

## TRANSPORT DEPARTMENT

### 3.3 Functioning of the Computerised Billing System in the Government Automobile Workshop, Puducherry

#### 3.3.1 Introduction

The Government Automobile Workshop (GAW), Puducherry, is responsible for supply of Petrol, Diesel and Lubricants (POL) to all State and Central Government Departments and Autonomous Bodies situated in Puducherry. The charges of POL supplied based on the indents are recovered at cost in respect of Puducherry Government Departments and the supply to others includes applicable Pondicherry General Sales Tax (PGST). The maintenance and repairs of all Government vehicles is also undertaken by GAW and the costs recovered from the user departments.

GAW has a computerised billing system for the supply of fuel and for expenditure incurred on the repair of the Government vehicles. The application was developed in-house using Fox-base in Novel Netware Environment and was being used from June 1988. The data entry was done in a Batch Process and reports (Bills) generated periodically.

The Data relating to the issue of POL and maintenance and repairs of vehicles for the period from 1999-2000 to 2006-07 were analysed using Computer Aided Audit Techniques. The data of the Transport Department of Puducherry was compared with the database available in GAW to ascertain whether the input controls were in-built in the software and the required business rules have been mapped in the software etc.

#### Audit findings

The application software was developed and maintained by a Data Entry Operator. The documentation and the source code of this application software was not available with the Department. The Department continued to depend on an individual to maintain the system. The in-house developed application software has not been tested. The Data analysis revealed the following deficiencies:

#### 3.3.2 Issue of POL to private vehicles

a) The database of Government vehicles was not maintained in the system and no effort has been taken to collect such information from the Transport Department. In the absence of the data base of vehicles, the vehicle numbers were captured at the time of issue of POL, demands were issued based on these vehicle numbers and the user departments reimbursed the cost without verifying the correctness of the vehicle numbers. A comparison of data available with GAW and Regional Transport Office,

Puducherry with reference to the ownership of vehicles revealed that POL costing Rs 9.32 lakh had been supplied to 497 vehicles not registered in the name of the Government departments/autonomous bodies. The original indents for the period prior to April 2005 could not be verified as the same had been destroyed.

b) POL was also supplied to private vehicles hired by Police Department and some of the vehicles were even not registered within the State of Puducherry.

GAW replied that fuel had been supplied only to Government Departments and the vehicle numbers were incorrectly fed. Further, it furnished the registration numbers in respect of 497 vehicles. The reply of the GAW corroborated the lack of input controls at the time of data entry. An analysis of the vehicle numbers furnished revealed that in 26 cases, GAW accepted the supply of POL to private vehicles and did not reply in respect of seven vehicles. Thus, the absence of the database on Government vehicles to ensure validation before issue of POL to vehicles of Government Departments only, continued to exist.

### **3.3.3 Issue of POL without indents/duplicate indents**

The POL was to be supplied based on the indents issued by the various departments. The indent books supplied to user departments have been serially numbered. It was noticed that

- a) same indent numbers were captured repeatedly during the period of audit. The system did not have any in built control to identify the data entry of the same indent number on more than one occasion and allowed capture of duplicate indent numbers.
- b) system also allowed the issue of POL without any indent. It was seen that POL was supplied in 51 cases without capturing the indent numbers and subsequently demands were also raised and paid.

The GAW accepted the capturing of duplicate indent numbers and stated that the petrol was supplied without indents based on the request by the Deputy Director (Immunization) in respect of vehicles hired for immunization drive and cost of petrol was also reimbursed. Acceptance of entry of duplicate indents and issue of POL without indents indicated that the input controls were not in-built into the system and continued to pose the risk of unauthorised issue of POL.

### **3.3.4 Issue of POL without Sales Tax**

The cost of POL supplied to Central Government Departments and Autonomous Bodies was to be recovered along with PGST at 12% on the

cost of fuel. The Central Government departments/Autonomous Bodies which are liable to pay PGST were identified through a flag in the system. Due to lack of input controls, the flag was not entered in respect of 20 departments leading to non-recovery of PGST amounting to Rs 2.04 lakh.

The GAW accepted and raised supplementary bills amounting to Rs 1.89 lakh from 14 departments so far at the instance of audit.

### **3.3.5 Issue of both petrol and diesel for same vehicle**

Absence of a data base on vehicles that could ensure validation on the type of fuel to be used by the vehicles led to supply of both petrol and diesel to the same vehicle in respect of 179 numbers of vehicles.

GAW in its reply stated that certain vehicles like the fire tender required both types of fuel. But in certain other cases, it was stated that petrol was drawn for other maintenance works by the departments using the indents issued for diesel vehicles. However, in most of the cases, the department had not furnished any reply. The reply is not acceptable as the absence of data base ensuring validation on the fuel use posed the risk of irregular issue of POL.

### **3.3.6 Issue of POL for vehicles under maintenance**

The POL required for the vehicles under repair/maintenance at the workshop was to be issued and accounted through the Works Bill and not to be issued through indents. However, it was seen that in 6,701 cases, POL costing Rs. 37.65 lakh was supplied to vehicles which were under repair/maintenance in the workshop against indents received from the departments. GAW replied that a job card was generated even for minor repairs and in such cases, the vehicles would not be detained at the workshop. The reply was not acceptable as it was noticed that fuel had been supplied even in cases of major repair works which required detention at the Workshop.

### **3.3.7 Conclusion**

The software developed in-house to cater the needs of the department in accounting the supply of POL was deficient in input controls. Absence of a master data base for different vehicles resulted in data entry of incorrect vehicle numbers, supply of fuel to private vehicles, supply of fuel without indents, supply of different types of fuel to the same vehicle etc. These deficiencies made the system and database unreliable and posed the risk of irregular supply of POL to the vehicles. In the absence of documentation and continued dependence on the developer, the business continuity of the system could not be ensured.

Above points were referred to Government in August 2007; reply had not been received (January 2008).