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(MOST IMPORTANT CIRCULAR NO 36 DATED 12.07.2018)

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

For the purpose to enable the CDA to ensure the overall efficiency, effectiveness and improvement of the office and to ensure the position and over all status of the sections for a timely remedial actions Para 797 of OM Part II Vol-I mandates inspections of various section of the Main Office once in a year.

2. The modalities of the inspection to be carried out has been envisaged in Para 797 to 803 of OM Part-II Vol-I. However, since a paradigm shift has been taken place after reorientation of whole process of inspection by the Hqrs Office, New Delhi as intimated vide their letter No. **13125/CGDA/I-Cell/IQ Dated 12.10.2011**, it is required to adopt a new approach to the whole inspection process to achieve the objective as stated in Para 1 above, along with a continual development process and Risk Management.

3. In the new scenario it has been advised by the Hqrs Office, New Delhi to carry out "Quality Audit" quarterly, the frequency of which may however be reduced as per the convenience. The new approach has been adopted to ascertain the degree of commitment towards not only compliance but also continual improvement. The whole process of inspection has been re-oriented with a system of **Quality Audit** through "Peer Audit" method based on Inspection Questionnaire by Management Representative/ Quality Manager of the organization, followed by an external inspection by Hqrs Office, New Delhi. 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.

Scheme of the Inspection

4. 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 Quality inspection is to be carried out as per the schedule as shown in **Annexure-A**. Accordingly it has been decided to commence the first cycle of the Quality Inspection as per the Schedule appended in **Annexure-A1** with the Quality Inspection Team as shown in **Annexure-B**. The first cycle of Quality Inspection may be carried out covering all transactions of the sections from 02/2014 and up to 31st March, 2018. The brief scheme of the inspection will be as follows:

Compliance Audit:

5. The inspection team will be guided by the inspection manual/Questionnaire and the inspection will aim at ascertaining, through judicious and careful sampling of various items or work done in a particular section and whether,

1. The prescribed processes of audit and accounting had been followed correctly and efficiently vis-à-vis prescribed registers etc maintained properly and updated regularly.
2. Any recurring typical omissions/lapses of a particular type of work persist.
3. There is evidence of faulty supervision at various levels.
4. The points raised by the CGDA inspection Team in 2012 & 2014 are complied with and are in practice.

Adequacy Audit:

6. To ascertain the quality of the audit, improved performance and credibility the inspection team will also require to examine the effectiveness of the procedures and uncover the gaps/risks and to bring out the area to eliminate duplication of work, simplification of methods and the areas of possibilities which can ensure quality through value addition for the customer satisfaction and in that order to identify whether

1. any lacuna in the systems and procedure existing in a particular section and the procedure running are sufficient to de-risk the organizational task.
2. there is an area where existing procedures and systems in vogue needs reorientation and stream-lining and to submit proposals to CGDA for approval.
3. To restructure the various Groups for overall effectiveness.
4. Any IT projects is required to be integrated with various sections to generate reports, sharing of PIS DATA etc in respect of office/staff of the organization , originally prepared by a different section to ascertain better time management and accuracy in Data. (Example the particulars of officers/ Staff as updated by the Admin Sec may be used by the O&M Cell while nominating officials for training etc.)
5. the existing modules of IT projects running can be modified in such a way to suit the need of the task holder.
6. Suggestions regarding proper record management.
7. Any other points of value addition.

Methodology of Inspection

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 02.07.2018 (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 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, in which Quality Control Officer would be the Ex-Officio Secretary and other members of the Apex Committee would be nominated by the CDA in due course before the Apex Management 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".
9. An opening meeting will be conducted where ground rules would be explained by the Quality Manager to the Team Leaders and section Officer-in-Charge for completion of the entire process in a time bound manner.

Inspection Report:

7. 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.
8. 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.
9. TADA is authorized for out station officers.
10. The contents of this circular are to be got noted by all concerned for strict compliance.
11. 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-A
2) Annexure-A1
3) Annexure-B


(Dr. K. Lalbiakchung, IDAS)
Quality Manager

Distribution:

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| 1. All GOs/SAOs/AOs of MO | |
| 2. All Sections of MO | Along with Annexure-A, A1 & B |
| 3. All the Team Leaders/ AAOs Engaged in Inspection Team | |
| 4. O/i-C AN-I (A&C) Section | For kind information and necessary action. |
| 5. O/i-C AN-II (TADA) | |
| 6. O/i-C EDP Section | With a request for uploading on the CDA Guwahati Web-site. |
| 7. Guard file. | |
| 8. Spare copies (5 copies) | |
| 9. PS/PA to CDA/Jt.CDA | |


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

Annexure-A**Schedule of Quality Inspection to be conducted before Inspection of CGDA Team**

