

SUMMER INTERNSHIP PROGRAM

at

Apollo Hospitals Bannerghatta Road, Bangalore



From 12/05/2025 to 21/07/2025

A REPORT BY

Dr Kriti Tripathi

Master of Business Administration

Hospital and Health Management

Roll no - 1985

2024-26

under the Mentorship of

Deepti Sharma



21st July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Dr. Kriti Tripathi** has successfully completed her **Internship and Project** in the **Department of Human Resources** from **12th May 2025** to **21st July 2025** in **Apollo Hospitals, Bannerghatta, Bangalore**. She was diligently involved in the tasks assigned to her.

During her internship she successfully completed the following project:

- **Streamlining the Employee Onboarding and Exit Clearance Process for Operational Efficiency: A Case Study at Apollo Hospitals, Bannerghatta**
- **Optimizing Workforce Allocation and Reducing Turnover Using HR Analytics**
- **Simplifying the Provident Fund Activation Process for Hospital Employees**
- **Enhancing Patient Experience through SMILE Simulation Program Auditing at Apollo Hospitals**

During her period of stay with us, we found that she was dedicated, hardworking, loyal and sincere.

We wish her all the best for her future endeavours.

For Apollo Hospitals Bangalore,


Ms. Deepti Oleti
Assistant Manager – Human Resources



IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Kriti Tripathi**, of academic year 2024-26, **Institute of Health Management Research**, 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: 28/07/2025


Name: Deepti Sharma

Designation: Asst. Professor

Faculty Mentor -Deepti Sharma

Presented By: Dr.kriti Tripathi (1985) Batch: MBA HM-29

Organization Mentor-Umakanta K

1.HISTORY & DESCRIPTION OF ORGANIZATION

- Founded in 1983 by Dr. Prathap C. Reddy, Apollo Hospitals is India's first corporate hospital and a trailblazer in private healthcare.
- As Asia's leading integrated healthcare provider, Apollo spans hospitals, pharmacies, clinics, telemedicine, insurance, online consultations (ASK Apollo), home care, and medical education through Medvarity and nursing colleges.
- It has served over 150 million patients from 140+ countries, driven by clinical excellence, cutting-edge technology, affordability, and its signature Tender Loving Care (TLC).
- Apollo has introduced several medical innovations in India, including South East Asia's first Proton Therapy Centre, and leads national efforts in preventive health by raising awareness on Non-Communicable Diseases, ensuring quality care from hospital to home.

2.VISSION & MISSION

- VISION:** Apollo's vision for the next phase of development is to 'Touch a Billion Lives'.
- MISSION:** Our mission is to bring healthcare of International standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity.

3.ORGANIZATION STRUCTURE



4.THEORETICAL LEARNINGS VS. PRACTICAL LEARNINGS

- Onboarding is systematic - with defined steps, smooth ID generation, and documentation flow.
- HR analytics is tech-driven - using dashboards and automated tools for tracking and decision-making.
- Statutory processes are employee-led - PF, UAN, and KYC are assumed to be simple and self-completed.
- Audits and employee engagement are structured - conducted periodically with planned formats.

- Onboarding faced real-time issues - including missing documents, delays, and urgent approvals.
- HR analytics was mostly manual - Excel-based tracking with minimal automation or dashboard support.
- Statutory tasks required handholding - employees needed continuous guidance for PF, UAN, and KYC completion.
- Audits and engagement needed push - SMILE audits and programs required follow-ups and coordination across departments.

PROJECT

OBJECTIVE:

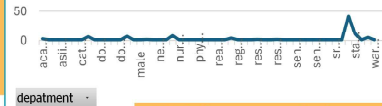
- To identify key reasons for high employee turnover.
- To analyze workforce data using HR analytics.
- To suggest lean HR solutions for retention and planning.
- To support strategic HR decision-making using data insights.

METHODOLOGY:

A descriptive and comparative case study was conducted at Apollo Hospitals, Bangalore. The analysis was based on 100 onboarding forms and 100 exit interview records collected from January to July 2025. Additional insights were gathered through interviews with HR staff and internal documents.

