REFLECTIONS FROM THE FIELD

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Editor’s Note

The Department of Sociology, Christ University, is a pioneer in the area of Social Science in Bangalore. The Department offers a Master’s program in Applied Sociology. This program extends the discipline of Sociology from beyond its theoretical foundations, to application in various fields such as research, the Non-Governmental sector, Human Resources, Public Relations and the media.

In keeping with the essence of the program, the Department encourages its students to undertake Internships during the break between their second and third semesters. This enables the students to undertake a four to six week internship in an organization of their choosing.

The Department recognizes that learning from the classroom is not always as effective as learning through experience. The internships have thus been conceptualized to impart experiential learning.

The students thus, undertook their internships in organizations within the Corporate Sector, Non Government Organizations, Educational Organizations and Research units during their summer break in 2014.

This booklet consolidates some of their experiences, which have proven to be a wonderful learning opportunity for the students of the first batch, and will also be enlightening for the batches that will follow. The organizations that they have interned with cover a wide range of organizations and thus have helped bring in a wide variety of learning experiences into the classroom.

I would like to thank the Head of the Department of Sociology, Dr Pritha Dasgupta, for her support and constant guidance.

Suparna Majumdar Kar
Department of Sociology
Christ University, Bangalore
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SOCIAL WELFARE DEPARTMENT MEGHALAYA, Anisha T M Momin


Child Protection refers to protecting children from or against any perceived or real danger or risk to their life, their personhood and childhood. It is important to ensure that no child falls out of the social security and safety net and, those who do, receive necessary care and protection so as to bring them back into the safety net. The Government recognises these children as “Children in difficult circumstances”. The ICPS is an initiative of the Government of India to protect Children in need of care and protection in India.

The Integrated Child Protection Scheme (ICPS) is a centrally sponsored scheme of the Ministry of Women and Child Development, Government of India, implemented in partnership with the State Government and Civil Society Organization. The Ministry of Women and Child is committed to creating a solid foundation for a protective environment for children to grow. The aim of ICPS is to establish a system that will effectively protect children, based on the cardinal principles of “Protection of Child Rights” and the “Best interest of the Child”.

The main objectives of integrated child protection scheme are to:

- To institutionalize essential services and strengthen structures.
- To enhance capacities at all levels.
- To create data base and knowledge base for Child Protection Service.
- To strengthen Child Protection at Family and Community level.
- To ensure appropriate Inter-sectoral response at all levels.

My objective of interning in ICPS was basically to:

- To learn about ICPS
- To learn the structures, roles and functioning of the ICPS
- To understand the variety of schemes provided for the children
- To visit institutes working with the ICPS
- To actively participate in the programs of ICPS
- To improve my professional skills
- To take initiative in conducting programs
- To build good rapport with the staff and members of ICPS
- To understand the work environment of the ICPS
REFLECTIONS FROM THE FIELD

The internship is basically to explore all the aspects of ICPS. The ICPS supports dedicated service Delivery Structure at the Central, State and District levels. The ICPS provides services to children of different categories, such as children in conflict with law, street children, working children, trafficked children, abused children, children affected by conflict and disaster, HIV/AIDS infected, engaged in substance abuse, children from families at risk, differently able children, orphaned abandoned and destitute children, missing lost and found children.

The ICPS consists of 12 staff in every district headed by a District Magistrate. The internship consisted of many activities such as Conducting “Cleaning Drive”, visiting District Child Welfare Office, visiting Tura and meeting the staffs of DCPU, West Garo Hills, visiting Orphanage Freedom life centre at Sanchonggre. We also conducted a home study visit to a beneficiary’s home who was claiming sponsorship for her 8 year old differently abled daughter. We also organised an Awareness Programme on Child Trafficking at Freedom life centre, Sanchonggre and two Schools in Tura. I also visited Children’s Home for boys and girls and also got a chance to visit the Specialized Adoption Agency (SAA).

Some observations were that the funds flown in from the Centre for sponsorship have been rightly distributed. Baseline Survey was conducted in all the districts of the State though many sections of the society still have no idea about the ICPS. Two children have been adopted in the State so far. In total there are 12 adoptable children in the State. The CWC has registered 393 cases (Boys-202 & Girls-191) and the Open Day shelter at Nongmynsong has around 35-45 children come in regularly. The Lawei Baphnyrai Children’s Home has 17 boys. The Lawei Baphynrai Children’s Home has 12 girls, including four infants put up for adoption.

The internship has helped me grow as a person. The work experience at ICPS was wonderful. The privilege to work and visit a lot of institutions that worked for the benefit of the children in society was incredible. The Internship has helped me become more independent and has exposed me to many realities of the existing society. The ICPS officers and staffs were the most welcoming people I have met; they were always there to help when I needed some kind of help and assistance from them. The work they have done so far has been effective and many sections of the society mainly BPL families had the privilege to receive sponsorship and they are also providing a good service for Children in need of care and protection.

The SAA is doing a very good job handling children who are abandoned or surrendered. The various departments under the ICPS are working to deliver the services to the proposed target groups, as it was laid down by the Government of India in its constitutions, as a step towards
attaining the nation’s development with various programs and activities for its citizens to live a fulfilled life. Children and women are given the top most priority in this program.

The ICPS programme however is still new in India and very few people know about its existence. The programme needs to reach out to every nook and corner of the country and this can benefit people from the weaker section of the society and also ensure the overall care and protection of the children in the country.

HAYDEN HALL, Anjali Pradhan

Summer Internship is an integral part of the III semester MA Applied Sociology course at Christ University, Bangalore. The students are required to do a four to six week internship with a Non-Government Organization, Research Institutes or in the corporate sector of their choice. I chose to do my summer internship at Hayden Hall, in Darjeeling.

Hayden Hall, a private non-profit making organization in Darjeeling, was formed in 1969, and has since then worked with the sole motive of defining and solving the problems of underprivileged women, their children, and families providing benefit to all the communities in general and even utilizing a variety of methods to ensure self-sufficiency where countless events and achievements have shaped the development of the organization and have helped improve the lives of the people they serve.

Nearly 42 years of working in the field with families and communities has taught the organization that poverty need not be a life sentence. Hayden Hall's self-help approach to relief, recovery and ongoing development has nurtured the seeds of hope for thousands of people. In order to restore the balance for sustainable development in the communities the organization serve, and offer the underprivileged a chance to address the basic needs of health, housing and food. Once the basic needs are met, the organization work on improving the quality of life by enabling women to be involved in their own self-development through skills training, non-formal education and interactive development of self worth. The final step is to offer windows of opportunities by involving them in credit union and self-help income-generating program.

This report provides an account of the summer internship executed during April-May 2014 at Hayden Hall, India. The duration of this internship was 6 weeks. My role in the organization was of a social worker, an intern in the program concerning Mother and Child Care. It also provides the details of the organization as a whole, the work I have done there. It describes the internship experience in the aspects such as socially inclined work which included teaching in Strive which works as a preparation centre for the children to get admission in the schools,
offering a safe place, food and bed for children between 2.5 and 4.5 years. The primary area of development that Strive focuses on is communication, including sign-language, talking and listening. We had to conduct classes for the children on everyday basis where we taught nursery rhymes, English alphabets and basics of the number system and focused on their listening, speaking, reading and writing. The Study Group Program provides post-school facilities to the students as this program was set up for the underprivileged students who cannot bear the expenses to take extra tuitions. It provides the students a place to study after school and we helped the students with remedial classes of the lessons that they had for the day in the school. The other program where I had worked was in crèche, as these working mothers cannot afford a day-care centre for their children. It offers a safe place, food and bed to children of 9 months old to 2.5 years of age. Whenever the children got cranky due to the absence of their mother we organized games, sang rhymes and showed cartoons on the television to keep the children occupied so that they forget about their mother for the time being. A nutrition chart is also displayed which depicts the progress in their health condition in terms of weight gain every month.

Also we were taken for field trips in and around Darjeeling, along with the paramedics in order to know about women and their issues where most of the people below poverty line live and the houses of those children including many students who come to Hayden Hall where they are provided with books, bed and food to eat. Interviews of the mothers were taken in order to find out about their health condition, their health problems and whether or not they are being treated well by their husbands. Most of them are the immigrants who have come from Nepal to work and earn their living in Darjeeling. Women face health problems like gastric, headache, low pressure and some are pregnant as well. The ‘paramedics’ visit different areas in and around Darjeeling, and select others whose living conditions are not stable and belong to poor families. The literacy level among this population is very low, and there is a genuine lack of awareness about health care measures. The paramedics provide access to health care, and educate people on proper hygiene and basic health practices to reduce the risks of contracting diseases. The paramedics ensure women are healthy and strong so that they contribute towards improving the standard of living of their family.

The income generation group program provides the women of Hayden Hall a means of generating money by weaving carpets, knitting, sewing, and producing cotton goods. Under this program various courses are run for women to provide them with the necessary skills for the sum of ₹ 800 (knitting), ₹700 (sewing) and ₹ 100 (weaving). The workers are expected to
work from 9:00a.m to 5:00pm during the week days. In some cases the applicants can also apply for a scholarship, in which case a paramedic visits the house of the applicant to evaluate and approve the scholarship. The Hayden Hall shop sells items which are all handcrafted by the poor women from the local community. So to a visitor, Hayden Hall offers both a shop with plenty of handmade items at reasonable prices and a charitable society to explore.

