

SUMMER INTERNSHIP PROGRAM

at

Girnar Care Pvt Ltd.



From 15th May 2025 to 25th July 2025

A REPORT BY

Varsha Vijay

Master of Business Administration

(Development Management)

2024-26

Under the Mentorship of

**Manish Kumar
(Senior Manager – Human Resource)**





July 31th 2025

Annexure A

Completion Certification from the Organization CERTIFICATE

This is to certify that **Varsha Vijay** of **Batch- DM O4** of **School of Development Management** from **IIHMR University** has worked with our organization for her summer internship from **May 19th, 2025 to July 31, 2025** -

The overall performance shown by her during the period was excellent. This certificate is being issued to meet the requirements of the IIHMR University.

Tosif Khan
Director - Human Resources

Girnar Care Private Limited (Formerly Known as Girnar Retail Private Limited)

Regd. Office : 5th Floor, Jaipur Textile Market, B-2, Near Model Town, Malviya Nagar, Jaipur, Rajasthan-302017, India

Corpt. Office : 6th Floor, Jaipur Textile Market, B-2, Near Model Town, Malviya Nagar, Jaipur, Rajasthan-302017, India

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Varsha Vijay** academic year 2024-26 **School of Development Studies** has prepared a poster with respect to her summer internship held during May-July 2025.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 30/07/2025

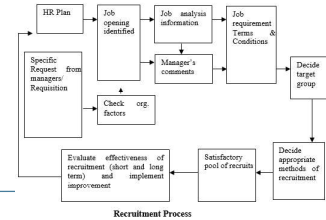
A handwritten signature in blue ink, reading 'G. Sadhu'.

Dr. Goutam Sadhu

Professor

GIRNAR CARE PVT.LTD.

AN ANALYTICAL STUDY ON RECRUITMENT AND ONBOARDING PROCESS.



INTRODUCTION

Recruitment plays a foundational role in the success of any service-based organization—more so in the contact center industry where people are the core of every customer experience. Girnar Care Pvt. Ltd., an Indian outsourcing company providing services like telemarketing, lead generation, appointment setting, and customer support, operates in a fast-paced environment that demands a steady pipeline of skilled communicators and tech professionals.

Vision- To be the most trusted and efficient provider of business process outsourcing solutions, empowering clients through innovative talent acquisition and exceptional customer engagement services.

Mission- To deliver high-quality, client-focused outsourcing services by leveraging skilled professionals, technology-driven recruitment, and a culture of continuous improvement. We aim to build lasting relationships through efficient onboarding, seamless communication, and value-driven solutions.

LEARNING

This internship gave me firsthand exposure to how HR works beyond theory—especially in a real-world business process outsourcing setup. I learned:

- How to screen resumes for specific job roles.
- How to coordinate interviews and interact with candidates professionally.
- The importance of communication, follow-ups, and attention to detail in recruitment.
- How recruitment is a balance of numbers and people—not just filling seats but ensuring the right fit.
- Realized the value of team coordination and time management, especially when working on multiple job openings at once.
- Improved communication skills, confidence, and gained exposure to how corporate HR departments actually function beyond classroom theory.

CHALLENGE

- **High Attrition Rate:** Many candidates, especially in entry-level roles, left the organization within a few months. The main reasons included better salary offers, long commute times, or lack of interest in the BPO sector.
- **Last-Minute Dropouts:** Even after the offer letter was released, some candidates didn't show up on the joining date. This caused delays in filling critical positions and added extra pressure on the HR team to restart the hiring process.
- **Lack of Role Awareness:** Several applicants had limited understanding of the job role they applied for. This created communication gaps during interviews and even after hiring, affecting performance and engagement.
- **Time Pressure for Hiring:** Due to tight client deadlines and sudden bulk requirements, the HR team often had to speed up the hiring process. This limited the time available to deeply evaluate each candidate.
- **Limited Use of Tools:** Most of the recruitment process was done manually or through spreadsheets.

RESULT

- Recruitment Strategies Observed**
- At Girnar Care, the following recruitment practices were actively used:
- **Job Portals:** Naukri.com, Shine.com for mass hiring.
 - **Social Media Campaigns:** LinkedIn and WhatsApp groups were frequently used to spread job openings.
 - **Walk-in Interviews:** Conducted regularly due to the high demand for BPO executives.
 - **Employee Referrals:** A strong and cost-effective method of hiring recommended candidates.
 - **Internal Mobility:** Promotions and internal job postings were encouraged for performance-driven employees.

FINDINGS

- Recruitment at Girnar Care is fast-paced and hands-on, relying heavily on referrals, portals, and walk-ins.
- Despite resource constraints, the HR team maintains a consistent flow of candidates through creative sourcing.