Count of name

ONBOARDING BY DEPARTMENT(JAN-JUNE2025)



department

Count of name

OFFBOARDING BY DEPARTMENT(JAN-JUNE2025)



department

nursing

doctor

Limitations & Challenges

- The study is limited to six months of data without qualitative insights like exit interviews.
- Access to complete and real-time data was challenging due to process gaps and privacy protocols.
- Findings are based on quantitative trends, not employee sentiments or manager reviews.

Recommendations & Suggestions

- Launch department-wise mentorship programs to support new joiners and reduce early exits.
- Conduct regular stay interviews and feedback rounds in high turnover departments like Nursing and Doctors.
- Improve role clarity and onboarding structure, especially in Admin and Finance, to prevent mismatch and confusion.

Benefits & Future Scope

- Helped identify key workforce movement patterns and HR stress points across departments.
- Can be expanded by adding employee satisfaction surveys and exit reasons for deeper insight.
- Forms a base for creating a simple HR dashboard to predict and prevent high-risk attrition.



5.SWOT ANALYSIS

STRENGTHS	WEAKNESSES
- Structured Onboarding & Compliance Streamlined processes for PF, UAN, ID creation, and employee induction. - Robust Employee Engagement Programs like SMILE audits and departmental recognition foster a positive culture. - Cross functional HR Teams. Clear role segmentation across recruitment, operations, training, and compliance. - Policy Adherence & Standardization Strong alignment with NABH, labor laws, and internal SOPs.	- Manual Documentation Dependencies Delays and errors due to non-digital forms and follow-ups. - Limited Tech Adoption in Routine HR Ops Absence of real-time HRMS systems and automation in tracking.
THREATS	OPPORTUNITIES
- Regulatory and Audit Pressures High dependency on timely documentation for NABH and labor laws. - High Turnover in Entry Roles Attrition among junior staff affects stability and continuity. - Competition for HR Talent Skilled HR professionals often shift to tech or non-healthcare sectors.	- Digital HR Transformation Scope to implement end-to-end digital onboarding and centralized dashboards. - HR Analytics Integration Using data driven insights for workforce planning and attrition management. - Upskilling & Learning Platforms Introducing continuous learning pathways for staff and paramedical teams. - Employee Training Initiatives Positioning Apollo as a top choice for healthcare professionals through strategic branding.

6. CHALLENGES FACED DURING INTERNSHIP

- Manual & Repetitive Documentation** Managing PF, ID creation, and onboarding with paper-heavy processes was time-consuming.
- Delayed Inter-department Coordination** Frequent follow-ups were needed for approvals and data completion.
- Limited System Access for Interns** Certain portals and dashboards were restricted, slowing down workflow.
- Time-Sensitive Tasks Under Pressure** Balancing last-minute clearances and audits required quick learning and multitasking.

7. LEARNINGS DURING INTERNSHIP

- Hands-on HR Operations** Gained real experience in PF setup, onboarding, UAN activation, and ID creation.
- Cross-Department Collaboration** Learned how HR connects with departments like IT, finance, and medical teams to complete processes smoothly.
- Time & Task Management** Handled multiple urgent tasks like audits and clearances under tight deadlines - built strong multitasking skills.
- Understanding Process Gaps** Noticed delays due to manual work - saw the need for automation in hospital HR systems.

8.SUGGESTIONS

- Digitize Manual HR Processes** Shift PF registration, onboarding, and clearance forms to a centralized digital platform to reduce delays and errors.
- Create a Real-Time Tracking Dashboard** Introduce a dashboard to monitor employee onboarding status, ID creation, and audit progress across departments.
- Implement Pre-Scheduled Induction & Exit Calendars** A shared calendar can avoid last-minute overlaps and improve coordination across units.
- Automate SMILE Audits & Feedback Collection** Use simple digital tools to track department-wise SMILE audit completion and auto-collect feedback for better follow-up.

