

Internship Report

Organization:
Jhajjar Power Limited (JPL)

Location:
Jhajjar, Haryana

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Prepared By:
Kartikey Dubey

Roll No.:
0045

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MBA – Development Management

Submitted To:
Assistant Professor and Proctor Dr. Hemant Mishra

1. INTRODUCTION

This internship experience involved an on-ground practice of development management in the form of direct input to planning and execution of a Monitoring and Management Information System (MIS) of Corporate Social Responsibility (CSR) projects under Jhajjar Power Limited (JPL), an Apraava Energy group enterprise. As contribution towards work on Utthaan Project, being executed by Humana People to People India (HPPI), this internship attempted filling large gaps in monitoring through semi-digital real-time data capturing system.

The internship was centered around developing field-deployable and scalable solutions that enhanced data authenticity, timeliness, and dashboard-based reporting. The internship provided me with the vision of how technology, if utilized well, can be utilized to enable transparency and accountability in CSR programs. This report is a compilation of the learnings, methodology, and field observations carried out at JPL, Jhajjar.

2. ORGANIZATION PROFILE

Apraava Energy (previously CLP India) operates a subsidiary firm, Jhajjar Power Limited (JPL), with a thermal power plant of 1,320 MW in the Haryana Jhajjar district. Besides power generation, JPL also takes up CSR initiatives in the state on education, health, sanitation, and early childhood development.

Humana People to People India (HPPI) is JPL's 12 village Utthaan Project CSR implementing partner. HPPI focuses on adolescent and maternal health, education, sanitation and hygiene, and community awareness.

JPL's CSR department has two members only, and therefore less bandwidth for real-time tracking. The current system was very manual and therefore prone to delays and errors. The requirement of a cheap, scalable, and semi-digital MIS resulted in project assignment as an intervention in real time.

3. METHODOLOGY

Field visits, document review, stakeholder interviews, digital form creation, and simulation testing were the building blocks of methodology. The important activities were:

- Conducted a diagnostic study to assess gaps in the manual reporting system used by HPPI.
- Mapped data flow and reporting hierarchy through field officer, project manager, and CSR team interviews.
- Designed ODK-based XLSForms and ran them on Ona.io for offline data collection with real-time syncing.
- Created a Microsoft Excel dashboard to plot weekly and thematic trends in the data.
- Tested end-to-end system with dummy data, simulating actual reporting scenarios.
- Applied ethical principles like informed oral consent, no use of personal identifiers, and confidentiality while working on the internship.

4. FINDINGS AND RESULTS

The internship successfully provided a working semi-online MIS prototype to the Utthaan Project. Principal outcomes:

- Identified key gaps like late manual reporting, data loss, and no real-time dashboards.
- Designed ODK-forms that regulated field data entry through validation rules in order to enhance data quality.
- Established a real-time Excel dashboard with theme-wise, weekly, and village-wise information—enhancing ease of CSR monitoring.
- Empowered two low-cost and trained employees to monitor and analyze field operations independently and efficiently.
- In spite of the temporary shut-down of the project, the system was extensively tested using dummy datasets, which demonstrated its feasibility and worth.

5. CONCLUSION

Jhajjar Power Limited internship introduced me to the interface of development technology and management systems in practical CSR scenarios. It was challenging but satisfying to deploy an MIS in the field from the ground up keeping in view rural fieldwork limitations, sparse human resources, and minimal exposure to online channels.

This internship helped me to hone my skill in system design, data analysis, stakeholders' coordination, and participatory diagnostics. It also reconfirmed my faith in the use of digital innovation for development management.

Recommendations:

- The field staff must be trained and given ODK for increasing data consistency.
- CSR reports and dashboards must be kept centrally for higher institutional memory.

- Institute real-time feedback loops where CSR officers provide timely feedback to field personnel.
- Extend the MIS to other CSR projects of Apraava Energy and JPL.

6. LEARNINGS DURING INTERNSHIP

Understood manual reporting systems of CSR work and how to enhance them with computer-based tools such as ODK and Excel dashboards.

Understood data cleaning, aggregation, and visualization using Excel to create dynamic dashboards.

Developed first-hand experience in participatory system design through senior-level interaction with field officers, CSR officers, and NGO managers.

Utilized diagnostic research methodology in assessing ongoing reporting workflow.

Developed experience in testing computer systems under limitations such as low connectivity and limited technical backup.

Developed first-hand experience in project documentation, reporting, and ethical field interaction.

This internship enhanced my capacity of working at the watershed of grassroots implementation, CSR systems, and development data analysis.