SWOT ANALYSIS

STRENGTHS

- ✓ Strong walk-in and referral pipelines
- ✓ Cost-effective hiring processes
- ✓ Quick hiring turnaround

WEAKNESSES

- ✗ High attrition in entry-level roles
- ✗ Lack of structured onboarding
- ✗ No formal candidate engagement program

OPPORTUNITIES

- Use of recruitment tools or ATS
- Employer branding via social platforms

THREATS

- ▲ Competition from other BPOs for same talent
- ▲ Dropouts due to better salary offer

TOWS MATRIX

SO Strategies

- ✓ Use strong walk-in and referral pipeline to boost employer branding via social platforms.
- ✓ Leverage quick hiring process and cost-effective hiring to tap into high-demand hiring platforms

ST Strategies

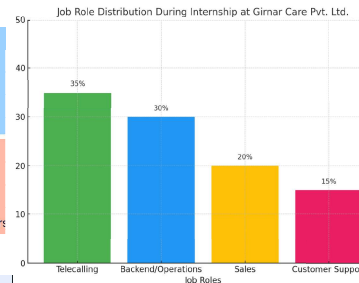
- ✓ Utilize walk-in strength to manage dropouts and reduce hiring delays.
- ✓ Compete with other BPOs by offering faster, smoother hiring experience

WO Strategies

- ✓ Implement recruitment tools (ATS) to handle high attrition and poor tracking
- ✓ Use digital platforms to build structured engagement before

WT Strategies

- ✓ Develop structured onboarding programs to minimize early dropouts.
- ✓ Improve candidate understanding through pre-interview sessions or job previews



Job Role-Wise Recruitment Distribution During Internship at Girnar Care Pvt. Ltd."

Conclusion

- This study highlights that recruitment at Girnar Care Pvt. Ltd. is a fast-paced, people-centric process, built around cost-effective and practical strategies like walk-ins, referrals, and job portals.
- However, challenges like high attrition, last-minute dropouts, and the pressure to hire quickly reveal areas where structured onboarding, digital tracking tools, and stronger engagement can make a significant difference.
- As an HR intern, this research gave me a deeper understanding of real-world hiring, beyond classroom theory. It reinforced the idea that hiring is not just about filling vacancies—it's about building connections, understanding people, and aligning the right talent with the company's goals.

OBJECTIVE

- To identify challenges faced by HR while recruiting for a fast-growing customer service company.
- To explore the recruitment strategies used at Girnar Care Pvt. Ltd.
- To understand and analyze the strategies adopted by Girnar Care Pvt. Ltd. for mass hiring, candidate shortlisting, and role-specific recruitment.
- To evaluate the effectiveness of recruitment sources such as job portals, walk-ins, referrals, and social media in attracting the right talent.
- To observe how the HR team manages onboarding, candidate communication, and documentation within limited timelines and high-pressure situations.
- To explore the impact of high attrition, communication barriers, and dropout rates, and suggest process improvements for better hiring outcomes.
- To bridge the gap between theoretical HR concepts learned in the classroom and their practical application in the real business world.

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Certificate of Completion from the Organization

Certificate from IIHMR University Faculty Mentor

Approved Colour Poster

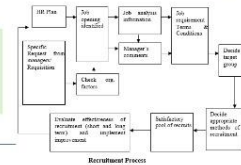


SUMMER INTERNSHIP PROGRAM IIHMR JAIPUR
SUBMITTED BY: VARSHA VIJAY
ROLL NO. : 0065
COURSE & BATCH: MBA DM04
COLLEGE MENTOR: DR. GOUTAM SADHU
INDUSTRY MENTOR: MR. MANISH KUMAR



GIRNAR CARE PVT.LTD.

AN ANALYTICAL STUDY ON RECRUITMENT AND ONBOARDING PROCESS.



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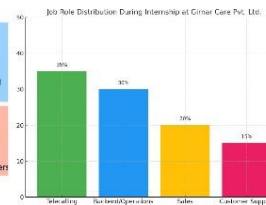
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- This study highlights that recruitment at Girnar Care Pvt. Ltd. is a fast-paced, people-centric process, built around cost-effective and practical strategies like walk-ins, referrals, and job portals.

- However, challenges like high attrition, last-minute dropouts, and the pressure to hire quickly reveal areas where structured onboarding, digital tracking tools, and stronger engagement can make a significant difference.

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Compiled Reporting

Name of the Organisation: Girnar Care Pvt. Ltd.

Area/ Department/ Project of Summer Internship Program: Human Resource Department