It further explains about the learning outcomes from Hayden Hall organization where one tends to gain more knowledge and experience regarding the practical aspect of day to day life of poor and needy people. The outcomes are in the form of increase in the knowledge about the women, children and issues related to their health problem, being involved with computer related programs where we had to feed the data on the survey to an excel file. Not only men but even the wives take the role of their husbands by earning for their living and how the mothers work for the betterment of their children and their family. The children, who are underprivileged, are capable of doing good work like reading, learning and writing though they are not provided with as many facilities as the privileged section of group, they utilize the opportunities that are given to them in Hayden Hall.

Finally, the report concludes with the overwhelming and humbling experience that I have gained from everyone in the organization. Though at times it was very difficult to handle these children, however mysterious, naughty they were at times; I thoroughly enjoyed teaching the kids. Some children showed curiosity on their own while for others extra attention had to be given.

Another thing that impressed me most about Hayden Hall was how the local women and entrepreneurs were engaged in the self-help groups, and found the means of survival with dignity. Such activities require a sincere effort and dedication. If it is so, there is no reason why it should not be successful. There is enough scope for women to survive independently with dignity. Young children should not suffer. Infants like the children at crèche cannot call for help. They need you and they need me. If we recognize negligence, we must speak up! Also I have learned many things from this internship, gained indispensable work experience and had lots of fun and I am very grateful for that opportunity.

KERALA INSTITUTE OF LOCAL ADMINISTRATION, Ann Tresa Roby P

The organization I chose to pursue for the Internship was the Kerala Institute of Local Administration (KILA) in Thrissur district, Kerala. Established in the year 1990. I worked as an intern from April 4 to May 17, 2014.
Kerala Institute of Local Administration (KILA) is synonymous with decentralisation and local governance. The best of its kind in the third world, KILA aims to address the emerging issues of decentralised governance at the grass roots through a plethora of divergent activities like training, research, consultancy, policy advice, publications and information services. KILA thus becomes a harbinger of the emerging dawn of vibrant local democracy. Kerala Institute of Local Administration (KILA) has been engaged in the capacity building activities for local governments in Kerala. The Institute is supported by the Government of Kerala, as its nodal institution for training, research and consultancy for the Local Self-Government Institutions. The Institute engages in different capacity building activities of the local governments, both rural and urban.

KILA was established in the pattern of a national institute with the main objective of training, research and consultancy in decentralised governance and administration. With a view to develop it as an institution of excellence, KILA was registered as an autonomous institution under the Travancore-Cochin Literary, Scientific and Charitable Societies Act 1955. KILA is the only Institution in India that functions with the sole mandate of promoting decentralised governance both in urban and rural areas. As a result of this, efforts are on to establish KILA as a National training centre on local governance and declare KILA as the SAARC centre of excellence in local governance. In order to meet the training needs of the participants from other Indian states and neighbouring countries KILA has translated several documents in English and other Indian languages like Hindi, Tamil, Bengali and Kannada.

KILA actively collaborates with many national and National agencies like Swiss Agency for Development and Co-operation (SDC), United Nations Development Program (UNDP), UN-HABITAT, plus Housing and Urban Development Corporation (HUDCO) with a motive of deepening local governance. KILA collaborates with the Sri Lanka Institute of Local Governance and All India Institute of Local Self Governments, Mumbai, to conduct a National course in decentralised governance and poverty alleviation.
Initially as per my Guide’s instructions I visited the places like the Library, Art gallery, Child Resource Centre supported by United Nations, Sanitation Park, South Asia School of Local Governance, Entrepreneurship Development Institute of India, ‘KILA Habitat Park’, classic model which depicts a true village gram panchayat which comprises of a Sarpanch, and the people in the village, Thinkers Retreat, KILA Publishing House and Teracotta Gardens.

I was given the tasks to read, translate and to undertake content analysis for the given documents. I was asked to be the report writer for the National Seminar on Office Training Manuals. I was also selected to take part in a training session on Presentation Skills as well as a session on Transformational Training; these helped me to mould my personality as well to improve my qualities as a trainer. The major task assigned to me was to conduct research on the Kerala Local Government Service Delivery Project (KLGSDP). It was an initiative by the Kerala Government along with World Bank. Data was collected from five Grama Panchayats in different Thaluks. It was followed by the data collection from the beneficiaries of this scheme. A report of the research was submitted to my Guide in KILA, as per the procedures.

My internship in KILA was a new kind of experience in my life. It helped me to be independent. This was also a period where in I was able to know more about myself during my four hours of daily journey. The internship has instilled in me several professional as well as personal qualities. I am happy to state that I was selected as an Extension Faculty of KILA, wherein I will be able to conduct training in KILA, as their staff. This was all because of the training they had offered me. Thus I would be able to state that the internship in KILA was highly insightful in terms of skills as well as knowledge in the discipline of local governance. I would be thankful to Christ University as well as KILA for providing me an opportunity to undergo a successful
internship. I had lot of professional as well as personal learning during my internship period. I was able to familiarise myself with new skills and gain new experiences being in a job.

I have become more independent as I did not have an option to be dependent on others. Secondly I was able to inculcate a quality of punctuality, as I had to follow it according to the working hours of the institution. I was able to accommodate myself in the new context wherein I was placed within a few days. I had also learned during my internship on how to meet several challenges of my life that would be sudden

The professional growth would be that I was able to gain knowledge over the discipline of local governance, wherein I was able to link it with sociology. As part of my trainings I was able to learn several training methodologies that need to be used during training sessions. These trainings also helped me to gain skills as a good trainer. During my internship period I also learned to be a good report writer. I have also improved on my presentation skills and learned more on the professional etiquette that needs to be followed. I am also confident enough to be a good program manager as well as a planner. Internship in KILA has highly helped me to improve my writing as well as my speaking skills in Malayalam.

Thus I am happy that I was able to meet my objectives as well as expected outcomes that I had prepared before the commencement of my internship. As my hobby is to travel, I enjoyed the four hours of journey a day which was an oppurtunity to enjoy novel experiences. I also learned about organisational behaviour as well as the public relations approach in a governmental organisation. Thus I am pleased that my choice to join as an intern in ‘KILA’ was an appropriate decision. I have also acquired several crucial decision making skills under stressful situation.

The Internship period in KILA was fascinating; it helped to improve my knowledge on local governance as well bureaucracy. The tasks assigned to me like the translation process, group discussions, presentations, submissions of reports, working on the research and above
all building a quality of being a professional helped me to improve communication as well as writing skills in Malayalam and grow tremendously. I loved my four hour bus journey, the fried ground nuts I used to have while I walked, the chats I used to have with strangers I used to meet on the bus, my bike rides and above all the freedom I enjoyed with myself. These were the days, wherein I knew myself. I express my gratitude to all by cherishing my time with the Kerala Institute of Local Administration (KILA), those moments which could only be named now as memories.

WWF, Ann Chirayath

I joined as an intern with WWF for nature, Kerala on April 7, 2014. I was really anxious on the initial day. However, the approach of, the Director Renjan Mathew, faculties including Siva Kumar along with other staff comprising of, Ms.Pushpa, Mr.Hari, Ms.Lakshmi, and Ms. Rehana, helped me to accommodate well. WWF came into existence on 29 April 1961, when a small group of passionate and committed individuals signed a declaration that came to be known as the Morges Manifesto. This act laid the foundations for one what has grown into the world's largest independent conservation organization. More than 50 years later, the black and white panda is a well-known household symbol in many countries. The organization itself is lucky enough to have won the backing of more than five million people throughout the world, and can count the actions taken by people in support of its efforts into the billions. Having invested well over US$1 billion in more than 12,000 conservation initiatives since 1985 alone, WWF is continually working to bring a balance between our demands on our world, and the variety of life that lives alongside us. It was started in India on 1969, with a branch in each state. The Kerala office was started in 1986, located in Thiruvananthapuram. WWF-India's goal is the protection of India’s ecological
The WWF attempts to build a future in which people live in harmony with nature. From our experience as the world's leading independent conservation body, we know that the well-being of people, wildlife and the environment are closely linked. That's why we take an integrated approach to our work.

We're striving to safeguard the natural world, helping people live more sustainably and take action against climate change. We spend a lot of time working with communities, with politicians and with businesses to find solutions so people and nature can thrive. Our projects are innovative, collaborative and based on scientific evidence. And we think big. We run a number of Global initiatives focussing on the regions and challenges where we can make the biggest difference - from the Arctic and the Amazon to responsible fishing.

The inspiration for the logo came from Chi-Chi: a giant panda that had arrived at the London Zoo in the year 1961, when WWF was being created. Aware of the need for a strong, recognisable symbol that would overcome all language barriers, WWF's founders agreed that the big, furry animal with her appealing, black-patched eyes would make an excellent logo. The first sketches were done by the British environmentalist and artist, Gerald Watterson. Based on these, Sir Peter Scott, one of those founders, drew the first logo, and said at the time...

"We wanted an animal that is beautiful, is endangered, and one loved by many people in the world for its appealing qualities. We also wanted an animal that had an impact in black and white to save money on printing costs." The black-and-white panda has since come to stand as a symbol for the conservation movement as a whole.

My experiences in an environmental NGO were very memorable and stimulating. The Director gave me, “Mruthika” the newsletter of WWF- Kerala, for the better understanding of WWF for Nature, in Kerala and its activities. It helped me to know about organisational behaviour. I was excited about my project, on ‘Laterite Mining and Quarrying, with special reference to its Environmental as well as Social Impacts in Kerala’. That was very interesting to me at the same; it was an unknown topic for me so I read more about this topic. My Thrissur field visit for collecting data, was really
interesting, because I saw diverse places as a part of the field visit, this helped me to know more about social and environmental aspects of laterite mining.

