

**CONTROLLER GENERAL OF DEFENCE ACCOUNTS  
PALAM DELHI CANTT - 110010**

(INSPECTION CELL-I)

No: 13125/CGDA/I-Cell/IQ

Dated 12/10/2011

To,

  
All Regional PCsDA/CsDA


**Sub: Forwarding of Inspection Drill for Regional Controllers offices.**

**Ref: HQrs office letter No. 13125/CGDA/Insp-I/Tour Prog dated.  
10/09/2010.**

Kindly refer this HQrs Office letter No cited above (copy enclosed for ready reference) under which Policy guidelines on Inspection of DAD offices by HQrs office were forwarded to all Regional Controllers.

2. The Inspection Drill for Regional Controllers offices has since been prepared by this HQrs office and approved by the Competent Authority. A copy of the same is enclosed for your information, necessary action, and record please.


3. Please acknowledge receipt.

  
**(MOHINDER SINGH)  
Jt. CGDA (AT-I)**

**Copy to**

1. AT-Coord (Local)
- ✓ 2. EDP Cell (local)

For information please  
(Soft Copy) for putting on WAN

  
**(MOHINDER SINGH)  
Jt. CGDA (AT-I)**

Note :- The inspection Drill is available at CGDA WAN IP  
No. 10.48.152.109. in folder "Inspection Drill 2011"

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Registered  
No 13125/CGDA/Insp-I/Tour prog  
Office of the CGDA,  
Ulan Batar Road, Palam,  
Delhi Cantt-10  
Dated 10.09.2010

To,

All Regional PCsDA / CsDA  
The PCDA New Delhi  
The PCDA (O) Pune

Sub:- Policy guidelines on Inspection of DAD offices by HQrs office.

In order to reorient the Inspection of Controller's office by HQrs office, an Inspection Drill/ Guidelines has been formulated by the CGDA.

A copy of the same is forwarded herewith for your information & necessary action. Questionnaires are under preparation and will be forwarded in due course.

This issues with the approval of Addl. CGDA (UG).

- 1) Sh A.N. DAS PCDA C.C Lucknow
- 2) Sh Paras Ram PCDA WC Chd.
- 3) Sh Paras Ram PCDA over Jaipur
- 4) Sh S.S. Sarda PCDA (CSE) Pune.
- 5) Sh S.C. Dastgir PCDA (CSE) Jaipur
- 6) Sh S.S. Mohanty PCDA Bargarh
- 7) Sh V.K. Sahu PCDA N-Delhi.
- 8) Sh M.D. Baliah PCDA (O) Pune.
- 9) Sh R.S. Rama CDA (Army) Meerut
- 10) Sh Mohinder Singh CDA Jabalpur.
- 11) Sh Sunil Khatiw CDA Patna.
- 12) Sh Anuradha Mitra CDA Chennai
- 13) Sh C. Zothankhary CDA Guwahati
- 14) Sh D. B. Reddy CDA Secunderabad

  
(REENA TANDAN)  
Sr.Dy. CGDA (AT-I)

REORIENTATION OF INSPECTION BY HQRS OFFICE

At present inspection, by CGDA HQrs Office of different DAD offices at various levels (Referred to as "Controllers" hereafter) is being done on the basis of the HQrs Inspection Manuals. Contents of these are not known to the organization inspected. The observations of the inspection are thereafter allowed to remain correspondence for years together sometimes, defeating the very purpose of inspection. Since the inspection reports are voluminous, they are acted by lower or middle management at Controllers level, adequate managerial attention is often found wanting. Inspections are also focused on compliance audit i.e. compliance of the procedures laid down from time to time. In changing scenario this approach is no longer sufficient. It is also necessary to audit the effectiveness of the procedures themselves and uncover the gaps/risks.

2. With a view to streamline the inspection, the following instructions are issued for compliance.

2.1 OBJECTIVE OF THE INSPECTION : The objective of the inspection (also referred to on "Quality Audit") of offices by HQrs is

(a) to see whether the procedures running within the organization are necessary and sufficient to de-risk the organizational tasks (adequacy audit),

(b) to ensure that procedures as prescribed are actually implemented. This is to be done by the checking records for evidence quality checks performed thereon (Compliance audit).

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(c) to ascertain the degree of commitment of the top management towards not only compliance but also continual improvement.