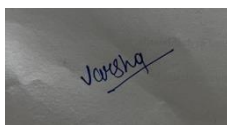
Name of the Student: Varsha Vijay

Roll no:0065 **Stream:** Development Management

Activity Done	Over the 10-week summer internship at Girnar Care Pvt. Ltd., I had the opportunity to explore the diverse functions and processes within the Human Resource Department. My journey began with induction, understanding the work culture, and gradually transitioning into recruitment activities like resume screening, job portal sourcing, interview coordination, and participating in placement drives. As the weeks progressed, I became actively involved in onboarding processes, assisting with documentation, welcome communication, ID creation, and interacting with new joiners. I also participated in creating trackers and dashboards to streamline referral hiring and onboarding steps. I got hands-on exposure to employee engagement activities such as organizing birthday calendars, team events, and R&R functions. In the later part of the internship, I shadowed Business HR professionals during skip-level meetings and engagement calls, gaining an understanding of employee lifecycle management and workplace culture. I also contributed to payroll preparation, worked on compensation calculations, statutory deductions, and helped with the payroll calendar. By the final weeks, I was supporting candidate engagement post-selection, cleaning trackers, proposing new ideas like digital flyers for internal drives, and preparing onboarding checklists. Each week offered new learnings and responsibilities, enhancing both my technical knowledge and interpersonal skills in a real-time HR setting. Over the 10-week internship, I was engaged in a wide variety of HR functions ranging from recruitment, onboarding, and employee engagement to payroll and exit management. In the initial weeks, I assisted with resume screening, interview coordination, and participated in recruitment drives. As the internship progressed, I was involved in onboarding processes, documentation, HRMS inputs, and interaction with new joiners.
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	Midway through, I gained exposure to Business HR functions, skip-level meetings, and HR analytics dashboards. In later weeks, I supported employee engagement initiatives, performance management reviews, and assisted the payroll team with inputs, calculations, and statutory compliances. Towards the end, I contributed to referral dashboards, onboarding SOPs, and candidate engagement follow-ups.
Linking theory (Classroom learning) with practice at your organisation	The internship at Girnar Care Pvt. Ltd. brought my classroom learnings to life. Concepts such as recruitment pipelines, onboarding frameworks, performance management, employee engagement, and compensation planning—previously studied in theory—became tangible through hands-on involvement. I was able to connect various HRM concepts with practical workplace activities such as collecting employee feedback, onboarding new hires, and designing reward systems. Observing the payroll team in action helped me understand topics like Gross vs. Net Pay, statutory deductions, and tax declarations more clearly—concepts that once seemed quite complicated now felt much easier to grasp. Payroll topics like Gross vs. Net Pay, statutory deductions, and tax declarations, which earlier felt complex, made much more sense after shadowing the payroll team. Additionally, I observed how data is used to make HR decisions—through dashboards, trackers, and retention analysis—which closely aligned with our class topics on HR analytics and decision-making tools.
Gaps identified on the working area.	• Manual tracking of data across Excel sheets for recruitment, attendance, and onboarding increases room for errors. • Lack of standardization in onboarding checklists across departments (HR, Admin, IT) led to communication gaps. • Candidate engagement post-selection was not systematic—many candidates dropped off due to delayed communication. • Exit management processes lacked automation; everything was done manually, which could delay settlements. • Induction sessions could be more interactive—currently, they are mostly information-heavy with minimal engagement. • Employee feedback is collected periodically, but real-time grievance redressal systems were missing. • Performance reviews followed a formal structure but lacked frequent informal touchpoints that support continuous feedback.
Suggestions for improvement	• Introduce a company-wide Applicant Tracking System (ATS) to streamline recruitment and reduce manual effort. • Develop a central onboarding checklist accessible to all involved departments to ensure consistency and reduce delays.

	• Implement a formal candidate engagement plan after offer roll-out to reduce dropouts and increase joining ratio. • Create short interactive videos or a gamified onboarding module to make induction sessions more engaging for new hires. • Launch a peer-to-peer recognition platform or “spot awards” to foster a positive culture of appreciation. • Digitize exit processes and enable automated reminders to HR/Finance/Admin for faster clearances. • Introduce real-time anonymous feedback tools for employees to raise concerns or suggestions more freely. • Conduct knowledge-sharing sessions within the HR team to increase awareness of digital tools and process hacks.
Key Learnings	• Gained practical exposure to the complete recruitment lifecycle—from sourcing to selection to onboarding. • Understood how data-driven decision-making in HR improves retention, performance, and process efficiency. • Learned the importance of employee experience—right from onboarding and engagement to feedback and exit. • Got hands-on experience with performance management, payroll systems, statutory deductions, and compliance documentation. • Developed soft skills like stakeholder coordination, internal communication, professional email drafting, and candidate handling. • Understood the value of cross-functional collaboration between HR, Admin, IT, and Finance for seamless employee management. • Experienced how even small contributions like flyers, feedback forms, or calendar entries can bring big improvements in HR systems.



Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Girnar Care Pvt. Ltd.

Area/ Department/ Project of Summer Internship Program: Human Resource Department

Name of the Student: Varsha Vijay

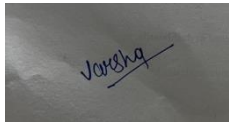
Roll no:0065

Stream: Development Management

Week no: 1 From: 15th May 2025...(Thrusday).....to 17th May 2025...(Saturday)...