The brainstorming sessions on ‘Western Ghats Conservation’, ‘The Conservation of Wetlands and Rivers’, ‘Costal and Marine Habitat Conservation’, ‘Mitigating Effects and its Adaptation to Climate Change’ as well as ‘Urban Biodiversity’ gave me a deep knowledge about these topics. The presentations about the ‘Ecological Footprint and Tourism in Kerala’, the translation of Malayalam interview of Vava Suresh, Thrissur Field visit report, CFL bulb distribution as a part of Earth Hour and several other activities helped me to improve my knowledge level along building social networks.

I was also introduced to several new tasks which comprises of translation process, group discussions, presentations, submissions of reports, research and above all, building a quality of responsibility within. These weeks had brought in, a different array of hypothetical and rational understandings, in accordance to the organizational objectives to me. I would like to state that I am thankful to God and all for the infinite support as well as encouragement. I would cherish these memories, hoping for an opportunity to live it on again.

It would be ideal to categorise the learning outcomes into two broad categories initially the personal growth secondly the professional growth. Personal growth according to would mean those growth which I would like to hold on to build on for moulding my personality. Secondly the professional growth could be referred to those that would enhance in the panning my future career.

Primarily, personal growth would be that the six weeks of internship had made me to be independent as I was staying far from home. This was also a period wherein I had learned that how close was relationships to me. Though I never use to value them as I was close to them all my life, I realised there importance when I was away from them. The internship period also helped me to plan my career. I was in a journey to know the interdisciplinary that relate between sociology and environmental studies, which made me
familiarised to the discipline of environmental sociology. Thus I was able to find out my interest area.

Then comes professional growth. I was able to learn the functioning of an NGO, the kind of organisational behaviour and administration. The data collection process improved my interpersonal as well as speaking skills. The weekly brainstorming sessions helped me to develop my presentation skills. The frequent tasks given on report writing had made me knowledgeable in the guidelines that needs to be used for professional training. The final data coding process had to be done using the SPSS software. Thus this step helped to learn the basics as well as practise on the software.

Thus these are the major learning outcomes I had in personal as well as in a professional basis.

I learnt several new tasks which comprises of translation process, group discussions, presentations, submissions of reports, working on the research and above all building a quality of responsibility within. I feel that these learning experiences highly helped me, to improve my knowledge level as well as social level of interaction.

This internship period in WWF- India was very fascinating; it helped me to improve my knowledge level on environment and its social impact. The tasks which were assigned to me like, the translation process, group discussions, presentations, submissions of reports, working on the research have helped me to grow and above all built a quality of accountability and punctuality. It has also helped me to it improve my communication skills in English. I do express my gratitude to as I cherish all those experiences that I had, those moments could only be named now as memories.

CONVERGYS, Keerthana Dixit A

As a part of an Academic Program the Department of Sociology, Christ University has introduced a compulsory Summer Internship Program. The internship program of 2014-2015 was a full time internship programme, the duration being a minimum of 4 weeks to a maximum of 6 weeks. The students of IMA Applied sociology were given the liberty to choose the area where they would like to intern and the kind of work we wished to do during the course of our
internship, there were variations in the arenas that the students chose to intern like the PSU’S, NGO’S, and Corporate sector units.

As a student of sociology, currently pursuing my Masters in Applied Sociology I chose to intern as a Human Resources (HR) intern at Convergys Corporation. The internship program officially began on April 7, 2014, and with a lot of mixed emotions and anticipation I reached the location of the company.

Convergys is part of the BPO industry which sells customer management and information managements products to large corporations. As an intern, my responsibility was to plan, coordinate with HR recruitment department. I had to learn about the procedures and functions of the organization, where my duty was to take interviews of candidates applying for positions. I was put under the HR recruiter Mahesh who was the Team leader of the recruitment department who taught me about the processes of recruitment in the organisation. The first day of my work was relaxed as I met the manager of the recruitment process of the company and he oriented me about the types of recruitment processes and asked me to do the presentation on the types of recruitment. Few weeks later I was given a task to brief about the policies, rules and regulation of the company to the candidates who were selected. After which I had to feed the candidates information in the excel sheet so that the company would be able to track the candidates, who are selected. I also had to make the ‘Taleo Id’ for every candidate who came in for the interview so that the company would have a track over the candidate’s bio data.

Every Friday, I had a session on the company’s procedures, rules and regulation, the employee’s leave policies, internal mobility and employment motivation strategies which was an additional factor for me to know about the whole processes of recruitment. Thus it was my privilege to work in the organisation (Convergys) where I learnt about the dos and don’ts of recruitment.

I admit that this is the best ever experience Christ University can provide us with. It is not just helpful in evaluating one’s worth but has also helped to a great extent to be independent and by sharpening our decision making skills. Having developed an attitude towards perfection, I believe my deeds have gone way beyond just completing the task.

I also appreciate the concerned authority for making a change in the duration of the internship period which was earlier during regular working days of college, this long uninterrupted programme has not just kept us engaged but has also centred our thoughts, actions and interest towards it. A total dedication has not just helped me explore my skills but also an aspiration to build my career in this field.
Every individual evaluates one’s self-worth using various experiences of their life as a point of reference. In the same way my experience was quite worthwhile when I turn back and reflect on my entire journey even though it had a lot of tough times. I have grown tremendously as an individual and have enjoyed the entire experience.

**MHIP, Lalrindika**

I have done my internship in Mizo Hmeichhe Insuihkhawm Pawl (M.H.I.P) which is one of the biggest Non-Governmental Organizations in Mizoram. The organisation is mainly associated with alleviating the status of women and improving their conditions, their activities also involves helping minor kids and giving them basic education and providing nutrition supplements and vaccines.

The main aims, objective and activities of the organization: The basic principle of MHIP is based on philanthropic social work with no expectation of any return benefit. It aims at creating a state of welfare in which every individual is cared for irrespective of caste or creed. Most of its activities emphasise upliftment of women and children. Some of these activities are described below:

Fighting against atrocities against women: The MHIP is a mother of all women, the destitute and down trodden women, fighting for their rights in all aspects of life. During the last five years in Mizoram there have been several rape and murder cases involving minor girls and adult women. In protest against such inhuman behaviour, the MHIP General Headquarters organised a gigantic processions several times in the major towns in Aizawl, Lunglei, Kolasib, Champhai and Saiha. As a result of these strong protests, the State Government took up appropriate strong action against the accused who were then convicted.

MHIP champions the destitute: The Mizo Society is by Custom a patriarchal Society. Women are often socially and economically neglected and many women and children are destitute. They are then helped by MHIP.

Role as teacher

As part of the organisation my role was to teach young children between the ages of 2-4 years. The first day I went to the centre that I was working with I could see that the infrastructure was not that good and the rooms are really small as compared to the number of kids that were there. My fellow workers were very friendly towards me and my senior teacher taught me the basics
on what to teach and also my role there in the centre. She handed me a list of instructions and procedures on how to teach and what to teach to the kids.

The next day was my first day of teaching the little kids. At first they were not that comfortable with me teaching them. Later, I taught them basic motor skills by handing them a piece of dough which I used to make different shapes like triangles. After that I taught how to count numbers. As the resources that we have there are very limited we improvise on using the empty syrups that we used to distribute to the kids by attaching a number to the empty container. The children are very co-operative but there are some kids who misbehaved a lot other than that, it was fun to teach them.

I found helping the young teenage girls of the area very rewarding. We held meetings every Saturday to provide awareness on the abuse of drugs. During recent years in Mizoram the use of cough syrup as an intoxicant has been high among teenagers and the incidents of overdose among teens have increased a lot in recent months. Since I have some background on this kind of issue, I drew on my past experience on how to avoid those kind of drugs and taught them basic life lessons and how to avoid the influence of peer pressure.

I faced many problems while working there as it was raining so much. There were holes on the roof that needed patching up. We face issues like lack of funds and lack of awareness within the community. We held extra classes on how to properly take care of the children.

My basic learning while doing my internship in M.H.I.P was my communication skills; I have learned to cope with the different people from different backgrounds. Sometimes it is quite challenging to connect with people as they didn’t trust me at first but I was able to establish a connection by asking them their personal background and it was easy for me as I was from around that area and most of them knew my grandparents. The other thing that I have learned was awareness about the community, before doing the internship I did not know about the problems that existed in my own community. This has brought insights into the activities of the organisation and how important their role has been in the welfare of the people especially for women and kids. At the end of the internship I bought sweets for the children that I had taught and overall it has been a good experience and it was a blessing to interact with all the different people.

DREAM A DREAM, Leela N

My internship with Dream a Dream focused on the Dream Connect Centre that empowers youth between 14-18 years with the tools and foundational skills necessary for career
development. It encourages them to make their own decisions which ‘connect’ them into adulthood and create tangible outcomes such as higher education, positive relationships, and employment.

The programme is delivered at an exclusive Dream Connect Centre-located in Koramangala, Bangalore that acts as a space for life skill development and offers access to career related information. The programme and the centre are both supported by Dell. The centre includes a computer lab, career guidance resources, skill enhancement training, and outdoor experiential camps. The programme was established in 2010-2011 and has empowered over 12,000 young people through life skills-based programmes working with active volunteers in Bangalore. Empowering young people from vulnerable backgrounds by developing life skills, and at the same time sensitizing the community through active volunteering leading to a non-discriminatory society where unique differences are appreciated, are focal areas. The Dream Connect programme is located in Madiwala (near Kendriya Sadan) and Near KR Puram.

