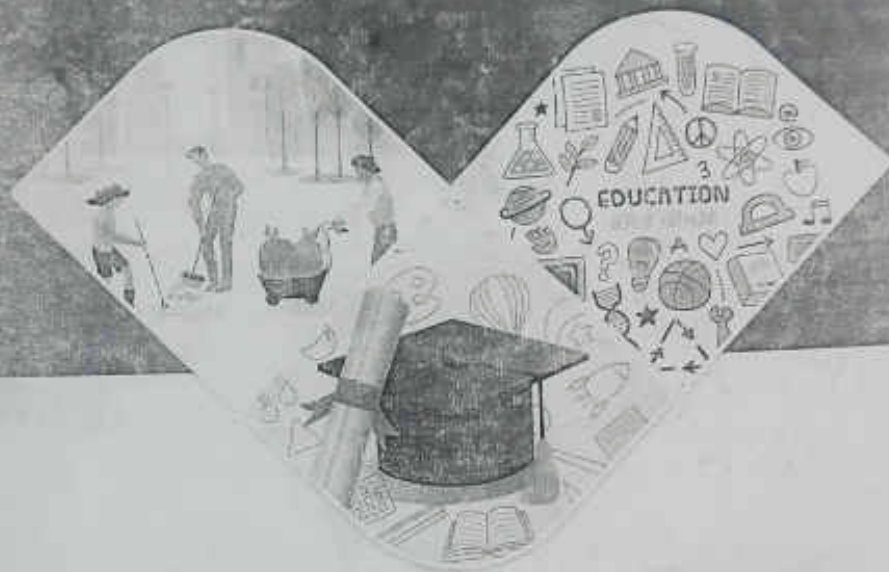


Model Program Book



SEMESTER INTERNSHIP

Designed & Developed by



**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

PROGRAM BOOK FOR
SEMESTER INTERNSHIP

Name of the Student: *Kanjana Jansathan 300*

Name of the College: *Chulalongkorn College of Commerce*

Registration Number: *6054001059-12*

Period of Internship: From: To:

Name & Address of the Intern Organization: *Agribusiness department
Sukhumvit*

C. C. Jansathan University

2013 - 2014 YEAR

An Internship Report on

Trainee as an intern student at APSRTC

(Title of the Semester Internship Program)

Submitted in accordance with the requirement for the degree of

B.Sc Maths, physics, electronics

Under the Faculty Guideship of

M.V. SATYA NARAYANA GARU

(Name of the Faculty Guide)

Department of

Physics

(Name of the College)

Submitted by:

Kinjarapu JANARDHANA RAO

(Name of the Student)

Reg.No: 2022001053013

Department of physics

Govt Degree college Jorjmen

(Name of the College)

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Instructions to Students

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

1. It is mandatory for all the students to complete Semester internship either in V Semester or in VI Semester.
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 for 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 people 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 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:
 - a. Data and Information you are expected to collect about the organization and/or industry.
 - b. Job Skills you are expected to acquire.
 - c. 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.

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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 the 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.

-----<<E>>-----

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Student's Declaration

I, K. Jambhavan Rao a student of Semester Internship
Program, Reg. No. 2022001053013 of the Department of Physics
College do hereby declare that I have completed the mandatory internship
from 15-12-22 to 15-09-22 in APSRIC department (Name of
the intern organization) under the Faculty Guideship of
M.V. Satyanarayana Sa (Name of the Faculty Guide), Department of
Physics, Govt Degree college (men)
(Name of the College)

K. Jambhavan Rao
(Signature and Date)

Official Certification

This is to certify that K. Jeyanthan 200 (Name of the student) Reg. No. 222001053013 has completed his/her Internship in _____ (Name of the Intern Organization) on APSRGC (Title of the Internship) under my supervision as a part of partial fulfillment of the requirement for the Degree of _____ in the Department of Govt Degree college (Name of the College).

This is accepted for evaluation.

(Signature with Date and Seal)

Endorsements

Faculty Guide

Head of the Department

Principal

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Certificate from Intern Organization

This is to certify that K. Jorodhan san (Name of the intern)
Reg. No 2022001053013 of Govt. degree college (men) (Name of the
College) underwent internship in APSR TC (Name of the
Intern Organization) from 15.12.2022 to 15.03.2023

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


DEPOT MANAGER
APSR TC SKM-1
Authorized Signatory with Date and Seal

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Acknowledgements

First and foremost, we would like to express our gratitude to our mentor, [Name], who was a continual source of inspiration. He pushed us to think imaginatively & urged us to do the homework without hesitation. He has a vast knowledge, extensive experience & professional competence. In long term internship enabled us to successfully accomplish this project.