Activity Done	Day 1: We had our induction program where I was welcomed to the organization and introduced to the company's background, vision, and work culture. The HR head gave an overview of all the departments and their functions. The induction also covered company policies, employee benefits, and the structure of the HR department. I got access to basic tools and portals used in the company. Day 2: I started my initial task in the recruitment process. This involved screening resumes, updating candidate details in Excel sheets, and understanding the criteria for shortlisting candidates. I also observed how interview coordination is handled. A brief introduction to the Training and Development wing of HR was given by my reporting manager, explaining how employee skill-building initiatives are planned and tracked. Day 3: I assisted in shortlisting candidates and scheduling interviews with the team. I also worked on a CSR project overview where I learned about the company's efforts like health camps and educational support for underprivileged communities. I was asked to review past CSR reports and note suggestions on how these can be made more structured for future tracking.
Linking theory (Classroom learning) with practice at your organisation	Concepts such as recruitment cycle, resume screening, induction process, and training programs—previously studied in HRM lectures—were practically implemented. The CSR exposure also aligned well with the sustainability and ethics module, highlighting real-world application of theoretical learning.

Gaps identified on the working area.	1. Some manual processes in recruitment like tracking through Excel could be replaced with ATS software. 2. CSR activity reporting lacks standardized documentation, which may make tracking impact harder.
Suggestions for improvement	1. Implementation of an ATS tool can ease and streamline candidate tracking. 2. A well-maintained CSR dashboard with measurable KPIs would provide better visibility of outcomes.
Plan for the next week	In the upcoming week, I plan to assist in the entire recruitment pipeline including candidate follow-ups. I will also begin contributing to the planning of an internal training session and work further on CSR documentation to help standardize reports.



Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Girnar Care Pvt. Ltd.

Area/ Department/ Project of Summer Internship Program: Human Resource Department

Name of the Student: Varsha Vijay

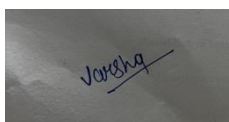
Roll no:0065

Stream: Development Management

Week no:2 From: 19/05/2025 (Monday).....to 24/05/2025 (Saturday).....

Activity Done	Day 1: Observed the overall work culture and ongoing HR tasks. Understood how the HR team conducts interviews and learned about the basic pitch, communication style, and interview formats. Gained initial exposure to the organizational structure and fundamental HR functions. Day 2: Attended HR orientation and shadowed the team. Learned to use Excel trackers and custom sheets for monitoring daily hiring updates. Understood how to communicate with candidates effectively. Also got access to a software tool for contacting candidates without using personal contact details. Day 3: Introduction to major HR functions such as recruitment, payroll, and employee engagement. Learned how the HR department aligns employee performance with organizational goals and collaborates with vendors and management. Day 4: Focused on HR compliance and policies. Studied aspects like PF, ESI, ethical standards, and code of conduct. Attended business HR meetings and observed how concerns and policy awareness are addressed in practice. Day 5: Deep-dived into recruitment and onboarding processes. Learned about ATS (Applicant Tracking System), Excel data management, and how HR compliance is ensured during onboarding. Understood the complete cycle—from sourcing to final joining. Day 6: Saturday was a half-day with lighter workload. Utilized time to revise learnings from the week, reviewed HR trackers and recruitment documents, and clarified remaining doubts with the HR team.
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Linking theory (Classroom learning) with practice at your organisation	Concepts such as HR operations, payroll management, ATS usage, recruitment funnel, and employee compliance—taught during classroom sessions—were directly applied during the internship. This hands-on exposure gave a practical edge to theoretical learning and helped understand the real-world application of HR functions.
Gaps identified on the working area.	• Manual entries in trackers increase risk of human error. • Some communication with candidates still lacks personalization. • Limited use of automation tools for streamlining documentation.
Suggestions for improvement	• Introduce semi-automated systems to reduce manual data entry. • Use standardized yet personalized email templates to improve candidate communication. • Conduct short knowledge-sharing sessions within the HR team for tool training.
Plan for the next week	• Actively participate in screening and shortlisting candidates. • Start assisting in interview coordination and onboarding documentation. • Learn more about employee grievance redressal and internal communication systems.



Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Girnar Care Pvt. Ltd.

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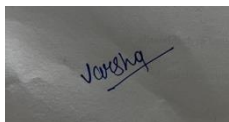
Roll no:0065

Stream: Development Management

Week no: 3 **From:** 26/05/2025 (Monday).....**to** 30/05/2025 (Friday).....