As part of the internship programme, I worked with the Dream Connect Centre. By adopting the methodologies of field visit (outreach), observation, group discussion, meetings with coordinators regarding daily sessions, organizing workshops I gained first-hand experience of the organizational functionalities. During the course of the internship I was able to learn, understand and contribute to the organization and help in meeting the objectives of the internship. I had to assist the concerned coordinator with life skills on communication and dealing with parents/adults. I assisted with role play for students on positive and negative communications, assisted youths on typing master for practice. Some of the activities were based on games such as bottle with lemon and spoon connected with unethical risk, and role play connected with unethical behaviour. I gave an introduction on Microsoft Word for students and a session on greeting card making as well as conducting assessment on students for both computer skill and life skill.

I assisted with the Career Awareness Programme for students who were asked to speak on their past and future life and make a colourful chart on it. I also worked with puppet making skills based on introspection and reflection. During the internship period I also assisted the co-ordinator with the Gandhi fellowship. I worked on teaching life skills along with building competence with the computer.

Volunteering or facilitating is generally a selfless activity in bringing about positive social change; hence facilitating is key for the growth of an individual’s potential and for the group. I enjoyed the entire process. Some would say that as pleasant as it sounds, to empower youth,
it is not that easy as parents, community leaders, and teachers to foster this sense of ownership and leadership in children. “Making a difference through youth empowerment.”

Career Awareness Programme, newspaper Fashion show

Bottle with lemon and spoon connected with unethical risk, role play connected with unethical behaviour, Puppet Making-life skill programme

Small Activity- Passing Boll with Music, wall painting, Gandhi Fellowship

Visit to DELL

Thus I would like to conclude by saying that interning with this organization has helped me a lot by providing a good and enriching experience in my life.
ACTORS ENSEMBLE INDIA FORUM, Margaret Johnson

As a part of the Masters programme, the University provides us with the opportunity to experience an internship in any sector of organizations, which would help the intern in utilizing the already acquired skills, and at the same time enhance little potential and apply it to the real world outside. The purpose of an internship is to obtain first-hand experience in working in organizations who deal with understanding and analysing the society, so that the intern is prepared to face the hurdles in real life situations.

By opting for an organization like Actors Ensemble India Forum, the intern's interest in exploring the field of research has been magnified. Being a theatre company, the works of this organization is thoroughly based on research and their performance through which they focus on certain sections of the society. As a part of the internship programme, the intern obtained the opportunity to work with eminent theatre personalities like Ms. Mallika Prasad, a well-known actor and Mr. Ram Ganesh Kamatham, a renowned writer, under whose guidance and support the research was conducted.

The project, under which this research was taking place, called the "Mall Wall" project, is a site specific performance, with the objective to encourage artists to creatively engage with non-proscenium found spaces in Bangalore, reimagining them and brings them alive through performance. The specialty of this performance was that it would be executed in the form of wall climbing, where the actors would have to climb the wall as a part of the performance. The research was based on Whitefield and the study was conducted to analyse the developmental changes that have taken place in Whitefield over the years.

Whitefield is an area of Bangalore in the state of Karnataka, India. Secured in the late 1800s as a settlement for the Eurasians of Bangalore, Whitefield remained a curious little settlement work the late 1990s when the IT blast of Bangalore reshaped it as a real suburb, and it is presently a significant piece of Greater Bangalore. It is likewise eminent for Sathya Sai Baba's ashram called Brindavan and as a safe house for various multinational data engineering organizations.

On April 27, 1882, His Highness, Chamaraja Wodeyar IX, the Maharaja of Mysore, conceded 3,900 sections of land (16 km²) of area to the Eurasian and Anglo-Indian Association, Mysore and Coorg (E & AI) for the station of horticultural Settlements at Whitefield (then Mysore state). The Association was then about 170 in number with a Committee of 30 Members. Mr. David Emmanuel Starkenburgh White, the then President of the E & AI Association, South
India Ltd., took an enthusiasm toward it and aided in its headway which at the starting was tough work.

As mentioned by Christa Moss, the oldest resident in Whitefield, in her poem in the magazine called *Anglos in the Wind*, "While brass bands on Sunday lustily played communal picnics in the shade Gymkhanas and other sporting events audiences sipping their beer in tents...", she reminisces the good old days in Whitefield when the ‘Gorastan’ was country far away from the city. On interviewing many old residents in Whitefield, the description of the place makes a person create their own utopian world where life was not only about surviving, but beyond the basic idiosyncrasies which we often tend to overlook.

Having identified the 'Waverly Inn', which was noted to be the Bed and Breakfast Inn of the two time Prime Minister of UK, Winston Spencer Churchill, the architecture of the Inn was astonishing. Still having an Outstanding Bill at the Bangalore Club of Rs.13, Churchill was believed to have courted Rose Hamilton, the daughter of the Inn keeper, Mr. J. Hamilton.

The construction and the planning of Whitefield is such that, it constituted of two concentric circles. The most fascinating part of the research was to find one source and build networks over it in order to locate the original habitation of the Anglo-Indians back in the days. In order to keep a track of the recordings, the intern was asked to maintain a log sheet in MS-Excel, which included a detailed, second-by-second marking of conversation, explaining what the recording consisted of.

After forming a network of associations, a chain of events and personalities was asked to be formulated. This was possible through the help of software called Scapple, which supported the creation of mind maps and thereafter helped in plotting the play.

Alongside the exploration work, the intern was asked to help with the organization and documentation of the association. In this process, the intern ran over different articles, daily paper clippings, leaflets, handouts and various plays which were asked to be perused and which additionally helped in understanding the point of view and the information which both the work force had accomplished through the years. Organizing meetings with different event managers, artists, photographers, dancers, costume designers, so on and so forth, was the other task performed.

The performance took place in Phoenix Market City, Whitefield from June 06-08, 2014. The success of the performance was witnessed by the public who had come to participate and be a part of the performance. Hence, this research has helped the intern in accomplishing the goal.
of the organization by executing a successful performance and providing adequate information which helped them in scripting the play.

HCLT Foundation, Meethu Joseph

HCL Technologies is a leading global IT services company, working with clients in areas that impact and redefine the core of their businesses. HCL focuses on ‘transformational outsourcing’, underlined by innovation and value creation and offer integrated portfolio of services including software-led IT solution, remote infrastructure management, engineering and BPO. HCL takes pride in its philosophy of ‘Employees First, Consumers Second’ which empowers our 85,000+ transformers to create a real value for the customers.

HCLT Foundation is a Corporate Social Responsibility Trust, supported by HCL Technologies, that enables employees to engage in meaningful community service activities. Community-based programs and activities are planned with a keen focus on sustainability and employee engagement. The Foundation was formed on the belief that every HCL employee can make a difference and is funded through employee and organizational contributions. All programs are implemented with support from employee voluntary group called the Catalysts for Social Change (CSC).

‘Power of One’ is a Corporate Social Responsibility initiative that is unique to HCL Technologies. Power of One believes that all we need is just Re.1 (INR) per day and 1 day of community service from HCL employees that will make a significant difference in our society.

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<th>To provide dignified life for 100,000+ direct beneficiaries</th>
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<td>To promote awareness ane support causes that are aligned with the Millennium Development Goal</td>
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<td>3</td>
<td>To provide sustainable livelihood and empowerment for 50,000 youth and women</td>
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Figure: 1-Power of One vision

Interning with HCLT Foundation gave me a very enriching and fruitful experience. I interned in the organisation for five weeks. In the first week they directed me to go through the organizational profile, their research work and community activities. I had gone through some research works and the profile of the organisation. It was an introduction to the organization and its various operations. I observed the culture and working pattern of the company. I came
to know about the various departments and their job profile. The main objective of CSR is to maximize the company’s overall impact on the society and stakeholders.

I was asked to analyse the Organisational Sustainability Report 2013. The report focusses on the community activities and the development programs which had taken place with the help of the organisation. The company had organised a one day Spring Fest-2014-RUBARU. This program was mainly for the poor children in the village and also for the service staff in the HCLT Foundation, once a year they will come together and celebrate. HCLT Foundation is sponsoring children from villages mainly in Tumkur area.

The organisation is planning to start a vocational training program for the youth in Bangalore. I was asked to conduct a research study on the topic. The study was conducted in Tumkur, Kolar and Jigani districts in Karnataka. I analysed the socio-economic status of the people in the districts, current status of Government, Non-Governmental and other Bilateral Organizations for Vocational Training programs. I also explored the industries and companies which are providing job opportunities for the people who are completing Vocational Training and also what the Government of Karnataka is doing for the Vocational Training program.

My first research proposal was rejected as academic and company research proposals are different. Company proposals need current information. With the help of my coordinator’s guidelines, I reworked the proposal and submitted it.

The organisation mainly focussed on field visits or community activities on Saturdays. The volunteers visited the Social Welfare Centre near Diary circle. It was a juvenile home for boys aged between 6 and 14. The children, who were kidnapped or homeless, were taken care of by this government sponsored organisation. We interacted with the children and shared ideas. This was shared with the authorities as well.

There was a training session for the employees in the organisation regarding fire rescue. I attended the same; there were 2150 employees in all who had attended the training. They covered the basic ideas on what people ought to do if a fire breaks out in the company.