I'd like to thank Andhra Pradesh State Road Corporation (APRTC), Guntakulam for providing me with the opportunity to work on the internship program. Last but not least, I would like to express my gratitude to my coordinator Sri. Dakshinamurthy, Head clerk of Guntakulam Depot- 1 and to my college for their valuable assistance, and I am grateful to the college administration for providing me with such a significant chance.

I am deeply grateful to everyone who has contributed to the successful completion of this project.

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CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have a brief 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.

Andhra Pradesh State Road Transport Corporation (APSRTC) is a leading road transport corporation in Andhra Pradesh, India. It was established by government of Andhra Pradesh on 11th January 1955 in pursuance of Road.

Learning Objectives

- Provide comfortable & prompt services to commuters in the state at an economic fare.
- Achieve Profitable performance and growth to attain financial self-sufficiency.
- Explore & exploit technological, financial and managerial opportunities & developments to the advantage of the Corporation.
- To focus on service conditions and welfare of the employees and their families consistent.
- To reach a position of pre-eminence in bus transport business.
- To provide efficient, effective, ethical management of business.

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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 to 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

A) Introduction of the organization

APSRTC is a leading road transport corporation in Andhra Pradesh India. It was established by government of Andhra Pradesh on 11th January 1958 in pursuance of the Road Transport Corporation Act, 1950. It provides road transport facilities for inter as well as intra state travel.

B) Vision, mission and values of the organization

APSRTC is committed to provide safe and consistently high quality of services for utmost satisfaction of the passengers at affordable prices through a keizen and reengineering and to attain a position of pre-eminence in the public transport sector.

APSRTC our mission is to provide safe, reliable, punctual and comfortable service to all sections of the society at economical fares.

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C) Organization Structure

Organization Structure of the APSRTC is a formal and established pattern of relationships among various divisions of the corporation. The formal relationships among various levels of authorities in the organizations are depicted in an organization chart.

D) Role and responsibilities of the employees in which the intern is placed

To provide efficient, effective, ethical management of the business. To treat the customer i.e. passenger as a central concern of the concern of the Corporation's business and provide him the best possible service characterized by shortlines, punctuality, safety, comfort and security.

E) Future plans of the organization

- Data Integrity: Data integrity can be attained within and between all these systems through centralized data management.
- Easy data management: centralized application would help the easier and cost effective management of large amount of data.
- paperless office: The corporation also aims at establishing a paperless office.

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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.

Activities / Responsibilities:

The activities at APSRC are functioning in the hardware and the technologies computerized to MS. And most of the IT projects are developed using SQL server 2008, C#.NET and ASP.NET MVC. Since the need was evolved to migrate & integrate all the existing IT related projects to the latest technologies with a centralized database and application, they're working on the ERP/CRM.

Working Conditions:

Working conditions are very good and systematic in my intern organization. We are free to ask and know about all the activities of APSRC. The organization starts from 7:00 am to 5:00 pm. It is very comfortable to work and employees are very good and can interact with them very easily.

Weekly work schedule:

Weekly we are going to office and give our best information and knowledge we have. Every day & Every week we learned something new which helps us in future. Every week there is a new experience for us.

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ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	finally, I reported in the sphere complex skem kulem office which is assigned to me	Reported in APSRTC office	<i>Booby</i>
Day - 2	I met the DM of skem kulem Depot - I which is assigned to me to meet them	Got to know about the DM of skem - I	<i>Booby</i>
Day - 3	Then our Depot manager introduced the head clerk who take charges of our responsibility	Met with head clerk of skem - I office	<i>Booby</i>
Day - 4	Our H.O. introduced us to other staff members of the office	Introduced with co workers	<i>Booby</i>
Day - 5	The madams in the office & stenographer who explained us the rules in the office	Got to know about office rule	<i>Booby</i>
Day - 6	Explained about the Depot - I office system.	Learned about the system of office	<i>Booby</i>

WEEKLY REPORT

WEEK - 1 (From Dt..... to Dt.....)