Activity Done	Day 1:The week started with a complete overview of the recruitment lifecycle—right from sourcing candidates to onboarding them. I learned how the HR team begins with identifying the hiring need, then moves to sourcing, conducting interviews, and finally onboarding the selected candidates.. Day 2:I practiced resume screening under supervision, where I learned how to match candidate profiles with job roles by focusing on skills, qualifications, and experience. I also got an introduction to the job portals used by the company, which helped me understand how recruiters use search filters to shortlist candidates effectively based on specific requirements. Day 3:I observed recruiter calls and saw how initial candidate conversations are handled professionally. I noticed how clearly recruiters answer candidate queries and communicate job expectations. I also helped in interview scheduling, which gave me hands-on experience in coordinating candidate availability with interview panels. Day 4:I continued with resume screening and reviewed more candidate profiles with mentor guidance. I also learned how recruiters evaluate applications based on how closely the resumes match the JD.. This helped improve my understanding of effective communication in HR. Day 5: I got the chance to attend a placement drive at St. Soldier College, representing my company. It was my first time attending a campus drive, and though I was a little nervous initially, it turned out to be a great experience. I helped with interviews, interacted with students, and connected with people from various companies. The experience gave me exposure to how companies collaborate during placement drives and the importance of professional networking. Day 6 (Saturday):Weekly off.
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Linking theory (Classroom learning) with practice at your organisation	• The HR theories studied in class, especially around recruitment processes, communication strategies, and resume analysis, directly connected with my tasks this week. • Observing placement drive coordination also brought classroom lessons on industry engagement and talent acquisition into real-life perspective.
Gaps identified on the working area.	• One noticeable gap is the limited use of structured tools for resume evaluation. • Also, during the placement drive, there was a lack of standardized assessment formats across different companies, which could impact fair candidate evaluations.
Suggestions for improvement	Introducing a structured resume scoring system can help reduce bias and speed up shortlisting. Training recruiters in digital tools and AI-assisted screening could also improve efficiency
Plan for the next week	• Assist with onboarding documentation and post-offer follow-ups. • Learn about employee engagement activities conducted at Girnar Care. • Prepare a brief presentation on improving candidate experience during recruitment. • Reflect and document learnings for mid-internship review.



Signature of the Student

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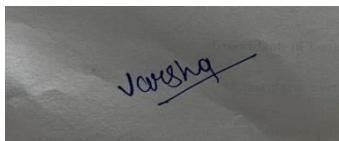
Roll no: 0065

Stream: Development Management

Week no: 4 From: 02/06/2025 (Monday) To 07/06/2025 (Saturday)

Activity Done	Day 1 (June 2, Monday) I started the week by understanding the full recruitment lifecycle—from sourcing candidates to their onboarding. I learned the systematic approach of identifying job requirements, sourcing through portals and referrals, screening profiles, conducting interviews, and finally onboarding selected candidates. This laid a strong foundation for the week ahead. Day 2 (June 3, Tuesday) I focused on onboarding processes. I observed each step post-job offer, including documentation, creating employee IDs, and coordinating across departments. I also attended an induction session for new joiners and saw how company culture, values, and policies are introduced to fresh employees. Day 3 (June 4, Wednesday) Continuing with onboarding, I saw how joining formalities are handled, including orientation and system setups. I also observed how smooth communication helps new employees feel welcomed. Additionally, I got the opportunity to conduct 2–3 mock interviews under supervision, which helped me understand how to assess candidates' suitability. Day 4 (June 5, Thursday) I assisted the HR team in interview scheduling and coordination. I learned how to align interviewer slots with candidate availability to ensure timely communication and smooth workflow. I also helped with candidate follow-ups, sharing meeting links, and addressing queries. Day 5 (June 6, Friday) Leave Taken. Day 6 (June 7, Saturday) I continued supporting the interview coordination process. I was involved in aligning stakeholder communication, scheduling time slots, and ensuring candidate clarity. I also observed how
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	candidate tracking is done via spreadsheets and internal tools, which gave me insight into how organized data management supports hiring cycles.
Linking theory (Classroom learning) with practice at your organisation	This week's tasks helped me connect classroom learning on recruitment cycles, onboarding strategies, and communication techniques to real HR functions. Observing live onboarding, tracking systems, and mock interviews directly reflected academic concepts of structured hiring and employee integration.
Gaps identified on the working area.	• Manual tracking of candidate data can become time-consuming and error-prone. • Some interview processes lacked feedback loops, which could affect candidate communication.
Suggestions for improvement	• Using digital tools or applicant tracking systems (ATS) can make interview coordination more efficient. • Establishing a feedback mechanism after interviews will enhance the candidate experience.
Plan for the next week	• Support HR in onboarding documentation and training plans. • Participate in employee engagement initiatives. • Prepare insights for mid-internship review and reflect on learning progress.



Signature of the Student

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Name of the Organisation: Girnar Care Pvt. Ltd.

Area/ Department/ Project of Summer Internship Program: Human Resource Department

Name of the Student: Varsha Vijay

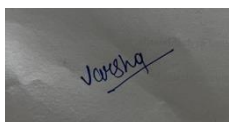
Roll no:0065

Stream: Development Management

Week no:5 From: 10/06/2025 (Monday)..... to 14/06/2025 (Saturday).....