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985 Stream: MBA Hospital and Health Management

Week no: 1 From: 12/05/2025 To: 17/05/2025

Activity Done	The following work was completed this week: • Did basic HR operations: documentations, regulate attendance for payroll, and Observed PF workflow • Helped in cost analysis and did pf activation calls, onboarding of new employee and id • Managed whole smile program • Did staff audit in hospital After submission of the works, it was reviewed by my mentor and suggestions were discussed and corrected and taught.
Linking theory (Classroom learning) with practice at your organisation	During the module Human Resources we learned about provident fund, and onboarding, and learned about training employees by smile program.
Gaps identified on the working area.	Due to manual PF processes, scattered tools, and insufficient documentation, onboarding and UAN setup are taking longer than expected.
Suggestions for improvement	Use a digital checklist to speed up the onboarding process.
Plan for the next week	Keep activating PF, coordinating Smile, and integrating Aadhaar and PAN with new data.

Signature of the Student: -kriti Tripathi

Approved by the IIHMR University's Mentor

On the last day of every week Saturday -) report in the above format should be submitted to the faculty mentor. Submission of total 10 reports in 10 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 19 **Stream:** MBA Hospital and Health Management

Week no: 2 **From:** 19/05/2025 To 25/05/2025

Activity Done	The following work was completed this week: • Worked with supervisors and employees to check and follow up on attendance issues that affected the accuracy of payroll • Helped with PF activation and UAN generation by reaching out and uploading documents. • Helped with the logistics of the Smile Program, the design of ID cards, and onboarding. • Checked the records of the hostel and helped with the paperwork for staff who had left. • Looked over the shift schedules, updated the tracking sheets, and sent in the weekly activity summary. After submission of the works, it was reviewed by my mentor and suggestions were discussed and corrected and taught.
Linking theory (Classroom learning) with practice at your organisation	Used HR module ideas in onboarding, PF/UAN, and activities that got people involved. Handled paperwork, payroll, and record-keeping. Used communication and time management skills to coordinate HR tasks every day.
Gaps identified on the working area.	Payroll is impacted by delayed attendance updates. It is confusing when there is no live hostel tracking. Compliance is delayed by incomplete or late documents.
Suggestions for improvement	Real-time dashboards for monitoring attendance at the supervisor level. A digital hostel log that security and HR can access. A checklist that includes due dates for new hire paperwork.
Plan for the next week	Will continue biometric updates, the Smile Program, and PF follow-ups, and assist with audits of HR files and attendance regulations.

Signature of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no: 3 From: 26/05/2025 **to** 31/05/2025

Activity Done	The following work was completed this week: • Did PF activation and gratuity forms. • Took new joiners test, then their onboarding, checklists, ID cards, and documentation • Did smile program session and audit • Scanned documents and completed clerical file work & Sent absconding letters. • Went to a L&D meeting with Ganesh Sir and Sujith Sir at Bennett University. • Helped ma'am with hiring and salary talks. After submission of the works, it was reviewed by my mentor and suggestions were discussed and corrected and taught.
Linking theory (Classroom learning) with practice at your organisation	using HR modules handled onboarding, legal procedures like PF/UAN, and appropriate documentation. By relating theory to practice, the SMILE Program Audit improved my understanding of behavioural assessment and employee engagement. It also improved my ability to write and interact with others in a real-world situation.
Gaps identified on the working area.	slow onboarding documentation slows down compliance, and PF process should be scheduled. SMILE audits across departments: difficult to finish on time as they come late. Ineffective follow-ups result from manual absentee tracking without digital support.
Suggestions for improvement	reminders to speed up the onboarding and PF processes. While on the go, keep an eye on SMILE audits and record feedback using a simple digital tool. For increased efficiency, track and follow up on absentees using a digital HR system.

