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File No: O&M/Inspn/35/CGDA/2019/Vol-I

Dated: 18.12.2018

(MOST IMPORTANT CIRCULAR NO. 83 DATED 18.12.2018)

**Subject : REORIENTATION OF INSPECTION BY HQRS OFFICE, NEW DELHI: SECOND CYCLE OF QUALITY INSPECTION 2018-19: REGARDING.**

Kindly refer to this office circular No. 36 of 12.07.2018 wherein it was mandated to complete two cycles of internal inspection of the various section of the Main Office CDA Guwahati for the purpose to enable the CDA to ensure the overall efficiency, effectiveness and improvement of the office and timely remedial actions.

2. The modalities of the inspection to be carried out have been outlined in the ibid circular 36 dated 12.07.2018. Further in the new approach, it has been internalized the inspection itself as a control mechanism and to ensure that the officers and staff of the office are fully involved in the activity of inspection.
3. In this regard it is intimated that the undersigned has been nominated by the competent authority as Management Representative/ Quality Manager of CDA Guwahati for Quality Inspection for the year 2018-19 and accordingly second cycle of Quality inspection is to be carried out as per the schedule as shown in **Annexure-A1** with the Quality Inspection Team as **shown in Annexure-B**. The thrust area of the inspection in the present cycle will be to see whether appropriate remedial actions have been taken up by the sections against the points observed in the first cycle and to ascertain that the points raised by the CGDA inspection team in 2012 & 2014 are complied with and are in practice.
4. The inspection team will be guided by the inspection manual/Questionnaire and on this account this office circular No. 36 dated 12.07.2018 is hereby referred to.
5. The complete methodology of the inspection is again brought to the notice of all concerned for ready reference.
  1. Inspection Manual/ drill in questionnaire form as prepared for each section of the Main Office by Hqrs Office, New Delhi will be used as per the scheduled date proposed in Annexure-A1 for the internal regular quality audit of the sections. The Inspection Questionnaire have already been circulated vide this office letter No.O&M/Inspn/35/CGDA/2019/Vol- dated 14.12.2018 (uploaded on CDA Guwahati web-site). This Questionnaire may

also be utilized for carrying out necessary updation of all auditable documents.

2. Sections will submit Point-wise response to the Inspection Questionnaire of their sections to the respective Team Leader of the Quality Inspection Team concerned as shown in Annexure-B and the Team concerned will carry out the inspection accordingly as per the time Schedule as appended in Annexure-A1. Additional questions can be framed by the Team Leaders to bring out the areas of risk, if any, that are not covered by the existing procedure.
  3. The section concerned will put forth earnest efforts to settle the points raised by the Quality Inspection Team in consultation with the Team Leader concerned.
  4. The entire process of the inspection will be completed as per the schedule as shown in Annexure-A1. Commencement and completion of second cycle Quality Inspection and submission of reports as per the prescribed schedules will be the responsibility of the Inspection Team Leaders.
  5. Thereafter the Quality inspection report will be put up to the Apex Management Committee for review where un-resolved points of the Quality Inspection will be put up for review.
  6. The mandatory agenda points for discussion in the management review committee will be
    - a. Results of inspection carried out and resolution of issues brought out therein.
    - b. Customer satisfaction and feedback based on question and answer response, the number, type of complaints received during the period and those resolved.
    - c. "Corrective" action points. Correction action means not only correction of objected issues but also to ensure that these do not recur.
    - d. Preventative Management issues.
  7. The outcome of the Management Committee would be put up before the CDA. Frequency of future audit in respect of individual sections will be decided (whether to continue quarterly or to reduce the frequency) with the approval of CDA based on the findings of the Management Committee.
  8. It is pertinent to mention here that the frequency of external Inspection by Hqrs Office, New Delhi will be enhanced in case the number of observations exceeds 10 in respect of the organization as a whole and in getting declared the status as "Unsatisfactory".
6. The quality inspection report will be submitted in a time bound manner and the date fixed for the same shall be strictly adhered to. The report will be prepared in three parts
1. The First part will highlight about the general status of the section vis-à-vis the strength of section, optimum utilization of man power and the improvement required etc.

2. The second part will contain instances of grave irregularities, failure of audit/accounting system which have wide repercussions, defalcation of cash or any other issue, which in the opinion of the Controller, may be of immediate interest/ or which merit immediate attention.
3. The Third part will include all other procedural discrepancies/defects.

7. All stakeholders are requested to put their whole hearted efforts to maintain the schedule so that the various process of the quality Inspection can be completed in a time bound manner.

8. The contents of this circular are to be got noted by all concerned for strict compliance.

9. The receipt of the circular may be acknowledged personally by the officer-in-Charge of the sections to Officer-in-charge of O&M Cell (By Name).