Activity Done	Day 1 (Monday) This day began with a continuation of the onboarding module. I was introduced to welcome communication templates and observed how the HR team manages the first impression with new joiners. I helped review checklists used for Day 1 joining and understood how even small steps like email clarity and timely updates matter in setting the right tone. Day 2 (Tuesday) I assisted in preparing HRMS inputs for new joiners and participated in a discussion on how employee documentation is maintained securely. I also reviewed and updated a sample candidate's onboarding status, ensuring each required document was uploaded and verified. Day 3 (Wednesday) I shadowed the induction process and observed how newly joined employees are familiarised with company policies and culture. I also learned how feedback is collected from new joiners to improve the experience and how HR follows up in the probation period. Day 4 (Thursday) I was assigned to observe the performance tracking section post-onboarding. I was shown how attendance records and task reporting are gradually monitored from Day 1 onwards. The importance of consistency in communication with new employees became clearer to me through team discussions. Day 5 (Friday) I helped in compiling onboarding reports for the week. It involved cross-verifying records and ensuring all entries in the system matched with hard-copy submissions. I also took notes on common onboarding challenges faced by employees and how the team resolves them through quick interventions. Day 6 (Saturday) Weekly Off..
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Linking theory (Classroom learning) with practice at your organisation	The topics discussed in our classroom around employee lifecycle and onboarding best practices came alive during this week's work. Processes like induction, documentation, and probation monitoring that I had only read about were experienced first-hand at Girnar Care. The concept of "employee experience management" — often discussed in HR theory — was clearly reflected in the way the team handled even small tasks, like sending welcome emails and collecting timely feedback.
Gaps identified on the working area.	While the onboarding process is structured, I noticed that there is room to make induction sessions more engaging for new employees. Many steps rely heavily on manual checking and approvals, which could be streamlined through automation or digital reminders in the HRMS.
Suggestions for improvement	• Including short orientation videos or interactive onboarding modules could enhance the experience for new hires. • Also, creating a one-click checklist in the HRMS would reduce the time spent in verifying physical forms manually.
Plan for the next week	I Observe engagement activities post-onboarding . Assist in maintaining records of confirmation cycles. Learn about feedback collection and employee interaction. Start working on final internship presentation and documentation



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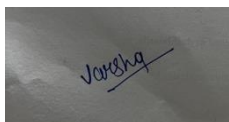
Roll no:0065

Stream: Development Management

Week no: 6 From: 17/06/2025 (Monday)..... to 21/06/2025 (Saturday).....

Activity Done	Day 1 (Monday): The week started with an introduction to the Business HR (BHR) role. I gained insights into how BHR plays a vital role in shaping the employee lifecycle, right from onboarding to exit. I attended a detailed session about how BHR supports employee engagement and handles grievances Day 2 (Tuesday): I was guided through the <i>Exit Management Process</i>. I learned how formal resignation processes are managed, including final settlements, exit interviews, and documentation. Observing this helped me understand how organizations ensure smooth transitions when employees leave while maintaining professional relationships. Day 3 (Wednesday): This day focused on understanding key HR Metrics, including <i>Attrition Rates</i>, <i>Retention Figures</i>, and <i>Headcount Reports</i>. These reports help HRs identify trends like employee turnover and develop strategies for retention. Learning how data supports decision-making in HR was a valuable experience. Day 4 (Thursday): I got an opportunity to shadow a BHR professional during skip-level meetings and engagement calls. This gave me exposure to real-time HR engagement practices, understanding employee concerns, and how leadership ensures that everyone in the organization feels connected, irrespective of their reporting levels. Day 5 (Friday): Towards the end of the week, I was introduced to HRBP dashboards and analytics. I observed how HR data is presented visually through dashboards, helping managers make quick, data-driven decisions. Day 6 (Saturday)- Weekly off.
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Linking theory (Classroom learning) with practice at your organisation	- Throughout this week, concepts from our classroom discussions on the <i>employee lifecycle</i> and <i>role of Business HR</i> were directly reflected in my practical learning. - The theoretical models of HR engagement, performance management, and attrition analysis made more sense when I saw how data drives HR operations at Girnar Care. - Real-time exposure to HR analytics showed how businesses use these models to retain employees and improve workplace satisfaction.
Gaps identified on the working area.	While the Business HR processes were well-structured, I noticed that some parts of <i>Exit Management</i> still relied on manual documentation, increasing the chances of delays. Additionally, there is potential to improve employee feedback mechanisms by introducing more real-time digital surveys rather than periodic ones.
Suggestions for improvement	- Implementing automated notifications in HRMS for smoother exit formalities. - Introducing quick anonymous feedback tools for employees to share suggestions or grievances in real-time. - Enhancing skip-level meetings by including a structured agenda beforehand for better clarity and outcomes.
Plan for the next week	- Start working on engagement and performance-related activities. - Assist in preparing engagement calendars and event planning. - Learn about the performance management cycle and feedback collection strategies. - Begin drafting inputs for the final internship report and presentation.



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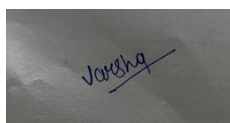
Roll no:0065

Stream: Development Management

Week no: 7 From: 23 JUNE 2025 (Monday)..... to 26 JUNE 2025(Friday).....