3. The following steps may be taken to address the above objectives:-

3.1 Our inspection manual for each organization type has to be converted into Question and Answer format. Some additional questions also need to be framed bringing out the areas of risk if any, that are not covered by the existing procedures. This will ensure and will enable us to tighten the procedures. Also unnecessary procedures need to be eliminated from time to time. These additional questions are required to introduce adequacy audit in the inspection.

3.2. The inspection manual prepared as above will be circulated to all PCsDA/CsDA/PIFAs/IFAs offices. The JCDA or in his absence, another IDAS officer will be nominated as the Quality Manager in each office. He/She shall formulate internal inspection schedules based on peer audit. For this 3 or more teams from amongst the staff of different sections would be formed for conducting quality, headed by an SAO/GO level officer. For example, if X, Y and Z are Quality Audit groups, then X may inspect sections pertaining of Y. Y will inspection sections of Z and Z section may do inspection for X. Typically the inspection may be done on quarterly basis but frequency can be reduced for well - compliant sections and increased for sections having poor compliance levels.

3.3 Un-resolved points of these quality inspections will be put up to the Apex "Management committee" for review. The Management Committee

would be formed by Head of the organization. Quality Control officer would be Ex-officio Secretary and other members would be nominated by the Head of the organization. The following are the mandatory agenda points for discussion in the management review committee:-

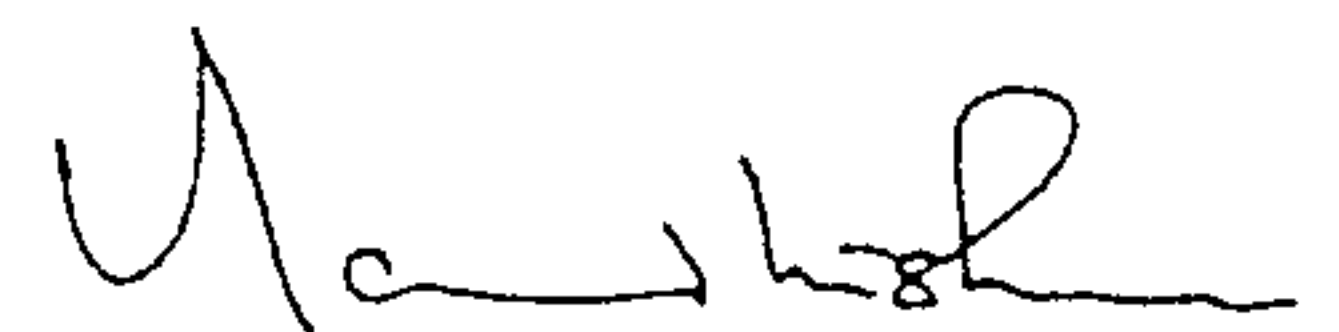
- 3.3.1 Results of inspection carried out and resolution of issues brought out therein.
- 3.3.2 Customer satisfaction and feed back based on question & answer response, the number, type of complaints received during the period and those resolved.
- 3.3.3 "Corrective" action points. Corrective action means only correction of objected issues but also to ensure that these do not recur.
- 3.3.4 Preventive Management issues : These arise from experiences from other offices and their prevention in the office in question.
4. HQrs Office inspection would constitute :
  - 4.1 Thorough check of the management review committee records supplemented by interviews with top and middle management to assess management commitment.
  - 4.2 Check of the conformity and adequacy audits conducted by the Internal Quality Control,
5. Conduct of Quality audit/inspection:
  - 5.1 There would be an opening meeting where ground rules would be explained by the inspecting authority and necessary liaison work in order to ensure prompt production of documents and travel/visits of inspecting groups within the organization, will be tied up. The method of inspection would be clearly explained to the auditee.

5.2 After the opening meeting the actual inspection will proceed. In this inspection the aim is to ensure action on deviant points rather than listing of objections and observations. The points found during the inspection should mostly be settled during the inspection.

5.3 The closing meeting would be held at the end of the inspection wherein all concerned from inspected organization management would be present. In this, un-resolved points shall be read out by the inspecting authority for formal follow up and remedial action by the inspected organization. This is not an occasion for settlement of observations/objections.

6. Wherever the number of observations exceeds 10 and the organization will be declared as unsatisfactory and would be liable for more frequent future inspections. Where the compliance result is very good, inspection may be done less frequently.

7. Future inspections where scheduled would be done soon after the first quality audit being conducted by the concerned office. The results of such audited may be given tabulated against each of the questions of the inspection drill, after review by the Head of the organization personally. The HQrs inspection results will also be recorded in the next column against the question.



C.G.D.A.