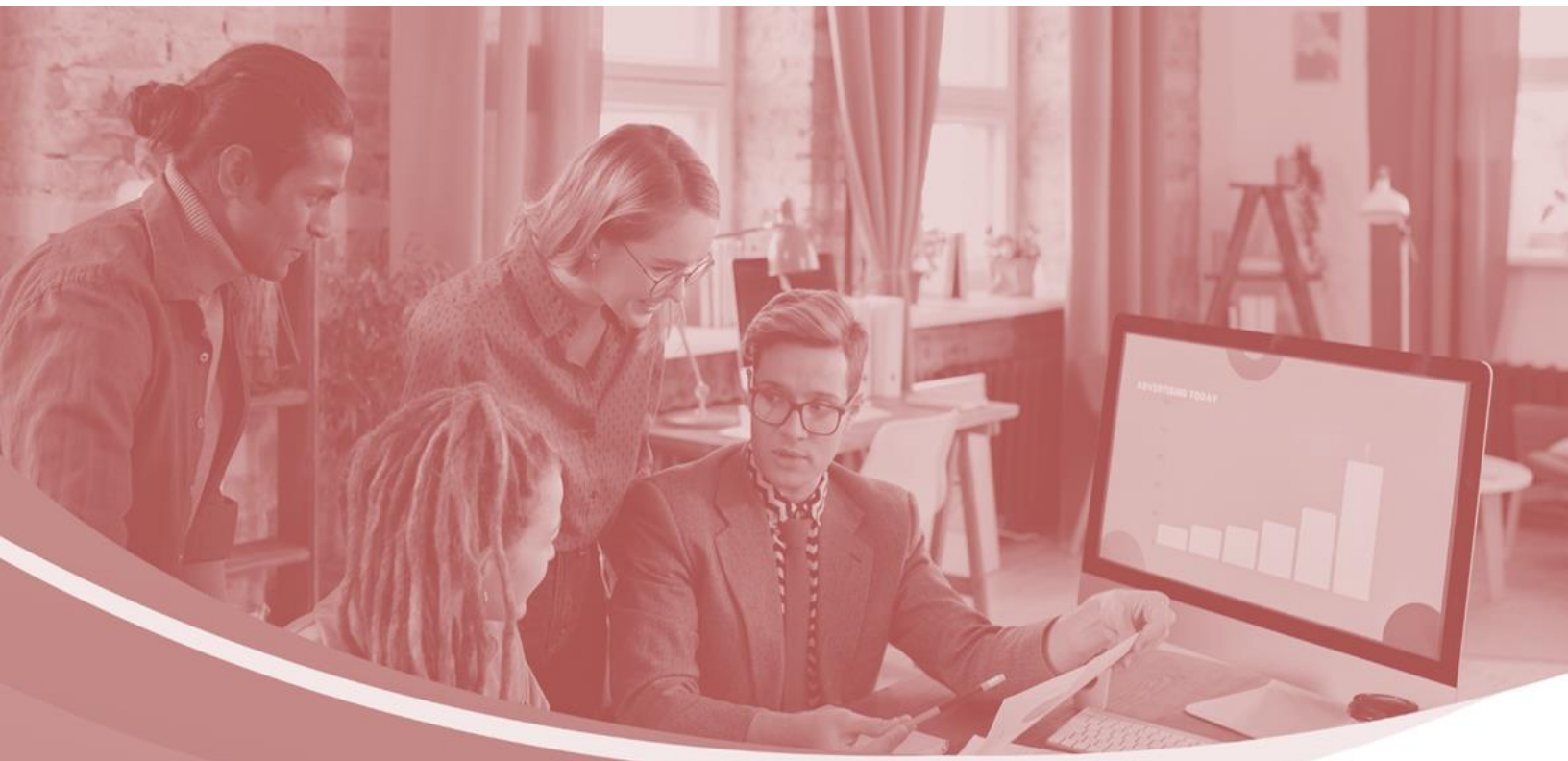




INTERNSHIP REPORT

People Department
Cloudnine Hospitals

SUBMITTED BY-
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MBA HEM-27

INTRODUCTION

The internship program at Cloudnine Hospital's Corporate Office, specifically in the People Department at the Bellandur Bangalore location, provided an invaluable opportunity to gain hands-on experience in Human Resources (HR). This internship spanned from February 5, 2024, to March 31, 2024, and offered a comprehensive understanding of the hospital's recruitment policies and processes. Cloudnine Hospital is renowned for its excellence in maternity and childcare services, with a commitment to delivering high-quality healthcare. The program was designed to bridge the gap between academic knowledge and practical application in a professional setting. By working closely with experienced HR professionals, the internship offered an in-depth understanding of the strategic role HR plays in enhancing organizational performance and employee satisfaction.