Activity Done	Day 1 (Monday): This day began with my participation in preparing birthday/anniversary engagement calendars. I assisted in compiling a list of employee birthdays and work anniversaries for the upcoming month to ensure timely recognition. Day 2 (Tuesday): I assisted in Employee Engagement Activities. I helped organize materials and logistical arrangements for an internal team-building event aimed at fostering better collaboration among employees. Day 3 (Wednesday): I began to understand the basics of performance management cycles, specifically focusing on goal setting. I reviewed existing goal-setting templates and observed how initial objectives are communicated to employees. Day 4 (Thursday): I continued learning about performance management, specifically employee reviews. I was shown how performance reviews are scheduled and the types of feedback collected from both employees and managers. Day 5 (Friday): I supported logistical arrangements for townhalls and R&R (Rewards and Recognition) events. This involved preparing presentation materials and coordinating with various departments to ensure smooth execution of these recognition initiatives.
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	Day 6 (Saturday): week off
Linking theory (Classroom learning) with practice at your organisation	The theoretical discussions in our classroom regarding employee engagement strategies and performance management frameworks became clearer this week. Concepts such as regular feedback, recognition programs, and structured goal-setting, which I had previously studied, were observed in practice at Girnar Care. The importance of a well-defined performance management cycle in fostering employee growth and retention, a key aspect of HR theory, was evident in the activities I participated in.
Gaps identified on the working area.	While there are various engagement activities, there seems to be an opportunity to diversify the types of recognition programs to cater to a broader range of employee achievements and preferences. The current performance review process, while structured, could benefit from more frequent, informal check-ins to provide continuous feedback rather than relying solely on periodic formal reviews.
Suggestions for improvement	Introducing a peer-to-peer recognition platform or a "spot award" system could enhance the variety of employee recognition. Implementing more frequent, informal feedback sessions or 1:1 check-ins between managers and employees could provide ongoing support and address performance issues proactively.
Plan for the next week	Learn payroll inputs, and calculations. Understand CTC, Gross vs Net Pay, Statutory deductions. Learn about Leave and Attendance policies. Understand monthly payroll calendar and inputs. Shadow payroll processing team. Introduction to PF, ESI, Gratuity, Income Tax.



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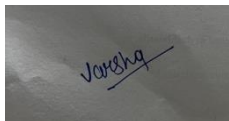
Roll no:0065

Stream: Development Management

Week no: 8 From: 30/06/2025 (Monday)..... to 04/07/2025 (Friday).....

Activity Done	Day 1 (Monday): The week began with a session introducing the basic concepts of payroll. I learned about the different components of Compensation and Benefits, including Cost to Company (CTC), Gross Salary, Net Pay, and the various statutory deductions applicable to employees. This gave me a clear understanding of how salaries are structured and calculated. Day 2 (Tuesday): On this day, I studied the Leave and Attendance policies in detail. I explored how attendance data and leave records directly impact monthly salary processing. Additionally, I reviewed the internal documentation used for maintaining these records, which helped me appreciate the importance of accuracy in payroll inputs. Day 3 (Wednesday): Mid-week, I observed the monthly payroll cycle and understood how each stage is scheduled and executed. I assisted the payroll team in collecting and verifying input data before processing salaries. This hands-on exposure clarified how crucial timelines and validation are for ensuring employees are paid correctly and on time. Day 4 (Thursday): I got the opportunity to shadow the payroll processing team during the actual payroll run. It was insightful to see the cross-verification of salary components, deductions, and final payouts. I also learned about the preparation of payslips and the importance of maintaining confidentiality in handling salary data. Day 5 (Friday): To conclude the week, I participated in an insightful session focused on statutory compliances and employee deductions. The discussion covered key areas such as Provident Fund (PF), Employees' State Insurance (ESI), Gratuity, and Income Tax. I gained a clear understanding of how these deductions are computed and the process involved in reporting them. Day 6 (Saturday): Weekly off.
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Linking theory (Classroom learning) with practice at your organisation	This week strongly reinforced my classroom lessons about payroll systems, statutory compliance, and compensation structures. While I had previously learned about CTC breakdown and statutory deductions in theory, seeing these elements applied in real payroll scenarios made the concepts much clearer. The hands-on experience of payroll verification and processing emphasized how meticulous and confidential this function must be to maintain trust and accuracy within the organization.
Gaps identified on the working area.	While the payroll process here is largely systematic, I observed that attendance data compilation still involves manual intervention, which could increase the likelihood of input errors. Additionally, some employees have queries about their payslips that take time to resolve due to limited self-service options.
Suggestions for improvement	• Introducing an automated attendance integration system that syncs directly with payroll software to minimize manual reconciliation. • Developing a simple employee self-service portal to access payslips and tax declarations, which could reduce routine payroll queries. • Implementing regular internal training for employees about payroll components and statutory deductions to improve transparency.
Plan for the next week	• Begin work on cross-functional mini projects and collaborate with other departments. • Assist in creating a new hire tracker and prepare a referral dashboard as part of the mini project. • Coordinate with the IT/Admin team to understand process alignment in employee onboarding



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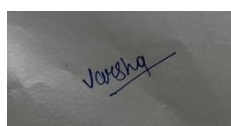
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Stream: Development Management

Week no: 9 From: 07/07/2025 (Monday)..... to 11/07/2025 (Friday).....