Plan for the next week	Keep up the SMILE audits and begin gathering department-specific input. Maintain current HR, both digital and file records and follow up on pending PF activations. Preparing for audit.
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Signature of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no: 4 **From:** 02/06/2025 to 07/06/2025

Activity Done	The following work was completed this week: • Did 3-day induction program for new joiners-organized and coordinated sessions, arrangements, and evaluated • Calls for PF/ID and document verification of 250 employees • Took new joiners test, then their onboarding, checklists, ID cards, and documentation, verified punching cards functionality • Did smile program session and audit • Scanned documents and completed HR clerical file work • Week-end with a birthday celebration for Mr. Anoop, zonal head. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected, and taught.
Linking theory (Classroom learning) with practice at your organisation	Applied HR module classes theory in duties like onboarding, PF/UAN process, and induction planning. , especially in the areas of documentation, evaluation communication, and coordination, as I managed orientations and helped with SMILE audits.
Gaps identified on the working area.	the absence of a digital system, tracking SMILE audits and records, was more challenging. The manual coordination of induction occasionally caused scheduling conflicts between departments. Late submission of documents slowed down the processing of PF and ID and onboarding.
Suggestions for improvement	Use a centralized digital platform to streamline onboarding and document handling. Create a system to monitor SMILE audits and collect timely feedback. To improve coordination and reduce scheduling conflicts, make a shared induction calendar.

Plan for the next week	Finish any outstanding SMILE audits and create department-specific reports. Assist in the digitization of employee files and support ongoing HR file audits. Ensure proper documentation and follow up on unfinished PF tasks.
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Name of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no:5 From: 09/06/2025 to 14/06/2025

Activity Done	The following work was completed this week: • Made ID cards for new hires & for over 100 workers, did PF • Did onboarding, checklists, and insurance checks, and their paperwork • Scanned document to staff records and documentation for internal HR audits. • Did SMILE program induction, session, and audit. • did an HR analytics project, • checked LOP entries & monitored attendance. • Organized Blood Donors Day. Coordinated the Blood Donors Day event with HR and L&D with success. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected, and taught.
Linking theory (Classroom learning) with practice at your organisation	Applied HR principles to onboarding, PF/UAN processing, and audits. participated in the Blood Donors Day event by using their communication and planning skills. I kept applying my understanding of HR analytics to the internship project.
Gaps identified on the working area.	Manual follow-ups cause delays in the ID and PF processes. There is no automated system for event logistics or SMILE tracking, making it difficult to monitor onboarding progress across departments.
Suggestions for improvement	Provide dashboards for onboarding, SMILE audits, and PF tracking it make internal tool to make event coordination easy. Configure automated reminders to remind employees to turn in their paperwork on time.

Plan for the next week	Finish the PF and onboarding tasks, help digitize audit files, and keep collecting data for my final report.
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Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no:6 From: 16/06/2025 to 21/06/2025

Activity Done	The following work was completed this week: • Did PF, registration, onboarding, and generating ID cards, • Managing LOP update and UKG tasks for the payroll before closure this week 21st. • Did plan and implement the two-day Happy Induction Program, which was attended by over 25 new hires, including managerial staff. • Completed documents of background verification for internal audit. • Did some administrative tasks, scanned documents, and completed HR clerical file work • did work in support of International Yoga Day. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected and taught.
Linking theory (Classroom learning) with practice at your organisation	Used HR module ideas in onboarding, PF/PAN/Adhar onboarding, offboarding, payroll, and gratuities. learned with the UKG HRMS applications. Organizing the induction and audit preparation helped me learn planning, event management, and compliance skills in a medical setting.
Gaps identified on the working area.	Manually tracking payroll and PF slows down processes and raises the risk of errors.LOP updates are delayed due to the dependence on departmental inputs. Scheduling and attendance tracking are ineffective due to the absence of digital tools in induction.
Suggestions for improvement	Set reminders for digital PF/LOP tracking. Make use of centralized dashboards for compliance monitoring, payroll, and induction. To cut down on disputes and give real-time LOP updates, use biometric attendance.

Plan for the next week	Complete outstanding PF and ID card work, assist in gathering documentation and feedback from the Happy Induction sessions, and assist with internal auditing and HR file digitization.
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Signature of the Student: kriti Tripathi

Approved by the IIHMR University's Mentor

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985 Stream: MBA Hospital and Health Management

Week no: 7 From: 23/06/2025 to 28/06/2025

Activity Done	The following work was completed this week: • Did ID card process, onboarding paperwork, and post-payroll PF follow-ups, paperwork, temporary ID , and PAN-Aadhaar linking • Did HR file management, background check validations, and audit preparation. • did the hiring process for Apollo's Sarjapur unit. Called nurses shortlisted in the middle of the week. • assisted with Doctor's Day preparations toward the end, and Sujit Sir gave me a reading on patient-consumer interactions. Saturday's work was limited to basic documentation. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected and taught.
Linking theory (Classroom learning) with practice at your organisation	Did use the HR module learning in recruitment, PF regulations, PAN-Aadhaar linkage, and onboarding. Regular use of HRMS and useful documentation has improved my understanding of hospital HR operations.
Gaps identified on the working area.	Manual recruitment tracking slows down updates and decision-making; Disorganized records slow background checks. There is no clear ID tracking system, which causes problems with follow-up and misunderstandings.
Suggestions for improvement	Create a digital hiring pipeline that monitors applicants' progress. Store background checks on a secure platform in one location. Link a real-time ID issuance and onboarding tracker to the HR system.
Plan for the next week	Will work for Doctor's Day, gather the chapters from the assigned book, finish onboarding paperwork, and perform other hiring and legal tasks.

Signature of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no: 8 From: 30/06/2025 to 05/07/2025

Activity Done	The following work was completed this week: • a thorough onboarding process of 30 interns, • did ID/PF and document verification, registration, checklist, Aadhaar-PAN linking, and background checks. Maintain hr records • helped in Doctor's Day celebrations • As directed by Sujit Sir, I completed my smile audit submissions over the weekend, organized the NABL audit paperwork, and started reading Dr. Alexander Thomas' Communicate, Care, and Cure. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected and taught
Linking theory (Classroom learning) with practice at your organisation	Used OB, POM and HR module in audit preparation, PF compliance, Aadhaar-PAN linking, and onboarding HR tasks. Employee knowledge of healthcare HR policies was used. Reading Communicate, Care, and Cure has helped me better understand HR's role in patient-centred care and communication.
Gaps identified on the working area.	Delays are caused by manual onboarding and PF procedures. Due to a lack of systematic planning, audit tasks seem hurried. No official system, such as BLS/NABL, to track staff certifications.
Suggestions for improvement	Move onboarding and PF processes to DIGITAL access-controlled systems. Install a real-time dashboard to track ID, joining status, and compliance. Use structured pre-audit checklists to ensure timely preparedness.
Plan for the next week	Send Sujit Sir book summaries, help with onboarding and ID finalization, keep working on your NABL and staff audit preparation, and start looking into HR analytics for workforce planning.

Signature of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no:9 From: 07/07/2025 to 12/07/2025

Activity Done	The following work was completed this week: • Did NABL audit preparation, HR files were organized, documents were scanned, and they were verified. coordinated background checks. • handled paperwork, PF activations, ID card processing, and onboarding and offboarding. • processed LOPs, kept track of attendance, and followed up with staff members and supervisors. • wrote absconding letters and did HR tasks like filing, archiving, and form management. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected, and taught
Linking theory (Classroom learning) with practice at your organisation	Used HR, POM OB Modules for audit readiness, employee lifecycle management, and statutory documentation. with hr work, including background checks and PF. documents that are in order, which are necessary for NABL audits. Using exit data and HR analytics, attrition trends are examined. Sujit Sir's reading assignment strengthened the application of academic frameworks to routine administrative practice.
Gaps identified on the working area.	Manual onboarding and PF procedures cause delays. Audit tasks appear hurried due to a lack of systematic planning no formal system to monitor staff certifications, like BLS/NABL.
Suggestions for improvement	Transfer PF and onboarding procedures to access-controlled systems. To monitor ID, joining status, and compliance, install a real-time dashboard. To guarantee prompt readiness, use structured pre-audit checklists.
Plan for the next week	Submit book summaries to Sujit Sir, assist with finalizing ID and onboarding, continue preparing for your staff audit and NABL, and begin investigating HR analytics for workforce planning.

