

INSPECTION REPORT

IT SECTION (H&S)

PART-I: GENERAL [Applicable to all Sections]

1. LAST INSPECTION

- (i) Date of last inspection
- (ii) Action taken on last inspection (items specified to the Section inspected).
- (iii) Date of present Inspection:

2. ATTENDANCE

- (i) Is the Attendance Register being maintained properly?
- (ii) Is it being submitted to Officer(s) punctually in the morning?
- (iii) Is the Casual Leave Register maintained and is up-to-date?

3. RECEIPTS

I.

- (i) How Dak/receipts are registered?
- (ii) What procedure is followed to ensure their timely processing?
- (iii) How effective is the registration and processing procedure? (Please test check and comments on the receipts and their processing)?
- (iv) How movement of files is tracked?

II.

- (i) How pendency with dealing hands is monitored?
- (ii) How effective it is?

III. Average time taken in (where ever applicable)

- (i) Issuing of financial sanctions etc. (please also cross check with receipt of cheques and receipt of APRs and record average times for one 1 month)
- (ii) Processing of various types of cases (*Please specify according to types of office inspected*)

- ##### IV.
- (i) Whether Annual Action Plan is being reviewed as per schedule/Office Manual;
 - (ii) If so, at what level and its frequency.

4. OPENING OF FILES AND RECORDS

- (i) Whether file-opening register maintained properly?
- (ii) Whether list of standard Heads properly maintained?

- (iii) Whether receipts are dealt under appropriate standard Heads? *(to be test checked)*
- (iv) Whether titles of files precise and expressive of the subject matter dealt with? *(to be test checked)*
- (v) Whether part files properly merged into main file? *(Please test check at random from the files)*
- (vi) Whether the system of docketing, page numbering, filing, referencing on notes & drafts is being properly followed? *(please check 10 files and give details citing file no.)*

5. STANDING GUARD FILES/REFERENCE /RULES BOOKS

- (i) Number of Standing Guard files prepared as per the Office Manual. *(Specify subject wise)*
- (ii) Whether any new decision has been incorporated in the relevant guard file(s)?
- (iii) One of the Guard Files to be test checked and results recorded.
- (iv) Whether all necessary reference books are available and maintained up-to-date?
- (v) Whether copies of Acts/Rules / Manuals utilized by the Section are maintained up-to-date with amendment slips pasted? *(Please specify Acts/Rules)*
- (vi) Whether Precedent Registers have been maintained properly? *(test check)*

6. QUALITY CONTROL

- (i) Whether distribution of work among Dealing Hands is fairly even?
- (ii) Whether Dealing Hands are rotated to different items of work or allotted the same work year after year?
- (iii) Whether any Dealing Hand doing the same work for more than 3 years; if so,
 - (a) Reasons
 - (b) Remarks of Inspecting Officer
- (iv) Types of receipts/cases, if any, dealt with by Section-in-charge himself/ herself.
- (v) Classes of cases disposed off by Section In-charge finally.
- (vi) Any suggestions for further improvement?

7. RECORD MANAGEMENT

- (i) Whether the records in the Section are properly arranged and referenced?

- (ii) Whether the files have been categorized as class I, II, III, IV or V taking into accounts the retention period. *(test check whether categorization is correctly being done)*
- (iii) Whether the record are being reviewed /eliminated/weeded out at regular intervals? When was the last weeding done?
- (iv) Detail of records
 - a. Reviewed
 - b. Weeded out during the last two years may be specified.
- (v) Whether category V/VA files are digitized *(specify the number of such files)*
- (vi) Whether the Section is provided with adequate racks to keep records.

8. **COMPUTERISATION**

- (i) The details of computer hardware available in the Section (proforma to be furnished by IT Section) *(To be verified / checked)*
- (ii) Which are the software packages /applications available / used ? To what extent are they in use? *(Give software wise position)*
- (iii) The details of 'Email' /SMS facilities being used for communicating exchanging information?
- (iv) Whether information relating to the Section's are updated on website: *(please check the last information updated)*

9. **RTI**

- (i) Number of RTI requests received.
- (ii) Number of RTI requests disposed of within scheduled time.
- (iii) Number of 1st Appeal filed.
- (iv) Number of 2nd Appeal filed to Chief Information Commission.

