

DEPARTMENT	OEC-OPS-AF-P-11	ISSUE DATE	REVISION #
OPS		2016-05-10	1.0*
	OPERATING PROCEDURE FOR AVAILING AUDIT FACILITY BY CUSTOMER		PAGES
			1 of 2

PURPOSE

To define the Procedural Requirements to be followed by the Customers, who want to avail the Auditing FACILITY at the OEC Records Centre at a cost, (on optional-basis).

SCOPE

This process will be closely monitored and followed at all the warehouses across India. Branch Manager will be responsible for the process to be followed at the respective locations.

REFERENCE

NA

RESPONSIBILITY

Branch Manager will be responsible for the process to be followed at the respective locations.

1. Customers need to avail the optional facility offered by OEC to conduct their auditing work of records held at OEC centres and collect information required by them.
2. The audit is to be done by the staff of the customer or the persons authorized by them.
3. This procedure shall cover the **First Time** and **on-going** requirements to be met every time by all customers for a smooth and flaw-less operation.

PROCEDURE / DESCRIPTION OF ACTIVITIES

1. The service of auditing facility at OEC centre is offered at chargeable cost, purely based on the available resources and the time that OEC staff can spare to attend the customer's requirements.
2. Every audit schedule planned is to be preceded by a written agreement to pay the audit facility charges, by the authorized representative of the customer.
3. Client shall send an E-mail request at least 15 days in advance, *to respective customer service mail box* giving the scope of the audit and tentative date by which the auditing staff will plan to visit the OEC centre.
4. The respective Customer Service Team member at OEC, who is responsible for fixing the schedule and co-ordination of the day to day activity of the visiting staff, shall respond to the request by the authorized person so received within 2 working days.
5. The Authorized representative of the client should fill up the Form (*OEC-OPS-AF-F-01*) as attached to this procedure in advance of audit date, and sign and send *to the respective customer service mail box at OEC*.
6. The respective Security team member will be notified about such audits in advance.

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OPS	OPERATING PROCEDURE FOR AVAILING AUDIT FACILITY BY CUSTOMER		2016-05-10 1.0* PAGES 2 of 2

7. Auditors shall carry the ID card to show the proof of their identity and display the same throughout their presence in OEC premises.
8. Audit timings shall be between 9.30 AM to 6PM on working days, i.e.: Monday to Saturday barring the declared Holidays.
9. The OEC team shall provide the stationary/ PC etc as required and specified by the client in the Audit authorization form.
10. The customer service representative shall co-ordinate with the operation departments for space, working table & chair and Records to be made available to the auditors.
11. Any last minute changes in the scheduled dates of audit involving cancellation or postponement will not be entertained, and customers have to bare the specified cancellation charges.
12. Staff visiting the Centre for this purpose shall be responsible to adhere by the rules and regulations mentioned in the Approval Form. However the Authorized Representative of the customer shall give an undertaking in the form (OEC-OPS-AF-F-01) indemnifying OEC of all risk, cost and losses arising out of wilful neglect or non-adherence to these rules and regulations.
13. *Visit details needs to be update in TOBAS for billing purpose.*
If the audit team requests for the copies of any documents from the records, customer will be charged Xeroxing charges separately on actual basis.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA