

Model Program Book



SHORT-TERM INTERNSHIP (On-Site/Virtual)

Designed & Developed by



**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

Program Book

Short Term Internship

P. STATE COUNCIL OF HIGHER EDUCATION
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

Program Book for Short-Term Internship

Name of the Student: Bodasingi, Manohar

Name of the College: Government Degree college brenth

Registration Number: 2122001067015

Period of Internship: From: 18/8/2023 To: 30/9/2023

Name & Address of the Intern Organization

APSRTC - (Andhra pradesh state
Road transport corp)
Srikalahasti
- logistics department

Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apache.ap.gov.in>

1. It is mandatory for all the students to complete 2 months (120 hours) of short-term internship either physically or virtually.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements of transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the persons working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned with a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
 - Data and Information you are expected to collect about the organization and/or industry.
 - Job Skills you are expected to acquire.
 - Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.

12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.
13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.
15. At the end of internship you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family pride and prestige of your College.

An Internship Report
On
(Title of the Internship)

Submitted in accordance with the requirement for the degree of ~~B.A.~~ (Hon)

Name of the College: Govt degree college (hon)

Department: APSRTC department

Name of the Faculty Guide: Eswar Rao

Duration of the Internship: From 12/8/23 To 30/9/2023

Name of the Student: B. Manohar

Programme of Study APSRTC department / B.com (Hon)

Year of Study: 2021 - 2024

Register Number: 2122001067015

Date of Submission:

Student's Declaration

I, B. Manohara student of APSPD ^{Logistics} Program, Reg. No. 2122001067015 of the Department of Commerce, Great Degree College do hereby declare that I have completed the mandatory internship from 18/5/23 to 20/7/23 in APSBIC, Caribakul (Name of the intern organization) under the Faculty Guideship of S. Eswara S. Rao (Name of the Faculty Guide), Department of Commerce, Great Degree College (Name of the College)

B. Manohara
(Signature and Date)

Endorsements

Faculty Guide



Head of the Department



Principal

Official Certification

This is to certify that Bodasingi. Manohar (Name of the student) Reg. No. 2122001067015 has completed his/her Internship in APSRTC (Name of the Intern Organization) on Shortterm Internship (Title of the Internship) under my supervision as a part of partial fulfillment of the requirement for the Degree of Commerce in the Department of Govt Degree college (M) (Name of the College).

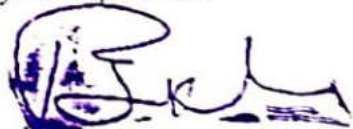
This is accepted for evaluation.


(Signatory with Date and Seal)
Asst. Manager
APSRTC
Skln I Depot

Endorsements

Faculty Guide 


Head of the Department


Principal

Certificate from Intern Organization

This is to certify that B. Marudhan..... (Name of the intern) Reg. No. 222001067015 of Gent. Degree collg^(w) (Name of the College) underwent internship in APSRTC..... (Name of the Intern Organization) from 18.8.23 to 30/9/23.....

The overall performance of the intern during his/her internship is found to be good..... (Satisfactory/Not Satisfactory).

 31.12.23
Authorized Signatory with Date and Seal
Asst. Manager (T)
APSRTC
Skln I Depot

ACKNOWLEDGEMENTS

I would like to extend my thanks to my college for allotting me to this short term internship in [APSRTC] ^{Logistics} Department. I would like to extend my gratefulness to both Department Manager (D.M) skLM-1 and Cargo staff of APSRTC. Best officers of APSRTC Department for their continuous assistance for us during the time period of internship. I would like to extend my warm thanks to all the cargo staff Department staff and officer staff Guides each and every day of internship I would like to thanks the all persons of APSRTC Department of ssilukakulam-1 who has supported each and every moment during the internship

They made all the information about the things and process which is going on cargo department of APSRTC and to teach us so many thing about the process of cargo department and Logistics process. at the last I would like to thank each and every one in that involved in this internship.

R. Manohar

CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have only a one-page executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

The main objectives of the logistics department of APSRTC (sklm) is a transportation process of goods via RTC services. It also receives the goods or things from other branches of logistics departments of APSRTC in different Areas. This is one of the Govt logistics department is Srikakulam district and They also have many branches in srikakulam district like, Tekkali, palasa, patapatnam etc...

Outcomes include that are the people should transfer their goods and things that are safely and cheap low cost transport fee. and it was a trust process to transportation of goods in the name of government

CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Suggestive contents

- A. Introduction of the Organization
- B. Vision, Mission and Values of the Organization
- C. Policy of the Organization, in relation with the intern role
- D. Organizational Structure
- E. Roles and responsibilities of the employees in which the intern is placed.
- F. Performance of the Organization in terms of turnover, profits, market reach and market value.
- G. Future Plans of the Organization.

Logistics department of Srikakulam range works under the Guidance of APSRTC department of Srikakulam. the vision and mission of the organisation to transportation of goods via APSRTC services of srikakulam. and Receiving of goods and things of from other branches of APSRTC via logistics process. in This there are have several processes of receiving and deliveries of parcels and things. by the staff of logistics department.

The role includes in this that are taking the parcels and book them to another places. It works under the Government

CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

Every day we are informed by the Department managers that where and which one that we learn that day and process we learned everyday by the staff of the logistics department. Under the supervision of specific staff agents workers used to explain the process that in the logistics system and brought valuable information and process in that work.

weekly schedule is allotted and the staff workers telling the information that are they doing the works and on time under supervision of Srikakulam logistics Department managers

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Theory class Introduction	Logistics process in the department	M. S. S.
Day - 2	Introduction topics	That are in the logistics system	M. S. S.
Day - 3	Theory class	The way of process that are they doing	M. S. S.
Day - 4	Theory class	knowing infor- mation about that process	M. S. S.
Day - 5	Types that involved in the process	There are 4 topics in the process of logistics	M. S. S.
Day - 6	Note making	keeping Notes that we have have in these 5 days	M. S. S.

WEEKLY REPORT

WEEK - 1 (From Dt...21/8/23 to Dt...26/8/23)

Objective of the Activity Done:

Detailed Report:

Introduction :-

Logistics department:

It has 4 types of process that involved in the logistics of APSRTC

It has 4 process that are going in the APSRTC logistics department. that are

- * Receiving
- * Transhipment point
- * Manifestation
- * Booking
- * Delivery.

etc...

These are the process that are most important means main thing in the process of logistics in APSRTC srilekha

ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Theory class	knowing about the process of Booking	M. E. S. S.
Day - 2	Theory class	knowing about the process of delivery	M. E. S. S.
Day - 3	Theory class	knowing about the process of Manifestation	M. E. S. S.
Day - 4	Theory class	about the progress of Transshipment point	M. E. S. S.
Day - 5	Theory class	about the prog- ress of Receiving	M. E. S. S.
Day - 6	Theory class	about the progress of receiving C.C. cans	M. E. S. S.

WEEKLY REPORT

WEEK - 2 (From Dt. 28/8/23 to Dt. 7/9/23...)

Objective of the Activity Done:

Detailed Report:

In this week we know the information about procedures and process that are involved in the process of logistics management system of APSRTC Srikalahasti.

There are some procedures and things in the process of logistics that are:

- ⇒ How to booking of the parcels of people

- ⇒ How to receive the parcels or things

- ⇒ How to manifest the parcels

- ⇒ How to change the transshipment points of parcels

- ⇒ How to deliver the parcels of the people

- ⇒ Learning the process of these 4 types of processes about logistics ...

ACTIVITY LOG FOR THE THIRD WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Theory class	knowing about the process	M. E. J. S.
Day - 2	Theory class work process	gathering information of particular country	M. E. J. S.
Day - 3	work process	calling the customers and tell the information	M. E. J. S.
Day - 4	work process	calling the customers and telling the information	M. E. J. S.
Day - 5	work process	telling information to customer that that their process was corrupted	M. E. J. S.
Day - 6	work process	calling the customers	M. E. J. S.

WEEKLY REPORT

WEEK - 3 (From Dt. 4/9/23 to Dt. 9/9/23)

Objective of the Activity Done:

Detailed Report:

In this entire week we know about the information of the parcels about how they come and gathering the information about the customers

we to Note down the phone number, of the Receiver of the particular thing or parcel or so

and telling them that their parcel was arrived to the srikakulam logistics departments.

we Note down the receiver details in the process of he taking the parcel and we take a photo also for the proof of he taking the parcel.

ACTIVITY LOG FOR THE FOURTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Theory class	about how the complaints are raised	M. S. S. S.
Day - 2	Theory class	information about the processes	M. S. S. S.
Day - 3	work progress	transfer inform- ation to the customer	M. S. S. S.
Day - 4	work class	telling information about process to the customers	M. S. S. S.
Day - 5	work Doing work	giving delivery	M. S. S. S.
Day - 6	work work done by me	giving delivery	M. S. S. S.

WEEKLY REPORT

WEEK - 4 (From Dt. 11/9/23 to Dt. 16/9/23.)

Objective of the Activity Done:

Detailed Report:

In this entire week we know about the process of delivery and we collect

In this week we note down the parcel details. That are every parcels have an LR-ID that it has whole information about that particular parcels and It has all the information about the parcels that are having the details of sender and receivers names and their pin code numbers and address like these.

and we do some work in this week that are giving the delivery details.

and note down the LR-ID's and number of receivers to give information to the customers.

ACTIVITY LOG FOR THE FIFTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Theory class learning	about how the complaints raised by the customers	
Day - 2	Theory class	about what are the technical problems involved in the process	
Day - 3	knowing the process of using c.c photage	looking C.C. comes for the issues	
Day - 4	Noting the process details	for the details about that process	
Day - 5	Noting the process details	taking information of process and customers	
Day - 6	delivery	giving delivery	

WEEKLY REPORT

WEEK - 5 (From Dt. 25/9/23 to Dt. 30/9/23.)

Objective of the Activity Done:

Detailed Report:

In this whole week we learned about some technical issues are there in the process of transporting the goods and things.

In the process of this sometimes the parcel was missed (i) some parcels are gone for miss marked information and that parcel owner or customers should make a complaint about their parcels were missed and take action about the problem.

In the process of solving (ii) clear the technical problem we have to see the C.C.T.V footage to know the solution of that problem.

We make summary delivery of parcels and take the details of the customers.

CHAPTER 5: OUTCOMES DESCRIPTION

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

This short term internship is very useful & meaningful to improve our communication skills and to build friendship with the co-students. we have the staff room in that department with many facilities in the logistics departments. we have to attend the office from 10 AM to 5 PM.

They conduct classes and provide not only bookish knowledge but also practical knowledge which helps for easy understanding about the Forest Management.

we conduct awareness programmes in village to create awareness among village people about this type of facilities and there in transportation.

our Department manager and logistics staff workers are helped us to join knowledge which may helps in career for future job planning, build up the motivation to move forward in the logistics department of APSRTC srikakulam.

Describe the real time technical skills you have acquired (in terms of the job-related skills and hands on experience)

We learned about the process of how to book the goods of the customers.

we learned about how to give or take deliveries of parcels of the particular customers.

we learned about the online process of logistics.

we learned about Receiving

we learned about systems and cc-TV ~~re~~-searching

we learned about taking complaint issues, and about the problems.

we learn about how to track the parcels.

learned about how to take information about customers to make deliveries & bookings.

we know/learned about ~~and~~ systems and process of working with staff.

Describe the managerial skills you have acquired (in terms of planning, leadership, team work, behaviour, workmanship, productive use of time, weekly improvement in competencies, goal setting, decision making, performance analysis, etc.

In this project our mentor divides us as groups and appointed a leader for each group. we all attend the class and clarify our doubts regarding the timings at our leader. Our leader is always supportive and friendly to clarify our doubts. we all are equally share our thoughts in group discussions.

we also give wise ideas in case of planning and working process. we can make my own thought and plans also. we thoroughly submitted our class reports by team working week by week we improve our communication skills and it helps us to become little more competent and competitive in reach our goals.

Time was being used judiciously to improve our abilities goals was being set to improve ourselves on daily basis and do a little more than the previous days...

Describe how you could improve your communication skills (in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.,)

As I complete this internship, it helps me to improve myself in communication

Oral communication was improved a lot due to interactions with the people in the process and knowing their personalities

The leadership helps me to improve my oral communication which reduce stage fear

It helps to me to improve my writing skills and Grammar skills, as I prepared by own report

This leads to friendly conversations about the classes. As a leader it helps me to control my anxiety and improves my understanding abilities and I'm getting understood by others

closing the conversation was learned in the discussion happened with Encouragement people.

with appreciating was an live basis learnt with our officers....

Describe how you could enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity.

I improved by communication abilities as a leader, due to proper explanation and group discussions it leads to easy acceptancy of my team members about my thoughts and decisions. And also they give good ideas than me. I agreed with them as it improves my sportiveness without any personal issue....

participation in teams is an integral part while attending a fair area so that no issues were happened by me in that places.

our teammates are always supportive and took me forward in this successful completion of project....

we must contribute our level best as a team member towards the program scheduled.

I hope this leading nature helped me to run a good team in job life.

Describe the technological developments you have observed and relevant to the subject area of training (focus on digital technologies relevant to your job role)

Computer systems and C.C.T.V. are main things that are used in this process. Windows 10 monitors are the new things in that logistics department that they are using now, and there is a computer sys.

There are 5 counters are there in logistics department, every counter have a separate computer system with live data connection with.

Digital technologies includes in the GPS mapping using the lat-lon of the particular delivery points.

C.C.T.V's and Mobile phones:-

C.C.T.V. cameras are also using in that department to check the parcels when was going and who were receiving and it is used for the purpose of checking the missed parcels and reduce the complaint issues raised by customers.

Student Self Evaluation of the Short-Term Internship

Student Name: & Registration No: Bodisingi. Manohar (1212200106705)
 Term of Internship: From 18/8/23 To 30/9/23
 Date of Evaluation:
 Organization Name & Address: APSRTC-Logistics Department (Cyrilakuda)
 Name & Address of the Supervisor: Ramesh → Asst. Manager (APSRTC)
 with Mobile Number: 9441-1

Please rate your performance in the following areas:

Rating Scale:

Letter grade of CGPA calculation to be provided

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

B. Manohar
 Signature of the Student

Evaluation by the Supervisor of the Intern Organisation

Student Name & Registration No: Bodasing, Manohar (8) 212200067015
 Term of Internship: From 18/8/23 To 30/9/23
 Date of Evaluation:
 Organization Name & Address: APSRTC - Logistics Department (Srikalahasti)
 Name & Address of the Supervisor: Ramesh - Asst. Manager (APSRTC Skm-1)
 with Mobile Number:

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

U/B 8-11-23
 Signature of the Supervisor
 APSRTC
 Skm I Deput