Objective of the Activity Done: Overview of SKM-I Office.

Detailed Report:

Finally I reported to APSRTC complex of Depot-I office which is allotted me. This is my 1st week in the APSRTC office. we got to know who is the Depot Manager of the Srikakulam Depot-I "Sri M. Madhava".

Our Depot Manager introduced the Head clerk Sri "Dasshinamurthy" of Depot-I. Our sir introduced the other office members. I am also so excited to get to know about the information of APSRTC office.

One of the office member who is a stenographer in depot-I named as "Ms. Sunita" madam who explained us about the APSRTC and the details of the office. Madam just explained the overview of the APSRTC complex.

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ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Explained about the APSRTC history. founded	we got to know about the history of APSRTC	<i>Reddy</i>
Day - 2	Explained about the mission, vision of the APSRTC	Learned about the main mission of APSRTC	<i>Reddy</i>
Day - 3	Madam explained the main objectives of the APSRTC.	Learned about main objectives	<i>Reddy</i>
Day - 4	Explained about the no. of the staff in the office and their work	Got to know about the no. of staff	<i>Reddy</i>
Day - 5	Explained about the importance of the APSRTC.	Got to know about the importance	<i>Reddy</i>
Day - 6	Explained about the minimum salary of the respective jobs	Learned about the salary of respective jobs	<i>Reddy</i>

WEEKLY REPORT

WEEK - 2 (From Dt..... to Dt.....)

Objective of the Activity Done: Overview of APSRTC

Detailed Report:

This week we got to learn about the history of the APSRTC. It was explained about the APSRTC mission, vision, main objectives, minimum salary & the importance of the APSRTC.

Founded: It was founded on 22 January 1958 (65 years ago) Hyderabad, Andhra Pradesh, India. Government of Andhra Pradesh is the founder of the APSRTC.

Mission: To provide safe, reliable, punctual & comfortable service to all sections of the society at economical fares.

History: The origin of APSRTC dates back to June 1932, when it was first established as MSR - RTO (Mizoram State Rail & Road Transport Department).

Importance: The main motive of RTC is to cater to the transportation needs of each section of society with the best price in India. Using you can travel with RTC buses to keep your expenses in check.

ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Explained about the number of zones having APSRTC	Learned about different 4 zones.	<i>[Signature]</i>
Day - 2	Explained the administration of the APSRTC	Administration of the APSRTC we learned.	<i>[Signature]</i>
Day - 3	Explained about the number of buses and types of services	Learned about types of services + no. of buses.	<i>[Signature]</i>
Day - 4	The number of the Depots & places we got to know	Learned about Depots	<i>[Signature]</i>
Day - 5	Explained about each zone work and the zonal workshop	Got to know about the places of zonal workshop	<i>[Signature]</i>
Day - 6	Explained about the Board of Directors of APSRTC	Got to know about the board of Directors.	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 3 (From 1st to 1st)

Objective of the Activity Done: The main objective of APSRTC

Detailed Report: This week we got to know about the some important persons in which the APSRTC is running.

The entire network is under the administrative control of 26 Regional Managers in 3 zones. The following 4 zones are:

1. Executive Director (Vijayanagara zone)
2. Executive Director (Hyderabad zone)
3. Executive Director (Kadapa zone)
4. Executive Director (Mysuru zone)

Depots: APSRTC has 129 depots across the state. All the 129 depots are computerized.

Administration: It has total of 12,618 buses (government owned 8764; hire 5k rental 614). Has a total of 426 bus stations & 129 bus depots.

Types of Services: Express service, Deluxe, ultra Deluxe, patravallu, Super luxury etc.

ACTIVITY LOG FOR THE FORTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Our Head clerk sir sent us to the garage section to learn & know about this section.	Got to know about the garage section.	<i>[Signature]</i>
Day - 2	H.C. sir introduced Asst. mechanical foreman (AMF) to our students.	Got to know about the AMF of garage.	<i>[Signature]</i>
Day - 3	Asst. mech. sir took us to the tyre section & explained about it.	Learned about the types of tyres.	<i>[Signature]</i>
Day - 4	Explained us about the tyres used for the buses.	Learned about the tyres.	<i>[Signature]</i>
Day - 5	Explained about the process of fitting tyre.	Learned about the process of fitting tyres.	<i>[Signature]</i>
Day - 6	Explained the records of the tyre followed by their mechanic.	Got to know about the record of tyre.	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 4 (From Dt..... to Dt.....)