Signature of the Student: kriti Tripathi

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985

Stream: MBA Hospital and Health Management

Week no: 10 From: 14/07/2025 To: 21/07/2025

Activity Done	The following work was completed this week: • Did scanning, file checks, induction supervision, and document validation, assisted with the BLS, NABH, and JCI audit preparation. • DID PF activations, ID card processing, KYC linking (Aadhaar/PAN), onboarding/offboarding, and attendance monitoring. • Did evaluation sheets of interviews, background checks, and candidate paperwork. • completed clearance files and checked attendance records with supervisors to ensure payroll readiness. • On the last day, July 21, audit and HR analytics reports were submitted made completion certificates of all interns, told duties new interns Team interactions and gratitude were exchanged. After submission of the works, it was reviewed by my mentor, and suggestions were discussed and corrected, and taught
Linking theory (Classroom learning) with practice at your organisation	Used HR POM OB module concepts learned in the classroom in a real hospital setting, this final week effectively concluded the internship: Regular attendance, PF activation, and background checks improved knowledge of HR compliance, legal requirements, and payroll. documentation should always be ready always BLS, NABH, and JCI audits. onboarding and completing final projects, workforce planning, and HR analytics theory. HR's role by mentor new interns, which reflects Pom principles.
Gaps identified on the working area.	Payroll delays result of manual tracking of attendance corrections. No convenient onboarding documents process. Unstructured knowledge transfer leads to ineffective working

Suggestions for improvement	Regular Attendance update to cut down on payroll delays. system tracking and real-time submissions with supervisor approvals. make efficient monitor the proccess of background checks, ID creation, and PF activation, establish a centralized digital HR dashboard. a structured onboarding and handover guide (SOP) for interns and new HR team members to ensure smooth knowledge transfer and role clarity.
Plan for the next week	(Since this was the final week of internship, no further weekly plan is required.)

Signature of the Student: kriti Tripathi

Approved by the IIHMR University's Mentor

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COMPILED REPORT

Name of the Organisation: Apollo Hospitals, Bangalore

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

Name of the Student: Kriti Tripathi

Roll no: 1985 **Stream:** MBA Hospital and Health Management

Activity Done	• Onboarding: Carried out onboarding for more than 100 new employees and 30 interns. Did took a few interviews with Namrata madam, salary discussions for new hirings. Took test and evaluated, and verified the eligibility criteria of in incoming applicants • Offboarding: Handled exit and clearance processes, including clearance and exit forms, absconding letters, and documentation for resigned employees. • ID & registration process: Actively worked on PAN-Aadhaar linking, ID generation, ID card generation, and UAN registration, checklists. Managed documentation, checklist tracking, and background verifications and follow-ups. Conducted new joiners' tests and evaluation. • Induction: Coordinated multiple induction programs, including the 2or 3-day "Happy Induction/induction Program" conducted for new joiners and further evaluated also. • PF Process: actively worked on PF activations, KYC linking (Adhaar and PAN, BANK E-NOMINEE changing details, etc.) • HR Documentation: Scanned and updated employees' documents, verified employee documents, contributed to the digitization of clerical files, and HR record management. • processed insurance and gratuity paperwork,
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	• Audits: supported NABH, NABL, BLS, and JCI audit preparations. And internal and smile program as well • Attendance & Payroll Support: Assisted in attendance tracking, biometric updates, LOP process, absentee follow-ups with department HOD supervisors, and UKG application overtime for calculation of payroll coordination. • L&D-SMILE Program & Staff Engagement: Conducted and audited SMILE Program sessions. • Coordinated and supported event celebrations like Doctor's Day, International Yoga Day, and Blood Donor Day with HR and L&D teams. • Mentorship & Collaboration: Worked closely with mentors UMAKANT SIR, SUJITH SIR on tasks, received feedback, assisted in team collaboration, and mentored incoming interns during the final week. Took part in the collaboration of the digital advancement of hr application with Benett University team • PROJECT: HR Analytics & Reporting: Supported data gathering and early analysis of onboarding and exit trends for internal workforce optimization reports.
Linking theory (Classroom learning) with practice at your organisation	• During HR Modules: we theoretically got knowledge about employees to onboarding, PF/UAN/KYC formalities, ID card creation, payroll processing, and employee engagement activities, gratuity, etc, here it was practically applied. direct application of core HR module topics. • During hr module taught Compliance & Legal Frameworks: Used theoretical knowledge related to statutory compliance (PF, gratuity) and their evaluations using a formula