There was a training program for CSR employees and Deutsche Bank account regarding effective presentation skill. I spoke about women in the work place. This training session enhanced my confidence level and communication skills, and enabled me to speak in public.

We also had a session on Email etiquette. The session focussed on why email etiquette is necessary, how to send effective email replies, what are the etiquette rules? This session helped me to know more about the email etiquette.
As part of the CSR initiative the organisation has conducted a blood donation camp. I volunteered for the session. There are around 200 employees who had donated the blood. I also donated blood; it was a good experience for me.

I was asked to conduct a minor study on Irular community in the southern part of India mainly in Tamil Nadu. The study was mainly focused in Denkkanikottai at Krishnagiri district. The study covered the literacy rate, Health centres, PHD Centres and the current population. The study focussed on the nature of Irular community, its development and the facilities for education and medical care. With the initiative of CSR department, HCLT Foundation is planning to start a development program for the Irular community in Krishnagiri district. I conducted research on many other areas.

The coordinator evaluated my month internship and appreciated my work. He pointed out the positives and negative aspects of my work in his feedback. The five weeks I spent working at HCLT Foundation proved to be very educational, informative and an immense learning experience. The people working there were very friendly and helpful and contributed to making my first attempt into the field of CSR professionally, an unforgettable one. They helped me work to the best of my abilities with their continuous encouragement and guidance. My time in HCLT Foundation helped train me with the guidelines to be followed if I pursue my career in social work. I gained an opportunity to learn and explore the different aspects of conducting research and analysis. The most important part which I learned from this study was doing a corporate research proposal as academic research proposal and company research proposal are entirely different. The internship helped me to be more active in social work. The internship experience has left me feeling more confident. I learnt how important an employee and employer relationship is, for the development of the company as well as the society.

HCLT continue to focus on good Corporate Governance, in line with local and global standards. The primary objective is to create and adhere to a corporate culture of conscience and consciousness, integrity, transparency and accountability, for the efficient and ethical conduct of business for meeting its obligation towards shareholders and other shareholders. CSR is corporate philanthropy, this includes monetary donations and aid given to local and non-local non-profit organizations and communities, including donations in areas such as the arts, education, housing, health, social welfare, and the
environment, among others, but excluding political contributions and commercial sponsorship of events.

CSR is the way that businesses manage the economic, social and environmental impacts of their operations into their values, culture, strategy and operations to maximise the benefits and minimise the downsides. It helped me to know more about the corporate world and how an organisation is working for the society. Working in HCLT Foundation not only enhanced my knowledge but also broadened my mind in the field of CSR. I am grateful to the department of Sociology for providing me a forum to enhance my abilities and working skills.

BIOSTADT, Moumita Banerjee

I worked as an HR intern in Biostadt India Private Ltd from April 11 to May 23, 2014. Biostadt is an agro based company based in India. Its Head Quarter is stationed in Mumbai and they have branches across many places in India such as Delhi, Chennai, Ahmadabad, Kolkata, Bhopal, Srinagar, and Bangalore. I interned with the Kolkata unit. My internship comprised of many things which an Human Resource (HR) executive deals with such as policies, recruitment, learning various HR terms, components of salary. HR Management (HRM) has different branches but since I focussed on recruitment, my mentor taught me about the recruitment process of the organisation.

I learnt about the details of the employment application form which the employees need to fill while applying for the job. Verification of Date of Birth and checking the authenticity of various educational certificates submitted by the candidates are very important tasks to be performed by HR before any sort of interviews are organized. I also learnt about the interview evaluation form in detail. This form was needed for the authorities taking the interviews to fill up against the interview conducted for each candidate. Then comes the induction feedback form. This is a form which the selected candidates needs to fill up after their induction on the very first day. The remarks made by each prospective employees in this form are taken sincerely by the HR department of the company.

I also learnt about different policies of the company which HR department is responsible for. I learnt about the Leave rules, Personal Accident Insurance Policy, Medical Insurance Policy, Transfer Policy, Grievance Policy, Loyalty Bonus Policy, Telephone and Mobile reimbursement policy and many more. The process and aspects of an exit interview are things which I also learned about. I also learned about various IT operations of the organization which includes BIZ which is the Biostadt Information Zone for employees. All details regarding HR
policies are kept here. BORT stands for Biostadt Online Reporting Tool and this is mainly used by the employees who do field work. Through this they report details regarding their work to their immediate supervisors.

It was a good experience working with Biostadt India Ltd and I am really grateful to them and to Christ University for providing me with this opportunity to work with the organisation.

DREAM A DREAM, Mythri M

I would like to begin by introducing the readers to the organization that I worked with. It’s called Dream Connect Centre (DCC) a part of Dream a Dream (Connecting to adulthood made easy). Dream a Dream is a Non-Governmental Organization, a registered, charitable trust established in November 1999. It has empowered over 12,000 young people through life skills-based programmes working with active volunteers in Bangalore.

The Dream Connect Centre (DCC) empowers young adults between 14-18 years by offering Dream Connect modules and workshops which are delivered through a life skills or an experiential approach using games, group activities, art, outdoor camps and role plays. This helps develop life skills important for a sound career. It includes: Self-awareness, Interpersonal and communication skills and Problem solving and Decision-making skills. Workshops and programs include: KALARAVA, Scholarship program “Last Mile Support Program” (LMSP), Job placements and one on one career guidance program and Skill development program.

Basically everyday this center deals with two sessions. Morning sessions based on life skill activities and related topics discussed and afternoon sessions on computer classes. The intern’s role was to make students understand about the activity and help them when necessary during computer practical exercises and activities like role play. Here the importance is given to the regional language speaking volunteers like Kannada, Telugu and Tamil as most of the students are from vulnerable backgrounds who barely understand English.

The intern was given the role of a Facilitator. During the regular computer skill sessions the intern was assigned to observe students and write an assessment report about them (any selected 10 students among 30). The assessment forms were called “DLSAT” (Dream A Dream Life Skills Assessment Tool) and were used to record overall impression on selectively observed students. Another assessment was called “Baseline” on basic computer practicals.

The list of Life skill activities which helped the intern to learn more on individual behavior, self-control, decision making and some of the social issues in society. They included some activities like:
• Unlawful activity and unethical behavior. It included discussions on vandalism, violence, drugs and alcohol, gangs and stealing.
• Life skill sessions on puppet making and different types of emotions.
• Discussions on different culture and behavior patterns of individuals
• A creative activity called “Newspaper fashion show” to explore the creative side of the students.

The computer based sessions which helped the intern to improve on her computer skills included:

• Computer session on Microsoft Word (MSW), Microsoft office power point (PPT). Demo of creating PPT with introducing its tools, uses and features. The intern assisted the concerned coordinator during the session to clear doubts and explains some of the students in Kannada.
• It included practicals like making post cards in MSW; resume Building using MSW, Creating an Ad (Advertisement) using MSW. I assisted Melvin sir in this session. Each student was given a news paper ad. Which they had to use and recreate using MSW in their style.
• Sessions on Internet helped the intern to improve her knowledge of the internet. It included WWW, Internet browsers, Extensions (like www.google.com, in, org and net), Google, Images, Maps, Viruses and various functions of internet. Gmail, Google drive and Cybercrimes.
• The intern guided students to create their Gmail account and explained what TED TALKS are
• The intern facilitated the concerned coordinator regarding scholarship program called (LMSP) Last Mile Support Program
• Intern worked as a translator in a workshop called KALARAVA by Gandhi fellowship members at Dream connect center. This activity related to different types of self. During this activity members from Gandhi fellowship had a problem of communication with students as they spoke only Hindi and English. The intern was a translator for them during the workshop.

The intern had an opportunity to visit DELL Company arranged by Dream Connect center and experience their new culture and different working environment at DELL.

During the internship period a new task of Outreach was assigned to the intern. The Outreach was accompanied by DCC Anchor. Basically the Outreach was all about the publicity on
Dream Connect on free computer classes and other programs related to it. The Outreach was targeted at Thavarekare, BTM layout, Madivala, Rupena Agrahara, Bommanahalli and G.B.Palya area.

Dream Connect Center – located in Madivala, (Near Kendriya Sadan) Bangalore. Supported by DELL.

Career Guidance Program Activities- Chart making and listing out Action Items – steps taken to reach the goal

Outreach in Bommanahalli, Ropena Agrahara and Madivala
Guiding students during the computer sessions

Puppet Making

Demo of creating ppt and showing some of the sample slides from [www.slideshare.net](http://www.slideshare.net)

News Paper Fashion Show
Introducing LMSP to students

Wall painting at Dream Connect Center initiated by DELL

Translating and explaining students about different types of self and Group photo with DCC students and Gandhi fellowship members after the KALARAVA session

DELL company visit, a whole new experience, DELL reception desk and the ID visitor card provided to the intern by DELL
The intern has contributed to DCC with her craft work like pen stand, tissue stand and wall hangers inspired by DCC staff.

Based on the experience as a learning outcome, the intern personally feels that it has been a great experience. The work on which the interns were involved was by far the best in terms of getting exposure and learning new things and most importantly taking part actively in any given task.

The intern had learnt a lot throughout the internship in DCC like:

- The intern got an opportunity to gain knowledge on Organisational functionality
- The intern improved her facilitation skills and Communication skill
- Gained Confidence
- Time management
- The intern also explored her creative side by contributing through paper crafts
The intern would like to conclude by saying that this organization has given good experience during the outreach and other activities. The intern observed how an organization contributes towards the progress of the students and brings change through Life skills and Computer skills. The intern’s role in all these sessions mentioned above was to guide students and facilitate concerned coordinator, while conducting the life skill activities and other work. Each day the intern learnt something new from students and the organization. This organization has inspired me to do things which I myself didn’t expect that I could do, which was very effective. Thank you DCC.