Additionally, the internship provided exposure to other key areas of HR, such as employee relations, performance management, and organizational development. Working closely with experienced HR professionals allowed me to gain insights into the strategic role HR plays in enhancing organizational performance and employee satisfaction.



OBJECTIVES OF INTERNSHIP

The primary objectives of the internship at Cloudnine Hospital's HR department were:

1. **Gain Practical Experience:** To acquire practical skills and knowledge in HR practices and procedures, including recruitment, onboarding, employee engagement, and performance management.
2. **Understand HR Operations:** To understand the day-to-day operations of the HR department and its impact on overall organizational effectiveness.
3. **Develop Professional Skills:** To develop key professional skills such as communication, teamwork, problem-solving, and time management through active participation in HR activities and projects.
4. **Apply Theoretical Knowledge:** To apply theoretical concepts learned in academic settings to real-world HR scenarios, thereby enhancing the learning experience.
5. **Contribute to HR Initiatives:** To contribute to ongoing HR initiatives and projects, providing support and bringing new perspectives to improve processes and outcomes.
6. **Explore HR Career Opportunities:** To explore various career paths within the HR field and gain insights into potential career opportunities in the healthcare sector.

ORGANIZATIONAL PROFILE

Overview

Cloudnine Hospitals is a prominent chain of maternity and pediatric hospitals in India. The organization has celebrated over 150,000 births across various regions, supported by a robust team of 5,700 employees and more than 2,000 doctors, each with an average of over 35 years of experience. Over the years, Cloudnine has expanded its reach to multiple facilities across India, maintaining and excelling in international standards of care. The organization is committed to reaching every woman and child across the country with its exceptional services.

Key Services Provided

Cloudnine offers a wide range of specialized services, including:

- **Maternity Care**
- **Gynecology**
- **Pediatrics**
- **Fertility Treatments**
- **Radiology**
- **Physiotherapy**
- **Nutrition & Dietetics**
- **Stem Cell Banking**
- **Neonatal Intensive Care Unit (NICU)**
- **Breastfeeding Support**
- **Allied Services**

Home Services

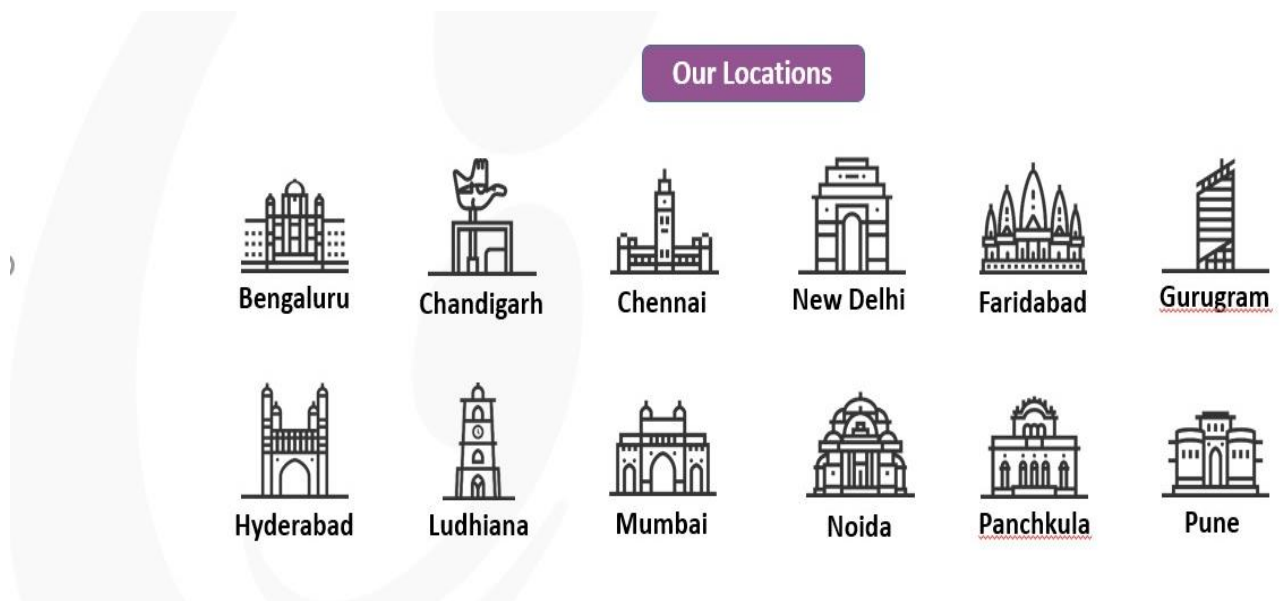
In addition to in-hospital services, Cloudnine provides various home-based services to cater to the varied requirements of their customers, such as:

- Home Vaccination
- Pharmacy
- Lab Tests
- Flu Vaccination
- Video Consultation
- Ear Piercing
- Pediatric Lab Tests
- Physiotherapy
- Lactation Support
- Nutrition Counseling
- Psychological Services
- Speech Therapy

Geographical Reach

Cloudnine operates in 12 cities across India:

- Bengaluru
- Chandigarh
- Chennai
- Faridabad
- Gurugram
- Hyderabad
- Ludhiana
- Mumbai
- New Delhi
- Noida
- Panchkula
- Pune



Operational Philosophy

At Cloudnine, the belief is that a child is life's greatest gift and pregnancy is one of the most magical experiences nature can offer. The hospital strives to provide exceptional maternity care, ensuring a magical experience for expecting parents as they prepare to welcome their new bundle of joy.

Achievements

Cloudnine's dedication to quality care is evidenced by numerous awards and accolades received over the years. The organization has delivered over 100,000 healthy newborns to delighted parents, establishing a reputation for exceptional service and care in maternity and pediatric health.

Organization Structure

Founders

Name	Position
Dr. R. Kishore Kumar	Executive Director
Mr. Rohit MA	Executive Director

Board of Directors

Name	Position
Ms. Nupur Garg	Chairperson and Non-Executive Independent Director
Ms. Elizabeth Lucy Chapman	Non-Executive Independent Director
Mr. V.S Parthasarathy	Non-Executive Independent Director
Dr. Kishore Kumar	Executive Director
Mr. Rohit MA	Executive Director
Mr. Satish Chander Subbanna	Non-Executive Nominee Director
Mr. Nitin Agarwal	Non-Executive Nominee Director
Mr. Ved Prakash Kalanoria	Non-Executive Nominee Director

Management Team

Name	Position
Mr. Raviganesh Venkataraman	Executive Director and CEO
Mr. Sandeep Bardia	Chief Financial Officer (CFO)

Mr. Nitin Nag	Chief Operating Officer (COO)
Dr. Arvind Kasaragod	Director of Medical Services
Mr. Suresh Pandiyan	Chief Digital Officer & Chief Marketing Officer (CMO)
Dr. Annu Kaushik	Director of Nursing Services
Ms. Sofia Joseph	Head – Human Resources
Ms. Chitra Puranik Kuve	Head – Learning & Development
Ms. Namita Narula	Head – Corporate Communications

Key Activities/ Projects Undertaken Other than Dissertation

During my internship at Cloudnine Hospital's Corporate Office in the People Department, I had the opportunity to engage in several key activities and projects beyond my dissertation work. These experiences provided me with a comprehensive understanding of the recruitment process and HR operations. The following are the detailed descriptions of the activities and projects I undertook:

I. Sourcing Profiles from Job Portals

- a. **Activity Description:** One of my primary responsibilities was sourcing profiles from various job portals, including Naukri, to fill vacancies within the hospital. This task involved identifying and shortlisting potential candidates whose skills and qualifications matched the job requirements.
- b. **Specific Focus:** I focused particularly on sourcing nurses for specialized departments such as the Neonatal Intensive Care Unit (NICU), Ward, Triage, and Outpatient Department (OPD). This required a thorough understanding of the specific qualifications and experience needed for these roles to ensure the selection of the most suitable candidates.
- c. **Outcome:** This activity significantly enhanced my ability to assess and identify qualified candidates efficiently, contributing to the effective staffing of these critical units within the hospital.

II. Preparation of Presentations and Recruitment Trackers

- a. **Activity Description:** I was involved in preparing detailed presentations and recruitment trackers that documented the status of various recruitment activities. These trackers included metrics such as Turnaround Time (TAT), closed positions, and open positions.
- b. **Purpose and Utilization:** The presentations and trackers served as essential tools for monitoring and reporting the progress of recruitment efforts to the HR team and senior management. They facilitated data-driven decision-making and helped identify areas needing improvement.
- c. **Skills Developed:** This task honed my skills in data analysis, presentation design, and the use of tracking tools, which are crucial for maintaining transparency and accountability in the recruitment process.