10. **GENERAL ASSESSMENT**

- (i) (a) Cleanliness
- (ii) (a) Brief recapitulation of the impressions of Inspecting Officer on the Sections/ Services
 - (b) Suggestions of Inspecting Officer for improvement.
- (iii) Suggestions for improvement from the staff of the Section / Service including comments of the Inspecting Officer thereon

- (iv) General Assessment of the performance of the Section/Services with particular reference to the picture revealed during last inspection
- (v) Any points which require the attention of the O&M Section regarding Officer Procedure.

PART-II

11. SERCTION SPECIFIC PROCEDURES

(1) Provision of Computers to Members: Check:

- (i) Whether register of Financial Entitlement of Members for purchase of computer equipment is maintained and up to date.
- (ii) (a) Whether any cases of non-submission of Bills against purchases by Members/ex-Members are pending, and
(b) whether further action by way of Reminders etc. being taken:
- (iii) (a) Whether Internet E-mail / register is maintained for sanction of E-mail accounts; and
(b) whether action has been taken to close accounts of ex-Members/ex-officials?
- (iv) (a) Whether periodic training/clinics are being organized for Members.
(b) if so, the number thereof (date-wise).

(2) Maintenance and under warranty: Check:

- (i) Whether Register of AMC is being maintained and all equipment not covered by warranty has been covered by AMC.
- (ii) (a) Whether process of renewal of AMC has been started well in advance of expiry of earlier warranty/AMC and by following prescribed procedure of sealed tenders.
(b) Whether delays on part of AMC contractor are included in deductions while paying AMC charges (check with complaint register for delays)
- (iii) (a) Whether complaint register is being maintained/ up to date, and
(b) whether there are any cases of delay in attending to complaints? *(details be given)*
- (iv) (a) Whether call sheets for complaints are being entered by Complaint Cell and completed engineer, and
(b) whether Call Sheets are kept in month-wise folders? *(call sheets and complaint registers be reconciled on sample basis)*

3. Procurement of Hardware and Software Check:

- (i) (a) whether the Meetings of Committee of Officers for Procurement of Computer Equipment for Rajya Sabha Secretariat (COOPCE) were held during the year; if so, the number thereof and the details of computer equipment procured;
- (b) the details of recommendations of COOPCE
- (c) Whether orders for all approved equipment have been placed with NICSII; and
- (d) the status of supply.
- (ii) (a) whether the Meetings of Obsolescence Declaration Committee (ODC) were held during the year;
- (b) if so, the number thereof and the details of computer equipment declared obsolete; and
- (c) the details of computer equipment procured / disposed off on the basis of recommendations of ODC;
- (iii) (a) whether the computer equipment were purchased through Kendriya Bhandar/Open/ Limited tendering;
- (b) if so, the number thereof;
- (iv) whether meeting-wise files are being maintained separately for purchase of computer equipment from NICSII?
- (v) Whether Purchase order files and financial sanctions register are being maintained? (*cross check entries with respective contract files. Also check whether there has been delay in issue of sanction or release of payment*)
- (vi) Whether hardware purchase is duly entered in the hardware purchase register (stock register) with details of Model/make, cost, name of vendor for warranty purposes etc. as per prescribed entries?
- (vii) Whether registers of software and other Media is being maintained and Master copy of each software/OS etc. are being maintained

4. E-awareness and IT Plan:

- (i) (a) Whether IT Plan has been prepared; and
- (b) whether it is being periodically reviewed.
- (ii) Whether hardware deployed is as per the Plan
- (iii) Whether customized application softwares already installed are in use and those under development are being done expeditiously with user involvement? (*please give details*)
- (iv) Whether Internet and E-mail applications are effectively utilized (*Give details*)
- (v) Whether training in software's is being provided and is according to IT Plan?
- (5) Whether any customized software is being used for hardware stocking and issuing and complaints management?
- (6) Whether PAO 2000 software is being used to record sanctions and expenditure?

Signature of Inspecting Officer
Name
Designation
Date