MALABAR INSTITUTE OF MEDICAL SCIENCE, Ramya Menon

Are Private Hospitals a life saver?

Recently I was reading through an article titled “Innovative hospitals in India are pointing the way” by Vijay Govindarajan and Ravi Ramamurti. Published by Harvard Business Review, this helped me reflect upon my internship experience as well. In this work I am writing about my internship experience with Malabar Institute of Medical Science Ltd (MIMS), HRD and also share few insights about private hospitals in India.

MIMS (Malabar Institute of Medical Science), is one of the multi-specialty hospitals in south India. MIMS have two branches MIMS CALICUT and MIMS KOTAKAL, they also have MIMS Academy, MIMS charitable trust and MIMS research Centre. The HR handles all the departments in the hospital, there is 40 departments all together. MIMS strongly believes in achieving organizational excellence through its HR and follow people first approach which from past one year is employee first approach, to utilize the potential of its employee. The four pillars of HR competence, commitment culture system is their main focus

My role as a HR intern is to assist the HR activities for a period of four weeks and also to conduct an employee satisfaction mini research. Working hours is from 9:00-6:00 Monday to Saturday. The first week was with recruitment then moving to training, week three wage administration and the last week PF and other Finance.

First day was inducted about the hospital and their website, second day was introduction to staff and hospital manual and orientation to different departments. Wednesday onwards started working with recruitment staff been part of selection process, right from reviewing CV short listing scheduling interviews offer letters. Also been handling the department library and maintaining the leave record of hospital staff.
Second week of internship I continued to work with Recruitment, categorizing resumes to various vacancies in the organization there was around 600 resumes for 8 vacancies. My role was to cross check sort and enter into database where I was guided by the person working with recruitment

I had to intimate the applicants that the department is in the process of sorting the resumes and we have received the same from the applicants. The recruitment team inclusive of Manager, staff and me short listed the resumes, scheduled the interview dates mailed the applicants who were shortlisted. The next task assigned was to edit the offer letters to newly joined employee (Nurses). There was also a group of applicants for whom I conducted a phone interview to short list them for the vacancy.

The above mentioned is my office work, apart from this I have also started working on the study am conducting about the organization, for the department to gauge the employee satisfaction. It’s a qualititative study using purposive random sampling the major areas being accessed are work environment, relations with staff, appraisals and employee attitude. The fourth week I did a detailed study about labor laws and saw how that is been used in the organization am working.

I worked on the revised salary for managers and other senior profile members in the organization and had to do the joining formalities for the staff who were newly recruited, the joining formalities include checking the original certificates. Reviewing the same, issuing ID cards and taking them around the hospital, joining formalities for staff that live in hostels providing hostel ID cards. Arrangements to open a new account in the bank.

The four weeks were an intensive learning experience for me and it was great to have worked with the HRD team. The HR team was friendly, supportive and encouraging which enhanced my learning experience.

The Malabar Institute of Medical Sciences Ltd (MIMS) is a NABH accredited 2000-bed multi-specialty hospital located in Kozhikode, India. It is located on Mini Bypass Road, Govindapuram, Kozhikode Kerala, India. MIMS, an NABH accredited hospital is established with the aim to offer advanced medical treatment of international standards at affordable rates. MIMS has also established a 150-bed hospital at Changuvetty, Kottakkal.

MIMS is a private hospital founded in 2000, founder Dr Azad Moopen who is presently the chairman of the healthcare center. Headquarters is at Kozhikode Kerala India. Key people of the organization Dr Azad Moopen Chairman, Syed Khalil Director, Dr. Abdulla Managing Director and U. Basheer Executive Director.
Malabar Institute of Medical Sciences Ltd. is one of the premier healthcare institutions in India established with the goal of bringing healthcare services of international standards at affordable cost. The management realizes that to achieve this goal it is essential to have committed and well competent employees who will imbibe and uphold the spirit of the organization.

As I mentioned in the beginning about the article which states that India is the last place for innovations with respect to healthcare, however government policies have helped to get diseases and infections under control. Indian doctors and administrators have always looked up to the west for medical advances. It is evidentially seen that in all reputed hospitals across India and it is such that all Indians believe the service is at its best in such hospitals. MIMS being one such hospital with 2000 plus beds and specialized doctors, calling themselves global service providers but what actually happens is threatening. Threatening to our own lives, which are actually being affected, is the population cutting across the barriers of class caste and creed. Government hospitals are not preferred by most in spite of all the interventions by the government, why does which happen? Not only because they are free of is cost it mainly because it’s open to criticisms. When we look through news channels it’s always the faults of government hospitals more than private hospitals.

Private hospitals not only provide best service they are also the best business in country right now. When a hospital is able to provide excellent services they are also making their way ahead to money making. What we understand as excellent service is basically the technology and specialization, so when we club business with technology there arises a need to be updated with innovations and in a country like ours the competition is higher. So the threat lies in the demand of people for excellence and the hospital authorities in providing excellence with that lays exploitation.

Technology is being updated very often therefore there are chances that the equipment’s would expire and the loss for hospitals are high therefore there is a need to keep and use the equipment before their expiry. Thus we are getting unnecessary tests so that these equipment’s are used and the cost is being utilized before these are outdated.

These are my observations from my experience with the hospital for six weeks and also what I learnt from the doctors and other staff in the hospital. The internship experience helped me learn a lot but time constraint was a problem. For instance, when I interned with in the training I could only do the prerequisite but couldn’t be part of training as such. Also due to lack of experience was a constraint. But though the limitations had its negative effects, the learning overcame those and enabled full utilization of the time and knowledge given.
HAYDEN HALL, Rinzing Ongmu Sherpa

Hayden Hall is a renowned private, non-profit, relief and development association established in 1969 at Darjeeling, West Bengal. The institution was named after Fr. Edward John Hayden who hailed from Ireland. The Vision and Mission of the organization is “Human Development through Love and Service”. It is popular for its exceptional scheme on Mother and Child Care. The organization is inspired to work for women empowerment. It has been working, defining and solving the problems of women, their children, families and communities, thereby engaging in a variety of methods to ensure self-sufficiency. Hayden Hall is engaged in five areas, namely, Health Program, Education Program, Vocational Training Program, Program for the Aged and the Mother and Child Health Care Program.

I interned at Hayden Hall from April 7, 2014, continuing my work there for five weeks till May 10, 2014. The internship was essentially about teaching and guiding children from Below Poverty Line (BPL) families at the crèche (a day care centre for the children from the age of 1.5 to 2.5 years) and also teaching the students post their school hour. Hayden Hall, well known for Mother and Child Care scheme, also caters to the educational needs of the children. The organization under its Education Programme, provides a safe place for the infants at the crèche while their mothers go out to work. The mothers drop their children at the centre by 9:00 am and pick them up by 4:30 pm. The post school studies program provides post-school study facilities to students between the age of 5 years and 18 years. This program was set up for underprivileged students who cannot bear the expenses to take extra tuitions. The internship at Hayden Hall also comprised of a week field trip to Kurseong when I was asked to stay at an Orphanage and render spoken English and computer classes. It also covered a field visit to Margaret’s Hope (a Tea Garden at Darjeeling).

During my initial days at Hayden Hall, I was very doubtful about my sustenance there. Even though my work there sounds easy, it proved to be very difficult and challenging one for me. Starting from the crèche where I was asked to look after infants, it was not an easy task. I was asked to pacify them and take care of them once their parents would leave them. Teaching them the English alphabets was very difficult. They seemed to be forgetting all that I
was teaching them. The three other helpers really helped. They told me to keep patience, which was the only key element if one wanted to sustain there. The formula did work and also as time passed by; I knew each of the thirty-six children personally. I came to know about their strengths and weaknesses. This way I could cater to their needs accordingly. They had also created a close bond with me. So as time passed by I started enjoying my work at the crèche. I am personally satisfied with my work at the crèche.

I thoroughly enjoyed delivering remedial classes to the children of sixth standard, after their school hour. From the first day itself all the students seemed very comfortable with me and came up with various queries. The reason it was enjoyable was because it proved to be a very challenging task. I had to prepare myself with their subject topics, before taking the remedial classes. This way it proved to be very beneficial for me, as it gave me a chance to update myself with the things that I had learned and forgotten. I thoroughly enjoyed my work. Looking at my progress at Hayden Hall, the Director Fr. John S. Kennedy, S.J assigned me to go to Kurseong (25 km, from Darjeeling) to deliver spoken English classes and computer classes. It was a very good experience and I got a chance to learn a lot of things. It is here that I came to realize that we learn new things from every new people we meet and also how to make use of all the opportunities that comes our way.

LEARNINGS

Teaching skills-

The internship really proved to be helpful for me, as I want to become a lecturer in future, it contributed towards my teaching skills. As to how a teacher should always have a positive frame of mind and always be motivating. A teacher should also be critical and strict at times, so that the students show improvement.

Patience-

The most significant factor that a teacher should inculcate is patience. It was only after I learnt to be patient with the children, that I finally started enjoying my work at the
crèche. As not all students have the same response towards academics, we should be patient and teach them accordingly.