	• During the essentials of hospital services taught Audits while supporting documentation for NABH, NABL, and JCI standards. Taught in the module of essentials of hospital services module was applied • During Human resources module Used practically in depth experience with tools like UKG for HRMS operations aligned with classroom discussions on digital HR systems. • During Organization Behaviour module was being used for behaviour, motivation, • During Principles of management module used for leadership styles, organizational behaviour, motivation, team coordination, and the importance of clear communication—especially during inductions, Smile audits, and inter-departmental tasks. • During finance module Workforce Analytics: Applied introductory HR analytics knowledge to track onboarding and exit data and identify basic attrition trends to improve the organization • During the module of business communication: used Soft Skills Development, understood importance of it in real time used structured communication skills emphasized in class, in every module, every day in the organization for hr work, Time management, multitasking, event coordination, team collaboration, • Excel used in taught module
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Gaps identified on the working area.	• Manual Tracking Systems of Recruitment, onboarding, offboarding, PF process, and attendance corrections manual, causing delays and confusion. • Unstructured Documentation process time wasted • Smile program audits lacked operational inefficiency tracking and feedback collection methods. • Payroll delayed due to online attendance updates and pending LOP approvals by hod and supervisor. • Lack of Centralized Digitalization and coordination. • No unified platform to track onboarding progress, documentation, ID generation status, or PF activations for employees. • Attendance and ladies' hostel done again manually manual entries. • Late submission of joining documents, follow-up delay responsibilities, • and the absence of a proper onboarding for interns or HR team members to teach them work. • No standard system for storing and retrieving employees' documents/background verification records as maintained on files in the stores few in the system • Audit Readiness & documentation Tracking: Audit preparations were often last-minute due to missing checklists and a lack of staff certification monitoring (e.g., during BLS/NABL audits or internal). • Induction Coordination Issues: Induction sessions were occasionally affected by poor cross-department coordination, scheduling, and a lack of shared planning and prior information given about their session.
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Suggestions for improvement	• Digitization of HR Processes: like PF, onboarding, and ID processing to secure digital platforms • Implement a centralized HR digital tracker for onboarding status, compliance, attendance, and background checks • Automation Tools & Real-Time Tracking: Do timely attendance and LOP update systems with the supervisor and the HOD for payroll calculations. • Use automated reminders and deadline checklists for document submission and onboarding, and offboarding formalities. • Structured Onboarding & Handover : Develop standard operating procedures (SOPs) for onboarding new employees and interns, including step-by-step guidance and ownership mapping for new hr interns or workers. Establish a formal knowledge transfer and documentation process to ease role transitions. • Pre-Audit & Event Planning Checklists: Use planned pre-/post-audit preparation for NABH, NABL, and JCI documentation preparation and follow it . • Create centralized planning calendars for inductions and staff engagement programs to avoid scheduling conflicts. • Feedback & Certification Systems: • Implement tools to collect Smile audit feedback digitally Establish a dashboard to monitor

	mandatory certifications like BLS/NABL for all staff members. • Overcome digital inefficiency by ending manual

Signature of the Student: kriti Tripathi

Approved by the IIHMR University's Mentor

On the last day of every week, Saturday -) the report in the above format should be submitted to the faculty mentor. Submission of a total 10 reports in 10 weeks is compulsory.