Objective of the Activity Done: Garage Section

Detailed Report: This week, our Head clerk (MC) Sir introduced the Asst. Mechanical foreman (AMF) who is in charge of the garage section. The AMF Sir takes us to the Tyre section which is the part of the garage section.

Types of Tyres:- Jenway-JWH3 (SR) - it has a high life span.

- MRI

- X-MULTI (Michelin)

- Radical tyre - 9.00x20 (Size)

- 8.10 kg (front) tyre

- 7.01 kg (back) tyre.

- One tyre life span is two lakh kilometers

- The new tyre life span is one lakh kilometers

- The mechanics record the daily work in the tyre section like interchanging the tyres, new tyre, cleaning etc. They maintain each and every information in their record book.

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ACTIVITY LOG FOR THE FIFTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Asst. Mech. sir explain about the tyre defects	Got to learn about tyre defects	<i>[Signature]</i>
Day - 2	Asst. Mech. gives information about the workshop of tyre	Got to know about the workshop	<i>[Signature]</i>
Day - 3	Explained about the tool kit used by the mechanics	Got to know about the tool kit	<i>[Signature]</i>
Day - 4	Explained about the Schedule - 1 in tyre section.	Learned about Schedule - 1	<i>[Signature]</i>
Day - 5	Explained about air filling and air measuring machine	Learned about air filling & measuring machine.	<i>[Signature]</i>
Day - 6	Asst. mech gives the brief explanation about tyres.	Learned about the tyre	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 5 (From Dt..... to Dt.....)

Objective of the Activity Done: Overview of the Tyre Section

Detailed Report:

This week Asst. mech. Sir briefly explained about the tyre section. we got to know that each tyre has a carrying capacity minimum weight

- Rear North Side In (RNSI)
- Rear North Side Out (RNSO)

- From the vijaynagar workshop all types of the tyres are provided to APSRTC garage.
- Every mechanics has their own mechanic tool kit provided by this office.
- Each tool kit is get secured by lock.

Tyre Defects:

- patch failure
- Bead Damage
- Aler - Removal in time
- Runflat
- Conclusion
- Striking on wall
- Sidewall Damage etc

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ACTIVITY LOG FOR THE SIXTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	The Asst Mech sir Today takes us to the Bunk section	Got to know about the bunk section	
Day - 2	Explained about the diesel that is used	Learned about the diesel they used	
Day - 3	Explained about the diesel required for the buses.	Learned about the kmpl of SLIM-D	
Day - 4	Explained about the different Bunk section places.	Learned about the different bunk section places	
Day - 5	Explained about the Dip record the incharge which is followed.	Got to know about the Dip record	
Day - 6	Explained about the log sheet followed by the incharge.	Got to know about the log sheet.	

Page No.

WEEKLY REPORT
WEEK - 6 (From Dt..... to Dt.....)

Objective of the Activity Done:

Overview of Bunk Section

Detailed Report:

In this week, our Asst. Supt. took us to the Bunk Section where we learned about the diesel used for per bus, the process of filling diesel in bus about ground tank, dip record & log sheet.

Diesel in bus:-

- per bus required diesel is 240×100 (7 litre) = 24000-
- Diesel is available in both private & govt buses.
- kmpl - kilometers per litre for bus is 5.54 for skm-7
- The bunk section employee is based on contractor minimum 5 years.

Dip Record:-

Maintains the list of the diesel used for the bus

Log sheet:-

- keeps the records of the bus conditions on the data of the bus such as service name, vehicle type, mode, washed or not etc.

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ACTIVITY LOG FOR THE SEVEN WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	The Incharge of the Bunk section explained about the tile in the bunk.	Get to know about the tile	
Day -2	Then the incharge of the garage takes us to the stores.	Get to know about the stores.	
Day -3	In store explained about each and every part of the bus.	Learned about the parts of the bus.	
Day -4	Explained about types of the springs used in the buses.	Learned about the springs of the bus.	
Day -5	Incharge interact with co-workers in garage who is fitting the parts.	Interact with co-workers	
Day -6	Explained about the Dispatch room.	Get to know about the Dispatch room.	