Interacting with people-

I had never felt the need of interacting with new people before. It was only after I joined Hayden Hall that I realized what I had been missing. We get to learn new things from the new people we meet. For instance I never thought that a tenth standard village student would make me realize my stupidity, of not making use of the opportunities that were available to me. But now interacting with new faces and visiting new places has become one of my hobbies.

Developed a keen interest in social service-

I was never interested in social service, in spite of taking up sociology. But after working at Hayden Hall, I started developing a keen interest towards social service. I have also promised myself that I will establish an NGO one day.

Maximum utilization of opportunities available-

During my course of work I realized how foolish I had been all these years. I was not making use of the wonderful opportunities that I was being granted. It was only through one of the incidents at Kurseong that I realized all this. From that very day I decided that I would henceforth make use of all the opportunities that comes my way.

Happiness derived from achievement of students-

I also got a glimpse of how a teacher’s life is. The happiness of the teacher revolves around the success of their students, rather than their own achievements. It was after I got a phone call from one of my students from Kurseong, saying that his article had been selected for a local magazine that I felt this happiness. I cannot explain the happiness I felt at that moment.

Hayden Hall proved to be a life changing experience for me. Hayden Hall has played a key role in improving the lives of thousands of women and their children in and around Darjeeling. Hayden Hall has proved to be one of the most promising NGOs with the state of West Bengal.

UNIVERSITY OF NEPAL, Ritu Basu

The United Bank of India (UBI)Ltd., was formed in 1950 with the amalgamation of four banks namely Comilla Banking Corporation Ltd. (1914), Bengal Central Bank Ltd. (1918), Comilla Union Bank Ltd. (1922) and Hooghly Bank Ltd. (1932) (which were established in the years indicated in brackets after the names). The origin of the Bank thus goes as far back as to 1914.
Presently the Bank has a Three-tier organisational set-up consisting of the Head Office, 35 Regional Offices and the local Branches.

United Bank of India was constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 on July 19, 1969. The Head Office of the Bank where I interned was set up at 4 Clive Ghat Street, presently known as N. C. Dutta Sarani, Kolkata.

United Bank of India is one of the 14 banks which were nationalised on July 19, 1969. On October 12, 1950, the name of Bengal Central Bank Limited (established in 1918 as Bengal Central Loan Company Limited) was changed to United Bank of India Limited for the purpose of amalgamation and on December 18, 1950, Comilla Banking Corporation Limited, the Camilla Union Bank Limited, and the Hooghly Bank stood amalgamated with the Bank. Subsequently, other banks namely, Cuttack Bank Limited, Tezpur Industrial Bank Limited, Hindusthan Mercantile Limited and Narang Bank of India Limited were merged with the Bank.

After nationalisation, the Bank expanded its branch network in a big way and actively participated in the developmental activities, particularly in the rural and semi-urban areas in conformity with the objectives of nationalisation. In recognition of the role played by the Bank, it was designated as Lead Bank in several districts and at present it is the Lead Bank in 30 districts in the States of West Bengal, Assam, Manipur and Tripura. The Bank is also the Convener of the State Level Bankers' Committees (SLBC) for the States of West Bengal and Tripura.

United Bank of India’s Vision is to emerge as a dynamic, techno savvy, customer-centric, progressive and financially sound premier bank of our country with pan-India presence, focused on business growth and profitability with due emphasis on risk management in an environment of professionalism, Trust and transparency, observing highest standards of corporate governance and corporate social responsibilities meeting the expectations of all its stakeholders as well as the aspirations of its employees are all important. Essentially Pursuit of Excellence is the core philosophy and driving force for the bank.
I worked as an Intern at the head office of United Bank of India which is a Government body under the Human Resource Management (HRM) Department where I got to know about Human Resource as a whole. I worked under various areas of the HRM department. I started with learning about the policies of the organisation such as the promotion policies and recruitment policies. Not only that but I also learnt about how employees are recruited into a Government sector and what are the detailed processes of promotion and how employees can apply for it.

I also worked with the training department under HRM and learnt about the various training processes that take place after employees are recruited. I had to go through a detailed manual of training processes and was informed about the various training centres in different cities all over India. In addition to that I also worked with the APAR (Annual Performance Appraisal Report) and transfer department under the HRM cell.

Most importantly, I was, for the first time, exposed to working environment and work culture which I had not experienced before in my educational career. As a student I have gained and learnt tremendously from the organisation and grown as a person both personally and professionally. I also managed to meet different kinds of people with different mind-sets.

Most of the people around the organisation were cooperative and supportive. Some people were extremely helpful and generous. Employees, there, followed a definite dress code for both men and women. Everybody greeted each other with a “Good Morning” when they started work every day. Ladies are designated as Madam or Mam and male employees are called Sir. Everybody follows a strict code of conduct inside the organisation.

I have not only gained knowledge about human resource as a field of study but I have also grown technically. I am personally not that technologically adept, but during my internship I got the opportunity to learn about various technical processes such as scanning documents, how to use Xerox machines, and writing professional emails. Not only that, one of my mentors even taught me MS Excel in brief while she was working on it. I also worked with an HR manager on data entry while she was working on sportsperson recruitment.

Overall, I had an amazing experience working at UBI and my major learning outcomes were exposure to a new work environment, time management, problem solving, reasoning,
appreciating cooperation and being responsible. I am sure this summer internship would add to a lot of benefits in my future job prospectus.

I was introduced to the Chief Manager of the HR department who is a very humble, approachable and cooperative person. I asked him about the process by which one could get a job in a bank as I was inquisitive about it. He gave me the details of the number of recruitments last year and how many were short listed for group discussions and personal interview. In fact, he even showed me the data sheet of the applicants who were selected on the basis of the IBPS (Institute of Banking Personal Selection) examination.

I also worked with the transfer prayer department under HRM. My job was to learn all the necessary processes related to transfer of the employees on the basis of their position in Scale I, II, III, IV, V, VI and VII. I also learnt about the processes by which categorization of branches are done. Branches are categorized as small, medium, large, very large, and exceptionally large and specially mentioned exceptionally large and the criteria for the categorization depends upon the average aggregate deposits and advances. On the basis of this whole process the incumbency of employees is decided on their scale rank. Other than this, I also learnt about the RTI (right to information act), which has a different department under the HRM cell.

I also got to know about how APAR works for UBI. APAR is the Annual Performance Appraisal Report and it deals with the performance of the employees of the previous year on the basis of which their appraisals are reported to the AGM of the bank. There can be change in position or promotion of an employee according to the rating of the APAR.

Lastly I worked with the training department of the bank and I was taught about the methods and rules for training. The training advisory committee of UBI is headed by the Chairman, Executive director, Committee Members, Resource Management Manager and some General Managers. The in-house training is provided mainly by STC Kolkata. Training facilities is also available from different training centre situated in different parts of the country such as Guwahati training centre, Bhubaneswar, New Delhi and Mumbai. Officers are sent in groups to the other
institutions or outside training institute by using training infrastructure of the bank and there are five to ten groups in a year are selected for skill development.

I worked in a bank which is a Government body and one may say that working at a bank is a tedious affair but I would beg to differ. It was as refreshing as any other sector. I had joined keeping certain expectations in mind. Today, I am happy to state that my experience surpassed my expectations. I thought it would be mundane to do such work and it would be an all-professional atmosphere. I was rather surprised to find how cooperative and friendly my colleagues and some seniors were.

No doubt, I had to learn some work the hard way and I did stumble at times but it was definitely worth it. At the end I realized I had learnt a lot more than I had anticipated, not only official work but I also acquired technical knowledge such as scanning documents, making drafts and sending professional emails. Apart from these, I learnt the ethical need for time management, what it is like to work with a deadline, how important it is to put my job before my personal needs during those hours of the day and more.

This internship has taught me a few virtues as well. I had to adjust myself on many occasions. There were times when I would have to perform more than my capability, few jobs were hectic but my fellow colleagues and mentor did help me a lot.

As in any other venture, I had my share of difficulties. Learning such a lot of technical work in such a short time itself posed to be difficult. Other than that, a few colleagues were not as cooperative as the others. Sometimes the sheer job of reaching office in time proved to be hard given the city’s traffic but I managed which enhanced my sense of responsibility.

Even after all the trouble, one can only feel proud and ecstatic to be a part of such an organization. By the time my internship tenure was getting over the anxiety and anticipation of the first day gave way to joy and mourning. I could not believe that my days there were coming to an end. I realized that the wonderful organization had made a place in my heart. The people had already become an important part of my daily life and I would not want to leave.

As all things come to an end, so did my internship and all I can say is that I have learnt a lot from the organization and I have grown as a person both personally and professionally. United Bank of India had been a splendid experience for me to work as an intern. I was, for the first time, exposed to the working environment and the outcomes have been quiet fruitful.
There were few limitations as well but howsoever I managed to gain a lot of knowledge about the organisation, especially about Human department Resource Management as a whole. I learnt many professional as well as personal skills while interning in this organization and I look forward to implement them in my future job career.

MISSION OF MERCY HOSPITAL, Tanarupa Roy Chowdhury

The Summer Internship is an important component of M.A. Applied Sociology, offered by Christ University, Bangalore. The Internship gives the learners common sense knowledge of working and applying hypotheses into practice, which is basically the key point of the order of Applied Sociology.