Encl : 1) Annexure-A1  
2) Annexure-B

*Sd/—*  
(Dr. K. Lalbiakchhunga, IDAS)  
Quality Manager

Distribution:

1. All GOs/SAOs/AOs of MO
2. All Sections of MO
3. LAO(A) Narangi
4. LAO(A) Guwahati
5. LAO 222 ABOD
6. AO GE Guwahati
7. ALAO 313 Coy ASC
8. AAO BSO Narengi
9. All the Team Leaders/ AAOs engaged in Inspection Team

Along with Annexure- A1 & B.

The Officer-in-charge of the sections/Sub-offices are requested to spare their AAO/SA whenever required by the Team Leaders.

10. O/i-C AN-I (A&C) Section

For kind information.

11. O/i-C EDP Section

With a request for uploading on the CDA Guwahati Web-site.

12. Guard file.

13. Spare copies (3 copies)

14. PS to CDA

*S.P.AUL*

(S.PAUL)  
Accounts Officer (O&M Cell)

## Annexure-A1

Schedule of 2<sup>nd</sup> Cycle of Quality Inspection to be conducted

Sl No	Item	2 <sup>nd</sup> Cycle	Date by which to be completed
1	Questionnaire to be forwarded by O&M Cell	2 <sup>nd</sup> week of December	14.12.2018
2	Submission of response to questionnaire by the sections to the Quality Inspection Team Leader	4 <sup>th</sup> week of December	28.12.2018
3	Commencement of Quality Inspection by the nominated teams	1 <sup>st</sup> week of January/2019	03.01.2019
4	Completion of Quality Inspection	3 <sup>rd</sup> week of January/2019	18.01.2019
5	Submission of report by the Quality Inspection Teams	4 <sup>th</sup> week of January/2019	31.01.2019
6	Meeting of Apex Management Committee for review	2 <sup>nd</sup> week of February/2019	15.02.2019
7	Submission of final Quality Audit Report to the CDA	3 <sup>rd</sup> week of February/2019	22.02.2019

  
Accounts Officer(O&M)

## Inspection Team for the Second Cycle of Quality Inspection

- Note
1. There will be six team altogether for whole Quality Inspection Viz Team A,B,C,D,E & F.
  2. Each AAO shall not be engaged more than two sections for quality purpose, however Team Leader may exercise their discretion
  3. No SA/Adr shall be engaged in the section he is presently serving

Team	Section for which quality Inspection to be conducted	Team Leader	AAO	Sr. Adr/Adr and their A/C No.
A	E-I,II,III, R Sec & T Sec	Shri Moloy Ghosh, Sr AO	Shri G C Saha, AAO Shri Ajay Kumar Mishra, AAO Shri Monoj Kumar, AAO Shri Abhijit Dey, AAO	Shri Joydeep Bhattacharjee, SA, 8346830 Shri Shekhar Kar, SA, 8328892 Shri A M Lakra, SA, 8339758 Shri P R Parial, SA, 88331589 Shri J Boro, SA, 8331718 Shri S J Bhuvan, SA, 8339759
B	M-I,II,III,IV, Hindi Cell & D Sec	Shri A.N Mazumdar, Sr AO	Shri Sanjay Hazarika, AAO Shri Prabir Kumar Sinha, AAO Shri Santanu Singha, AAO	Shri G Chakladar, SA, 83328828 Shri TC Borah, SA, 8337495 Shri B Baruah, SA, 8331651 Shri K Rameswar Singh, SA, 8334118 Shri Anil Chandra Das, 8328898 Shri V L Gangte, SA, 8332286
C	IA,GST,SA,Pay Tech & Ors Cell	Shri M.H Laskar, Sr AO	Shri Nirraj Kumar, AAO Shri K T Singh, AAO Shri Partha Das, AAO	Shri C K Talukdar, SA, 8331625 Shri B B Dey, SA, 8337541 Shri Kanchan Kumar Roy, SA, 8331617 Shri Jayanta Biswas, SA, 8339776 Shri Jitendra Kumar, SA, 8320299 Shri H Chakravarty, SA, 8331582
D	SC-I,II,III,IV,V & IFA Cell	Shri S. Dey Sarkar, Sr AO	Shri K Basumatary, AAO Shri Anand Kumar, AAO Shri Sabir Alam, AAO	Shri B R Paul, SA, 8337496 Shri N K Mishra, SA, 8328861 Shri S.D Choudhury, SA, 8334154 Ms Chandra Dey, SA, 8331604 Shri Santonu Biswas, SA, 8334169 Shri Abhijit Prasad, SA, 8342479