Page No.

WEEKLY REPORT

WEEK - 7 (From Dt..... to Dt.....)

Objective of the Activity Done:

Overview of Stores

Detailed Report:

In this week I learned about the oils used for the buses, about the stores and Dispatch room we also interact with co-workers in the garage.

Oil:- G-4 engine oil, Bs 3.4 buses

- 85W40 differential oil used in all buses
- 80W90 Gear bus oil used in all buses.
- Automatic Transmission Fluid

Store:- Handbrake wall, Ac head, vein pump, Break chamber, filter- purify, 3 finger, DDB, pin wheel, clutch disk, string box, seat covers etc.

Spring:- Right Spring, left Spring- back and front side of the bus handles the whole weight of the buses.

- Pchier, Jamboo, front seat spring, waallan.

Gunli are the types of the spring.

Dispatch Room:-

Keep the records of dispatch buses such as name of the bus, time of the handover etc.

- After the dispatch of buses the logsheet number should be cancelled.

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ACTIVITY LOG FOR THE EIGHTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	The incharge of the garage takes us to the TC (fitness checking)	Got to know about the F.C	<i>[Signature]</i>
Day - 2	Explained about the schedule - 1 of the garage	learned about schedule - 1	<i>[Signature]</i>
Day - 3	Explained about the schedule - 2 of the garage	learned about schedule - 2	<i>[Signature]</i>
Day - 4	Explained about the schedule - 3 of the garage	learned about schedule - 3	<i>[Signature]</i>
Day - 5	Explained about the schedule - 4 of the garage	learned about schedule - 4	<i>[Signature]</i>
Day - 6	Explained about all the schedule in garage	learned about all the schedule	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 8 (From Dt..... to Dt.....)

Objective of the Activity Done:

Overview of schedule in garage.

Detailed Report:

This week we learn about the E.C. and the different type of the schedules.

Schedule-1:-

only brakes are checked like brakes are working or not, grease applying.

Schedule-2

- Total mechanic in schedule-2 is 1
- checks the wheel bolt nuts, axles tightened.
- All wheels greasing points should be greased weekly

Schedule-3

- checks water pump condition, belt rotating, cooler plate, checking, string, clutch plate, thermostat water, load spring, screws, engine oil, water, claps, headnuts (tight) etc.

Schedule-4

- Club, string, cooler plate cleaning, changing & checking, springs, pump condition, radiator cleaning etc.

Page No

ACTIVITY LOG FOR THE NINTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	Incharge of the garage take to security office	Got to know about the security office	
Day -2	Head constable explained about the duty of their daily life	Got to know about the duty	
Day -3	Explained about the record they followed by them of bus	Got to know about the record followed by them	
Day -4	Explained about the process of filling the record when the bus enters	Learned the process of filling the record	
Day -5	Constable Sir makes interact with Asst. Engineer (mech)	Interact with Asst. Engineer (mech)	
Day -6	Asst. Engineer explained the total list of employees in the garage.	Got to know about the strength of the garage.	

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WEEKLY REPORT

WEEK - 9 (From Dt. to Dt.)

Objective of the Activity Done: Security & Drivers of the garage

Detailed Report: This week we know about the security & the strength of the garage. Security explained about the process of filling the record when the bus entered into the garage section.

Garage:- Asst Engineer (Mech) - 1

- Superintendent (Mech) - 1
- Dy. (Supervisor) Superintendent (Mech) - 1
- Leading Hand (HM) - 2
- Depot Clerk (C.O.B) - 1
- Mechanics - 8
- Coach Builder - 2
- Hammer man - 1
- Ironsmith - 1
- Painter - 1
- Dy. Mechanic - 8
- Asst. Mechanic - 11
- Asst. Depot Clerk (Mech) - 1

Security:- Head Constable - 2

- Constable - 7

Dispatch Room:- 1

The Total Strength of the employees in garage - 52

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ACTIVITY LOG FOR THE TENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	After completing in the garage section, our the Sir went to ticket counter section.	Visited the ticket counter section.	
Day -2	We introduced to the station manager by it self.	Known about the station manager	
Day -3	Station manager explained about the different sections.	Got to know about the sections.	
Day -4	Station manager explained about the important link of Apstra online portal.	Learned about the important links	
Day -5	Explained about the enquiry section	Got to know about enquiry section	
Day -6	Explained about the ticket booking & cancellation	Got to know about ticket booking and cancellation.	