The intern through this project, received a chance to work with the Mission of Mercy Hospital and Research Centre, Kolkata, which is a doctor's facility, a first of its kind to get consent to direct Research in different medicinal zones under the Government of West Bengal. The intern was designated as an understudy in the Human Resource Department of the Hospital. She was under the direction of Mrs. Rupa Dasgupta, who was the Deputy HR Manager of the Hospital. She was additionally guided by Mr. Prasanjit Dasgupta, the Chief HR Manager of the Hospital. She was informed about the significant HR arrangements on the first day of interning in the Hospital by Mrs. Rupa Dasgupta.

The areas where the HR wing was principally dynamic in the Hospital were Recruitment, Training and Development, Coordination, and other Developmental approaches and exercises for the Hospital. The intern was given the chance to look into different HR strategies and the working of the HR Department. She was presented to the corporate-society set-up, while she was working in the Hospital. She learnt the ordinary working of the office.

A few paramount capacities of the HR, in the same way as recruitment process, preparing and advancement process and a few different capacities were clarified to the intern, and she was additionally permitted to execute a number of the capacities of the HRD freely. The most paramount and the key learnings of the intern in the Internship, which was directed in Summer 2014, was the learning of Work-Culture, which an individual is not able to accept somewhere else, whether at home or in an instructive organization. The internship helped the intern to develop as an individual.

The work-space had a formalized structure which is based of expert relationship among people or representatives. Keeping up due dates was an essential quality that was learnt by the intern.
The intern led a review on the nursing staff of the Hospital. She studied their understanding of Job obligations, their Job fulfillment, and other occupation related inquiries. The intern needed to submit the same to Mr. Prasanjit Dasgupta. The study turned out to be a critical viable encounter by which the intern could talk generally to different nursing staff and learn about the way they work and their working background.
She worked in zones of recruitment which empowered her to comprehend the procedure of recruitment in the Hospital. The procedure began with shortlisting of CVs, Interview call, two rounds of Interviews, at last furnishing the meritorious applicant with an offer-letter. The intern was part of each stage. The recruitment procedure was constantly guided by a master of the specific field in which recruitment was being made.

The intern was likewise a part of preparing and advancement in the Hospital. Preparing of the representatives to serve the patients with best mind conceivable was the idea that was engraved in the workers mind once he/she joined the Hospital. Preparing and improvement is the most critical part, as people joining the Hospital must recollect that it is not a corporate division, for benefit making, additionally an organization which serves individuals. Along these lines, a worker must comprehend the distinction between any work-space and that of a Hospital.

Since the dominant part of helping-staff of the Hospital originates from the immature area of the general public, keeping up coordination among them is important to how the Hospital meets expectations, and the intern was given the obligation of keeping up the same.

To sum up, it might be expressed that the internship was a genuine learning knowledge for the intern, as she was presented to this current reality working situation, and the aggressive compulsions that work in the business sector. This was a genuine learning-encountering tour, which would help the intern to be an effective expert later on.

MEGHALAYA STATE COMMISSION FOR WOMEN, Thywill B Bareh

The department of Applied Sociology, Christ University has a compulsory Internship program. There are various fields where we as the students of MA Applied Sociology were given the liberty to choose our own areas of interest to work on during the course of our internship like the, NGO’S, Corporate Sectors, and PSUs.

As a student of sociology, currently pursuing my Masters in Applied Sociology, I chose to intern at the Directorate of Social Welfare. Being a part of the Directorate of Social Welfare Department I was placed under the Meghalaya State Commission for Women.
My internship officially started on April 15, 2014 and ended on May 15, 2014. I interned under the guidance and supervision of Annie Sohtun, who is the coordinator in the State Women’s Commission. Being a sociologist I wanted to intern at the State Women’s Commission in order to gain knowledge and practical experience in matters relating to women.

Initially my internship was oriented towards readings on women’s legislation / Sexual Harassment Act which would give me an idea in my survey. My Supervisor recommended for me to go to NEN (NORTH EAST NETWORK) which is the resource centre on women’s rights. This helped me to understand the concept more thoroughly.

The Meghalaya State Commission for Women is eager to find out whether the Internal Complaints Committee has been constituted by the Government Departments, Hospitals, Educational Institutions, Banks and other Institutions (Private and Corporate). I was assisting in collecting data on a survey to find out about the complaints mechanism as per the guidelines to prevent sexual harassment in the work place.

The state of being independent has helped me to a great extent in boosting my confidence. This internship period, without a doubt contributed to sharpening those skills which will not just be recognised but also would help in fetching various benefits in this competitive world. I would like to emphasise the fact that my typing speed has increased, and the credit goes to the weekly internship journal which we had to submit.

With humility I felt great with the kind of work done by me during this short span of time as it will help me in my career. I really enjoyed my work and my experience was quite worthwhile though I had endure some hardship. I have also learned many skills like taking initiative and this helped me to develop my communication skills and also to be more observant.

The outcome of my visits to the hospitals and banks was good but some of the hospitals were not good as I could not get a chance to speak since the people in various institutes were busy and it was disappointing for me. However I got to interact with most of the people in hospitals and banks and it was very interesting. As this was the first time that I had been assigned to this kind of work it was a challenging task but it has not only helped me explore my skills but has developed an aspiration to build my career.

The Meghalaya State Commission for women definitely was a great learning experience which has helped me to gain more knowledge in relating to the women sector as well as practical experience in matters relating to the status of the women. This has also helped me to build confidence in my career.
I would like to thank Christ University for giving me this opportunity to broaden my mind and for the care and support from my teachers throughout the course of my internship.

**DREAM A DREAM, Dally Jose M**

I started my internship on a bright sunny day; I was filled with mixed emotions regarding the internship programme which was scheduled for a duration of six weeks. The mixed feelings where about teaching students for the first time ever, working outside the college campus and I was a little hesitant about focusing on something different other than the course work. I worked in an NGO called “Dream a Dream”, in particular under the programme named “Dream Connect Centre” which is an initiative of this NGO. As the name suggest it helps young people build their dreams as well as encouraging them to make their own decisions, which ‘connect’ them into adulthood and create tangible outcomes such as higher education, positive relationships and employment.

The Dream Connect Programme empowers young adults between 14-18 years by offering the tools and foundational skills necessary for career development. The main role of Dream Connect Centre is to provide life skills for young people from vulnerable backgrounds which leads to self-esteem, confidence, ability to handle conflicts for the young adults who can cope better with life’s challenges and better integration with society.

My first task was to meet the associate manager Miss Pavithra, to gain an overview of what the organization was about and also to meet all the coordinators and the facilitators whom I had to assist. Later I was asked to interact with the students and build rapport with them. With a brief introduction to the NGO and the roles to be performed, I was assigned the role of assistant facilitator. As an assistant facilitator I observed the classes, guided the students in the activities conducted in the organization and supported the main facilitator in the sessions.

There were about 20 to 30 students per batch. The class was conducted in such a manner that morning sessions focused on computer skills which included Microsoft Word, Microsoft Excel, Microsoft power point, Internet, Resume or C.V building, Typing Master and the afternoon...
class would be on life skill skills which were based on the topics of Unlawful activity and Unethical Behaviour, Healthy Relationships, Gender Violence, Gender discrimination and Gender Norm, Puppet making and puppet show.

The Dream Connect modules and workshops are delivered through a life skill or an experiential approach using games, group activities, art, outdoor camps and role plays. This helps in the development of life skills which is definitely important for a sound career.

The organization gives importance to life skills in order to increase their self-esteem, confidence, and to enhance their growth. Other set of life skills introduced to these students were on understanding emotions and managing strong emotion, importance of newspaper through a newspaper fashion show activity. Other activities included identifying emotions, AB Mirror, Ride share and small action song activities. My role there was to conduct all the life skill activities with the students.

As part of their life skills, one activity that enhanced their creativity was puppet making and puppet show. They were given all the materials and asked to create a puppet reflecting their emotions. This activity helped me personally to understand their emotions and gave an insight into how well we can express our emotions.

The other major program of the organization was the Career Awareness Program which was mandatory for all the students who were attending the course. This program was conducted on Sundays for every new batch in which they were given vocational training which included career related tips and placements information. Here my role was to assess the students, enrol the new students, and provide their needs.

The next program was on the ‘Social out Reach Program’ which was more like a field visit. The objective or the main role of this out-reach was to train a wide range of youth to deliver life-skills programmes in their own communities, schools and organizations, thereby furthering the vision of the organization.
My major role here was to visit areas that belong to vulnerable groups. I was asked to go door to door and talk to the people about the organization and in turn prepare these young students for the next batch to provide them with good computer skill and life skill. I was assigned with a target of 20 to 40 each day which was not an easy task but I was able to meet the deadline on time.

Apart from these my work included doing assessment on students which is done in the beginning and ending of the course in order to check the skills already known and to check their improvement after being part of the course. Other tasks included data base management, Registration enrolment of the new students and Phone calls.

There was a program called LMSP (Last Mile Support Program) handled by the associate manager wherein they provide scholarships to the students who have completed the course. They also conducted programs like ‘kalarava’ were students learn new skills apart from their regular courses, like Ice cream making, crafts, and wall painting. This is conducted once in two months on a Sunday and I was happy to be a part of it.

Thus to conclude this six week internship has given me lot of exposure to areas unknown to me. It has also helped me to understand my potential and abilities and paved the way for my future career as well. This internship was definitely learning and a fun filled experience. Overall Dream Connect has taught me to dream high to reach my career goals with all these experiences as my stepping stone. I would like to thank all facilitators, my friends, internees,
staff committee of the NGO and above all the students of the organisation for giving me an opportunity to be part of this wonderful experiential learning.