III. Salary Negotiation

- a. **Activity Description:** I participated in the salary negotiation process with prospective candidates. This involved discussing and finalizing compensation packages that were competitive yet aligned with the hospital's budget and pay structures.
- b. **Key Considerations:** Negotiating salaries required a delicate balance between meeting the expectations of the candidates and adhering to the organization's financial constraints. I had to consider factors such as market salary trends, candidate experience, and organizational pay scales.
- c. **Outcome:** This experience improved my negotiation skills and understanding of compensation strategies, ensuring that both the candidates' expectations and the organization's interests were satisfactorily met.

IV. Offer Letter Generation

- a. **Activity Description:** Another critical responsibility was the generation of offer letters for selected candidates. This involved drafting and reviewing offer letters to ensure accuracy and compliance with organizational policies and employment laws.

- b. **Process Involved:** The process required meticulous attention to detail to include all necessary terms and conditions of employment, such as job title, salary, benefits, and start date.
- c. **Outcome:** This task provided me with a deeper understanding of employment contracts and the legal aspects of hiring, ensuring that new hires received clear and comprehensive offer letters.

Through these key activities and projects, I gained invaluable practical experience in various aspects of the recruitment process. This not only enhanced my technical skills but also provided me with a holistic view of HR operations within a leading healthcare organization.

Key Learnings from Internship

During my internship at Cloudnine Hospital's Corporate Office in the People Department, I gained a wealth of knowledge and practical experience in various aspects of Human Resources (HR) operations. The following are the key learnings that have significantly contributed to my professional development:

1. Sourcing Profiles from Naukri

One of the fundamental skills I acquired was the ability to source profiles from job portals like Naukri. This involved understanding the intricacies of the platform, utilizing advanced search filters, and identifying candidates who best fit the job requirements. Through hands-on experience, I learned how to effectively navigate the portal, interpret candidate profiles, and shortlist potential hires for various positions, particularly in nursing and specialized medical roles.

2. HR Policies

Understanding HR policies was a crucial aspect of my internship. I familiarized myself with the organization's HR policies, which govern various aspects of employment, including recruitment, onboarding, performance management, and employee conduct. This knowledge is essential for ensuring that HR practices are compliant with legal standards and organizational goals. I learned

how to apply these policies in real-world scenarios, thereby ensuring fair and consistent treatment of all employees.

3. Releasing Offer Letters from Online Company Portal

I gained practical experience in generating and releasing offer letters through the online company portal. This process involved entering candidate details, customizing offer templates, and ensuring that all necessary information was accurately included. This task not only honed my technical skills but also taught me the importance of precision and attention to detail in HR documentation.

4. Understanding Job Descriptions and Eligibility Criteria

Another significant learning was understanding the different job descriptions and eligibility criteria for various roles within the organization. I became familiar with the requirements for positions in central management, clinical staff, marketing, legal, and finance departments. This knowledge enabled me to effectively match candidates to roles and understand the diverse skill sets and qualifications needed for different positions.

5. Leave Policy

I delved into the organization's leave policy, learning about the various types of leave available to employees, such as annual leave, sick leave, and maternity leave. Understanding the leave policy was crucial for managing employee attendance and ensuring compliance with labor laws. This knowledge also helped me assist employees with their leave queries and applications.

6. Compliance

Compliance is a critical aspect of HR operations, and I gained valuable insights into the compliance requirements that the organization must adhere to. This included understanding labor laws, healthcare regulations, and internal compliance protocols. Ensuring compliance helps protect the organization from legal issues and fosters a fair and safe working environment.

7. Employee Engagement

Employee engagement is vital for maintaining a motivated and productive workforce. During my internship, I participated in various employee engagement activities and learned about strategies to enhance employee satisfaction and retention. This involved organizing events, conducting surveys, and implementing feedback mechanisms to improve the overall employee experience.

8. Payroll

I gained practical knowledge of the payroll process, which is essential for managing employee compensation. This included understanding how salaries are calculated, processing payroll, and addressing payroll-related queries from employees. Learning about payroll systems and procedures was crucial for ensuring timely and accurate payment to staff.

7. Income Tax Regulations

Understanding income tax regulations was another important aspect of my learning. I became familiar with tax provisions such as House Rent Allowance (HRA), and deductions under Sections 80D and 80C of the Income Tax Act. This knowledge is essential for advising employees on tax-saving opportunities and ensuring compliance with tax laws during payroll processing.

Overall, my internship at Cloudnine Hospital provided me with comprehensive exposure to various HR functions. These learnings have equipped me with the skills and knowledge necessary to excel in a career in Human Resources, particularly within the healthcare sector.