Sl No	Item	1 st Cycle	2 nd Cycle
1	Questionnaire to be forwarded by O&M Cell	1 st week of July	1 st week of November
2	Submission of response to questionnaire by the sections to the Quality Inspection Team	3 rd week of July	3 rd week of November
3	Commencement of Quality Inspection by the nominated teams	1 st week of August	1 st week of December
4	Completion of Quality Inspection	3 rd week of August	3 rd week of December
5	Submission of report by the Quality Inspection Teams	4 th week of August	4 th week of December
6	Meeting of Apex Management Committee for review	2 nd week of September	2 nd week of January/19
7	Submission of final Quality Audit Report to the CDA	4 th week of September	4 th week of January/19

Quality Inspection for 2019-20 will be notified accordingly in the month of April 2019 accordingly



Accounts Officer(O&M)

Schedule of 1st Cycle of Quality Inspection to be conducted

Sl No	Item	1 st Cycle	Date by which to be completed
1	Questionnaire to be forwarded by O&M Cell	1 st week of July	06.07.2018
2	Submission of response to questionnaire by the sections to the Quality Inspection Team	3 rd week of July	23.07.2018
3	Commencement of Quality Inspection by the nominated teams	1 st week of August	03.08.2018
4	Completion of Quality Inspection	3 rd week of August	23.08.2018
5	Submission of report by the Quality Inspection Teams	4 th week of August	31.08.2018
6	Meeting of Apex Management Committee for review	2 nd week of September	14.09.2018
7	Submission of final Quality Audit Report to the CDA	4 th week of September	27.09.2018



Accounts Officer(O&M)

Inspection Team for the First 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 Joydeep Bhattacharjee, SA, 8346830 Shri B K Verma, SA, 8337539 Shri A M Lakra, SA, 8339758 Shri Ibrahim Ali, SA, 8328822 Shri J Boro, SA, 8331718 Shri S J Bhuyan, SA, 8339759
B	M-I,II,III,IV, Hindi Cell & D Sec	Shri A.N Mazumdar, Sr AO	Shri Swapan Barua, AAO Shri Prabir Kumar Sinha, AAO Shri Partha Das, AAO	Shri Dipankar Roy, SA, 8331561 Shri TC Borah, SA, 8337495 Shri B Baruah, SA, 8331651 Ms Seba Dey, SA, 8328836 Shri Anil Chandra Das, 9328898 Shri Ranadhir Kumar, SA, 8337544
C	IA,GST,SA,Pay Tech & Ors Cell	Shri M.H Laskar, Sr AO	Shri G Bhowmik, AAO Shri K T Singh, AAO Shri Dipankar Ghosal, AAO	Shri G Chakladar, SA, 8328828 Shri B B Dey, SA, 8337541 Shri Kanchan Kumar Roy, SA, 8331617 Shri Jayanta Biswas, SA, 8339776 Shri N C Basak, SA, 8328902 Shri Krishanu Purkaystha, Adr, 8348699
D	SC-I,II,III,IV,V & IFA Cell	Shri Rajesh S Rao, Sr AO of IFA Hqrs EAC, IAF Shillong	Shri K Basumatary, AAO Shri Anand Kumar, AAO Shri R. Darrgawn, AAO Shri Abhijit Dey, AAO	Shri P S Rajan, SA, 8331768 Shri B R Bhattacharjee, SA, 8323731 Shri S.D Choudhury, SA, 8334154 Ms Chandra Dey, SA, 8331604 Shri Santonu Biswas, SA, 8334169 Shri Abhijit Prasad, SA, 8342479

Team	Section for which quality inspection to be conducted	Team Leader	AAO	Sr. Adr/Adr & their A/C No
E	AN-I,II,III,IV,V, O&M,RTI Cell, Complaint Cell & Legal Cell	Shri Gopal Roy, AO	Shri Nijanjan Chakraborty, AAO Shri A K Das, AAO Shri S Banerjee, AAO Ms Pinki Kumari, AAO	Shri Joydeep Dey, SA, 8331699 Shri N C Mandal, SA, 8323635 Ms Sikha Sil, SA, 8335370 Shri R Muchahary, SA, 8338779 Shri Shashi Bhushan, SA, 8320174 Shri P K Bibuti, SA, 8320333
F	A/Cs Sec,DDP,NPS,EDP,SBI CMP and TDS	Shri K Bhagabati,AO	Shri Niraj Kumar, AAO Shri S B Deuri, AAO Ms Durba Bhattacharjee, AAO	Shri D K Borah, SA, 8331692 Shri Dipak Sen, SA, 8328830 Shri Sujay Bose, SA8328832 Shri C K Talukdar, SA, 8331625 Shri Ratul Bayan, SA, 8348636 Shri Somnath Biswas, SA, 8344381

Quality Manager