

Documentation and Reporting

Exception Report

Purpose:

An exception report refers to a very important and critically significant piece of documentation that is essential to the proper and effective functioning of the organization. It documents not what has gone right, but rather, what has gone wrong. Any deviation from the standard operating guideline is noted in the exception report.

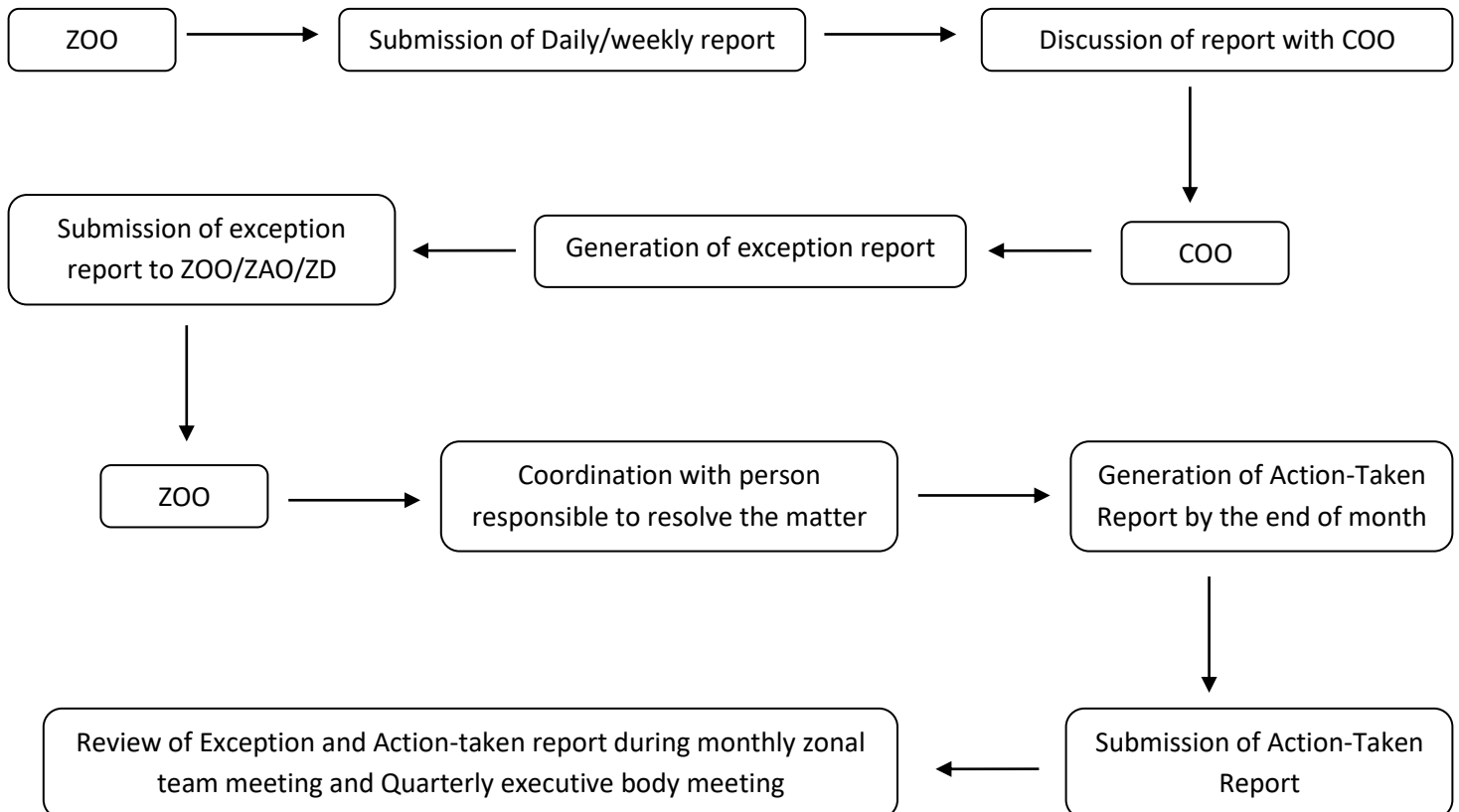
Scope:

The exception report usually includes concerns relating to operation and administrative compliances. These may include but not limited to deviation from plan of work or syllabus, fluctuation in attendance of volunteers, teachers or students, administrative incompetency, lack of resources, disciplinary matter and such.

Source:

The daily and weekly reports submitted by Zonal officer forms the basis of generation of exception report. Furthermore, exceptions shall be noted as per interaction between zonal officers, zonal team members and COO.

A. Generation and Flow of Weekly Zonal Exception Report:



1. The COO shall study and discuss the daily and weekly reports upon submission by the Zonal Officers.
2. On the basis of discussion, COO shall generate the exceptions and note the remarks given by the ZOO. The responsibility to resolve the issue may also be specified in the exception reports. COO may consult the Zonal Director or Zonal team members, wherever necessary.
3. The weekly zonal exception reports shall be then sent to ZOO/ZD for review and necessary action.
4. The ZOO shall discuss and coordinate with the person responsible and prepare the plan of action to settle the concern and effectively execute or monitor the corrective measures being taken.
5. At the end of the month, the ZOO shall consolidate the weekly exception reports of that month. The consolidated exception of the month shall be discussed in the monthly zonal meeting and be submitted along with monthly zonal report.
6. The Action-Taken Report (ATR) in reference to the monthly exceptions shall be prepared and submitted by the ZOO by the end of next month and before the submission of next month's zonal and exception report. [Eg: ATR of July shall be submitted by the end of August, before submission of August month's zonal report and exception report.]
7. The ATR shall be reviewed in the zonal meeting.
8. The Monthly exception report and Action taken report shall be reviewed quarterly by the Executive Body.