Activity Done	Day 1 (Monday)- The week began with a focus on recruitment operations. I was introduced to the structure and purpose of the referral dashboard and assisted in entering real-time data. The dashboard helps track internal referrals and simplifies follow-up actions. I also helped in organizing candidate trackers, which gave me clarity on how applicants are managed throughout different stages of the hiring process. Day 2 (Tuesday)- On the second day, I shifted focus to onboarding tasks. I worked on creating formats for onboarding feedback surveys, designed to capture new joiners' experiences and pain points. This activity highlighted how important structured feedback is for continuous process improvement. Day 3 (Wednesday)- Mid-week involved more coordination with other departments. I spent time understanding how various teams—HR, Admin, and IT—collaborate during onboarding. We discussed gaps in communication and how structured processes can avoid confusion. Day 4 (Thursday)- Thursday was all about finalising mini project inputs. I worked on updating trackers, ensuring all candidate and referral data was accurately entered. I also reviewed the draft onboarding SOP with inputs from the HR team Day 5 (Friday)- On the last working day of the week, I participated in a team discussion to review the work done so far. Feedback was shared on the referral dashboard and onboarding materials I had contributed to. I also documented key observations from the week and completed pending updates to trackers. Day 6 (Saturday)- Weekly Off.
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Linking theory (Classroom learning) with practice at your organisation	This week gave me a direct opportunity to apply what I had learned in class about onboarding, recruitment workflows, interdepartmental coordination, and HR documentation. Concepts like referral sourcing, onboarding process flow, and SOP creation—previously understood in theory—started making real sense as I worked on mini projects like the referral dashboard and new hire tracker.
Gaps identified on the working area.	One noticeable gap was the lack of a standardised onboarding checklist used by all departments. Often, Admin and IT tasks like ID creation and asset allocation were handled differently for each hire, leading to confusion and delays. There was also a lack of automated reminders or tracking to ensure all steps of onboarding were completed smoothly.
Suggestions for improvement	• A centralised onboarding checklist accessible to HR, Admin, and IT would reduce communication gaps and delays. • Automated reminders or task assignments through a shared platform could help departments stay aligned. • Using a more robust referral tracking tool (linked to internal HR software) would save time and minimise manual errors. • Regular collection and review of onboarding feedback would help improve the onboarding journey over time..
Plan for the next week	• I will begin shadowing the employee engagement team to understand how employee well-being and workplace culture are maintained post-onboarding. • I plan to assist in preparing employee communication templates, especially for welcome emails and engagement reminders. • I will help document employee experience insights gathered from feedback and plan suggestions for improving employee touchpoints.



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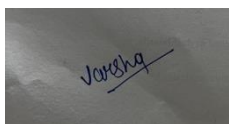
Roll no:0065

Stream: Development Management

Week no: 10 From: 14/07/2025 (Monday)..... to 18/07/2025 (Friday).....

Activity Done	Day 1 (Monday): The week began with tasks focused on referral candidate follow-ups. I was asked to check the current status of referrals collected in the previous week, confirm their interest, and identify any dropouts. It made me realise how important post-shortlisting communication is in maintaining a healthy pipeline of potential joiners. Day 2 (Tuesday): I helped in creating a status report for candidates recruited through different sources — referrals, walk-ins, and job portals. I organised data to reflect the percentage contribution from each source. This exercise gave me insight into sourcing efficiency and the practical use of Excel in HR operations. Day 3 (Wednesday): Mid-week, my focus was on candidate engagement. I assisted in preparing polite WhatsApp follow-up messages for selected candidates, encouraging them to join on the given dates. I learned that recruitment doesn't end after selection — keeping the candidate engaged till their joining is equally critical, especially in high-attrition sectors like BPO. Day 4 (Thursday): I participated in a review of the onboarding documentation process. I helped create a basic checklist to track which documents (ID proof, PAN, educational certificates, etc.) were received from new joiners. It showed me how even a small tool like a checklist can bring structure and reduce onboarding delays. Day 5 (Friday): The final day of the week involved cleaning up the weekly recruitment tracker. I verified candidate statuses, noted reasons for no-shows, and joined a small discussion on planning a referral drive. I suggested creating a simple digital flyer to circulate internally — an idea that was appreciated. Day 6 (Saturday): Weekly Off.
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Linking theory (Classroom learning) with practice at your organisation	In class, we've often discussed the importance of recruitment metrics, engagement strategies, and onboarding practices. This week helped me witness how even informal communication or a delayed follow-up can lead to dropouts — and how tools like trackers and structured documentation help maintain consistency.
Gaps identified on the working area.	• There is no structured candidate engagement strategy — communication is often informal and inconsistent. • Dropout reasons are not always formally recorded, which leads to missed opportunities for process improvement. • Onboarding checklists existed but were not standardised across all teams.
Suggestions for improvement	• Introduce a formal candidate engagement plan post-offer to maintain connection. • Standardise the onboarding document checklist to avoid confusion and delays. • Maintain a simple “Dropout Reason Log” to help HR identify patterns and plan preventive steps.
Plan for the next week	• Observe and assist in mock interviews for trainee batches. • Contribute to finalising the new referral campaign flyer. • Shadow HR executives during new hire orientation and feedback sessions.



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