

IMPORTANT CIRCULAR

No.O&M/7006/Insp.Drill/Brief Scheme/11-12
Office of the CDA
618, Anna Salai
Teynampet, Chennai – 18

Dated: 15 /3/2012

To

All GOs/SAOs/AOs
CDA Chennai

Sub: Reorientation of Inspection by HQrs Office – Quality Inspection – Reg.

Ref: HQrs office letter No.13125/CGDA/I-Cell/IQ dated 12/10/2011 & its enclosures circulated vide letter of even no. dated 17/11/2011.

As already brought out in contents of the communications referred to above, the inspection methodology of the department is being reoriented by HQrs office with a view to indicate outcomes/deliverables by the Controllers to his customers and Inspection Questionnaire for Regional Controllers has been re-designed. The present system of inspection of Controllers offices by CGDA's offices on the basis of the Inspection Manual is being reoriented with a system of Quality Audit through "Peer Audit" method based on Inspection Questionnaire by Management Representative/Quality Manager of the organization, followed by external inspection by the HQrs office. Focus of HQrs office inspection will be mostly on the outcome of the internal quality inspection conducted by the organization. The purpose of the new system is to internalize 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. Typically the inspection is to be done on quarterly basis but frequency can be reduced for well-compliant sections.

2. As already intimated, the undersigned has been nominated as Management Representative/Quality Manager/Quality Control Officer of the Organisation by the CDA. It has been decided to commence the first cycle of the Quality Inspection w.e.f.

April, 2012. The Quality Inspections Teams for the first quarter is enclosed in Annexure-B. The schedule of the Quality Inspection is enclosed as Annexure-A.

3. The first cycle of inspection will cover all transactions of the Sections upto 31st March, 2012. The brief scheme of Quality Inspection will be as follows: -

- a) Sections concerned will submit point-wise response to the Inspection Questionnaire of their respective sections to the Team Leader of the Quality Inspection Team concerned. Inspection Questionnaire have already been circulated vide letter of even no. dated 17/11/2011. 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 procedures.
- b) Based on the response from the Sections Concerned, the Team Leader with his team will conduct quality inspection covering the following : -
 - i) Adequacy audit : To see whether the procedures running with in the organization are necessary and sufficient to de-risk the organizational tasks
 - ii) Compliance audit: To ensure that procedures as prescribed are actually implemented. This is to be done by checking records for evidence of quality checks performed thereon.
- c) The Sections concerned will put forth earnest efforts to settle the points raised by the Quality Inspection Team in consultation with the Team Leader concerned.
- d) The entire process of the inspection will be completed as per schedule enclosed in Annexure-A. Commencement and completion of Quality Inspection and submission of reports as per the prescribed schedules will be the responsibility of the Inspection Team leaders.
- e) Un-resolved points of the Quality Inspections will be put up the Apex “Management Committee” for review, in which QCO would be the Ex-officio Secretary and other members would be nominated by the CDA.
- f) The mandatory agenda points for discussion in the management review committee will be : -

- i) Results of Inspection carried out and resolution of issues brought out therein.
 - ii) Customer satisfaction and feed back on question & answer response, the number, type of complaints received during the period and those resolved.
 - iii) “Corrective” action points (not only correction of objected issues but also to ensure that these do not recur)
 - iv) Preventive Management issues.
- g) The outcome of the Management Committee would be put 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 the CDA based on the findings of the Management Committee.
- h) Inspection by the HQrs office will be scheduled soon after completion of the first internal quality audit by the organization.
- i) It needs to be kept in mind by all concerned that if the number of observations exceeds 10 in respect of the organization as a whole, during the subsequent external inspection by the HQrs office, there is a risk of getting declared “Unsatisfactory” which would entail more frequent external inspections in future.

4. The scheme being innovative one involving a paradigm shift in perceptions of management of the department, whole-hearted efforts from all stakeholders is solicited. Feedback/Comments, if any, can be brought to the notice of the undersigned or during Monthly Conferences of officers.

Encl: As above.

-S/d-
(Jane Prasad)
Addl. CDA (M.R.)

**Annexure-B to Letter No. No.O&M/7006/Insp. Drill/Brief Scheme/ 11-12 dated
15/3/2012**

Quality Inspection Teams for the first cycle of inspection commencing from April, 2012

Team	Name of the Team Leader	Section to be inspected
A	Smt. Sharda V. Kumar, SAO	Accounts, Disbursement, Records, Engineering, ORs Cell, DAD Cell, Training
B	Shri Murali Krishna, AO	Transport, Administration, Internal Audit, Fund Cell, O&M
C	Shri Nallasivan, A.O.	Pay, Misc., Stores, EDP, IFA Cell, Hindi Cell

**Annexure-A to Letter No. No.O&M/7006/Insp. Drill/Brief Scheme/11-12 dated
15/3/2012**

Schedule of Quality Inspection for the Organisation

Sl.No.	Item	Quarter-I	Quarter-II	Quarter-III	Quarter-IV
1.	Submission of response to Questionnaire by the Sections to the Quality Inspection Team leaders	2 nd week of April	2 nd week of July	2 nd week of October	2 nd week of January
2.	Commencement of Quality Inspection by the nominated Teams	1 st week of May	1 st week of August	1 st week of November	1 st week of February
3.	Completion of Quality Inspection	3 rd week of May	3 rd week of August	3 rd week of November	3 rd week of February
4.	Submission of report by Quality Inspection Teams	4 th week of May	4 th week of August	4 th week of November	4 th week of February
5.	Meeting of Apex Management Committee for review	1 st week of June	1 st week of September	1 st week of December	1 st week of March
6.	Submission of final Quality Audit Report to the CDA	3 rd week of June	3 rd week of September	3 rd week of December	3 rd week of March