees Names to display in the Notice Board.

Rating: 8

4: Sending Late Punch Report to GM. **NC**

Rating: 7

Observation Text :

In and Out punching, few of employees out punching is not showing the report

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: 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).

☒ 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: 9

- 2: Perform Employee Appraisals (3rd Oct, and 3rd Mar).

Rating: 9

- 3: Review by Counter signing Officer (Unit Head) (10th Oct and 10th Mar).

Rating: 9

- 4: Normalization Process (12th Oct, and 12th Mar).

Rating: 9

- 5: Process Appraisals - Closing (15th Oct, 15th Mar).

Rating: 9

- 6: Consolidate Appraisal report send to Corporate Office (17th Oct, and 17th Mar)

Rating: 9

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: 9

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: 9

- 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: 9

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: 9

3: Maintaining Inspection Book.

Rating: 9

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: 9

2: Maintaining Gratuity Payment Register.

Rating: 9

Section: Statutory and Insurance

Subsection: Labour Registration & Renewal

1: Annual renewal of Registration Certificate.

Rating: 9

Section: Statutory and Insurance

Subsection: License

1: Contract Labour Agreement. **NC**

Rating: 7

Observation Text :

under process

2: Contract Labour License & Renewal.

Rating: 9

3: Municipal License

Rating: 9

4: Food License.

Rating: 8

Observation Text :

Applied for renewal

5: Fire License.

Rating: 9

6: Police License.

Rating: 9

7: 24 Hours Coffee shop.

Rating: 9

8: P C B Consent.

Rating: 9

9: Weights & Measures.

Rating: 9

10: Weights & Measures (Peg Measure).

Rating: 9

11: Explosive License

Rating: 9

Section: Statutory and Insurance

Subsection: General Insurance

1: Coverage of all assets.

Rating: 9

2: Additions & Deletions of Assets.

Rating: 9

3: Claim Management.

Rating: 9

Observation Text :

2 BDM claims under process

4: Unsettled Claims.

Rating: 9

Section: Statutory and Insurance

Subsection: Life Insurance

1: Additions & Deletions in Mediclaim.

Rating: 9

2: Additions & Deletions in Group Insurances.

Rating: 9

3: Gratuity Claims Settlement.

Rating: 9

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

Observation Text :

16 employees childrens

- 3: Education Fund Management for Children Education Fund.

Rating: 9

- 4: Welfare Fund Management.

Rating: 9

Observation Text :

16 employees children

Section: Employee Welfare and Cafeteria

Subsection: Cafeteria Administration

- 1: Weekly Menus.

Rating: 8

- 2: Follow up of Timings.

Rating: 9

- 3: Hygiene & Cleanliness.

Rating: 9

- 4: Periodic survey about cafeteria function.

Rating: 8

- 5: Ambience & Seating Comfortability.

Rating: 10

Section: Employee Motivation Activities

Subsection: Employees Motivation Activities

- 1: Staff Award get together (Quarterly).

Rating: 9

- 2: Executive Award get together (Quarterly) **NC**

Rating: 7

Observation Text :

not done

- 3: Picnics (Yearly)

Rating: 9

- 4: Cafeteria Events.

Rating: 9

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: 9

Section: Training

Subsection: Induction Schedule

- 1: Induction Schedule.

Rating: 9

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: 8

Observation Text :

conduct and records are not mentioned

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

Rating: 7

Observation Text :

conduct and records are not mentioned

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

Rating: 7

Observation Text :

conduct and records are not mentioned

- 4: Management Training Programme.

Rating: 9

- 5: Departmental Co-ordination Meetings (Bimonthly) **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

6: 2nd Level Meetings. **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

7: Monthly Departmental Meetings. **NC**

Rating: 7

Observation Text :

conduct and records are not mentioned

8: New Employees Meeting(Monthly).

Rating: 8

Observation Text :

conduct and records are not mentioned

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: 9

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

Rating: 8

Observation Text :

conduct and records are not mentioned

4: Participants Attendance Verification. **NC**

Rating: 7

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: 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: 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: 9

- 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: 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: 9
- 2: Maintaining of Outward Material Register.
Rating: 9

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. **NC**
Rating: 7

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. **NC**

Rating: 7

Observation Text :

Emergency Team members display board at Time office their are not keeping the photos and not updated

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: 9

- 2: Procurement of Medicines and maintaining of Registers.

Rating: 8

Section: Security

Subsection: Security Induction

- 1: Induction should he 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: 8

- 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: 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: 8

Section: Security

Subsection: Security Guards

- 1: Grooming.

Rating: 9

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

Rating: 7

- 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.,

Rating: 8