WEEKLY REPORT

WEEK - 10 (From Dt..... to Dt.....)

Objective of the Activity Done:

Overview of Ticket section

Detailed Report:

This week we worked in new place that is ticket section. we met with station manager who is the incharge of the ticket section. He explained us in a understandable and practical way we get to know about the different and important links in APSRTC online portal. The important links were

- APSRTC Live Bus Tracking
- For Ticket Status
- For Ticket Cancellation
- Connecting services Routes
- Track services status
- wallet login

Through this online portal we can find the live tracking of bus, status of ticket and ticket cancellation.

Thang

Page No

ACTIVITY LOG FOR THE ELEVENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Station manager explained step by step process of book bus ticket online	Learned about booking tickets online	<i>[Signature]</i>
Day - 2	Explained step by step process of cancellation of bus ticket online	Learning about cancellation of tickets online	<i>[Signature]</i>
Day - 3	Explained about the APSRTC logistics	Got to know about APSRTC logistics	<i>[Signature]</i>
Day - 4	Explained about the APSRTC logistics door delivery	Got to know about door delivery	<i>[Signature]</i>
Day - 5	Explained the process of Searching the bus (tracking)	Got to know about the bus tracking	<i>[Signature]</i>
Day - 6	Explained about the bus enquiry	Learned about the bus enquiry	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 11 (From Dt. to Dt.)

Objective of the Activity Done: APSRIC Logistics & Ticket Booking

Detailed Report: Learned the step by step process of ticket booking and cancellation of ticket. Got to know about the APSRIC logistics and door delivery.

APSRIC Logistics:-

- Started on its own from 27.08.2017 without secured hardware and manpower contract. Earlier it was on contract with private agency since IRS on space lease model.
- Daily parcels looking increased from 8,850 in 2011-12 to 23,500 as a date.
- Service provided to the customers all over AP and in 3 inter state locations viz. Hyderabad, Bangalore & Chennai.

Door Delivery:-

- APSRIC provided 24x7 working logistics counter at district head quarters.
- APSRIC provided 24x7 working logistics customer complaints cell to attend the customer grievances round the clock.

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ACTIVITY LOG FOR THE TWELVETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	After completing in ticket counter section our t.c. sir sent me to the depot earning section	Got to know about depot earning office	<i>[Signature]</i>
Day -2	The manager madam of the depot got interact with our students	Interact with madam of depot earning section	<i>[Signature]</i>
Day -3	Madam explained about the ticket issuing machine	Learned about ticket issuing machine	<i>[Signature]</i>
Day -4	Madam explained about unified ticket issuing machine	Learned about unified ticket issuing machine	<i>[Signature]</i>
Day -5	Explained the old & new ticket issuing machine difference	Got to know about the difference of old & new machine	<i>[Signature]</i>
Day -6	Explained the process of issuing ticket through ticket issuing machine	Learned the process of issuing ticket	<i>[Signature]</i>

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WEEKLY REPORT

WEEK - 12 (From Dt..... to Dt.....)

Objective of the Activity Done: Overview of learning section
Detailed Report: This week I learned about the two types of issuing machine also got to know about the changing of ticket issuing machine. There is vast difference between the ticket issuing machine & unified ticket issuing machine.

Ticket issuing machine :-

- This machine is an old machine which is used in every bus by conductor for issuing ticket.
- It can calculate the total amount & no. of passenger issued the ticket.
 - This machine is as like as keypad type.

Unified ticket issuing machine :-

- This machine is a new updated version machine.
- It is only implemented in some bus station only.
- It is firstly implemented in Oct 2022 on the occasion of Dussehra.
- The passenger issued tickets can be paid through online such as debit cards, credit cards, UPI or through wallet also.

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ACTIVITY LOG FOR THE THIRTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	Madam explained about the SR wheel and PR wheel.	Got to know about SR + PR wheel	
Day -2	Explained about the CAT (Cash + Ticket) in detailed way	Got to know about CAT	
Day -3	Explained about the FNC (Fair Not collect)	Learned about FNC (Fair Not collect)	
Day -4	Explained about the FC (Fair collect)	Learned about F.C (Fair collect)	
Day -5	Explained about the flex cases & also explained the process	Got to know about the flex cases	
Day -6	Explained about the excel and word document.	Learned about excel & word document	

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WEEKLY REPORT

WEEK - 13 (From Dt..... to Dt.....)

Objective of the Activity Done: Overview of some cases

Detailed Report: In this week, we learned about the Star Record (SR) and person Record (PR) maintained by the depot training manager. The SR sheet which is given to the conductor and driver of the bus fill the form, such as time of the bus starts, the money in their pocket etc. after all the checking the sign of the depot manager is mandatory.

F.N.C :- Fair Not Collect

In this during the journey the conductor take money from the passenger but did not issue the ticket to the passenger. This mistake is consider to both the conductor and the passenger. If the mistake is caught by squad then there will be punishment against the conductor.

F.C :- Fair Collect

In this during the journey conductor forget to issue the ticket to the passenger & the passenger travel free. If it is caught by the squad then there will be no punishment like suspend for few months or fine.

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ACTIVITY LOG FOR THE FOURTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1	Explained about the status, no. of status & maintenance of the status	Got to know about the status	
Day -2	Explained about the govt. and private three buses	Got to know about the difference of govt & private buses	
Day -3	Explained about the uses of buses such as for rent	Learned about special bus during festival	
Day -4	Explained about the uses of buses such as rent	Got to know about the bus rent	
Day -5	Explained about the buspass and types of buspass.	Got to know about the buspass	
Day -6	Explained the hospitals provides for the APSRTC employees	Got to know the APSRTC hospitals.	

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WEEKLY REPORT

WEEK - 14 (From Dt..... to Dt.....)

Objective of the Activity Done: Information about the buses.

Detailed Report: There are total 85 stalls under the APRTC. Each stall has their own demand & the rent of the stall should be paid to the RTC.

The government buses symbolizes with 'G' where private buses symbolizes with any others letters. The government buses travel at low cost where as private buses is higher cost. private buses do not wait to load more passengers.

Buses may be used for scheduled bus transport, scheduled coach transport, school transport, private hire or tourism promotional buses may be used for the political campaigns and other privately operated for a wide range of purpose.

The major benefit of students buspass is that once you pay the fees for monthly or annually buspass then you don't have to keep buying tickets for everytime you travel.

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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.)

During 4 months of internship, I have accumulated various experiences and wider new knowledge. Though all and tasks had been assigned to me. My beloved supervisor, Suritha madam encouraged me to do diverse task across department. However in this section I am going to relate experience with courses that I have taken in APSRTC office and other places in RTC complex.

In short, 14 weeks I was treated and acted as an employee of the APSRTC. I had to be there at 11:00 every morning, dressed professionally and ready to have interactions with public at all times. Over there, through my friendship with my co-workers, got feedback from my seniors, dealt with frustrating clients and was for the first time treated like a fully-grown and responsible adult.

The highlight of my fourteen weeks at APSRTC organization allowed me to grow personally, but it also helped me to gain new skills - experience that I did not previously have.

So, I would advise everyone to take the opportunity and do an internship, even if it is not necessary in industry that I wish to work in there is much to gain from it to both a professional and personal level.

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

Technical skills are the specialized knowledge and expertise required to perform specific tasks and use specific tools and programs in real world situations. Some technical skills are required in just about every field and industry, from IT and business administration to health care and economic education. In fact, many entry-level positions across industries require technical skills. There are many examples of more advanced technical skills that a job might require like effective management, communication of information, better inventory control, standardization and simplification etc.

Technical skills

I learned the following few technical skills, but not in depth. Sometimes referred to as hard skills, involve the practical knowledge and use in order to complete tasks. Some examples of technical skills are:-

- Typing
- Internet browsing
- MS Word
- Writing
- Excel
- Printing etc.

The following skills are the necessary for job:-

- Positive attitude. Be calm and cheerful when things go wrong.
- Communication. You can listen and say information clearly when you speak or write.
- Teamwork, self-management, willingness to learn.

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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 today's competitive world, a good academic record alone is not enough to get into the job of our dreams when I was starting out.

• Communication and interpersonal skills:-

Good communication skills are essential to succeed in both our professional and personal life. It is one of the top skills that potential recruiters search for in me and something that can be improved through internship.

• Teamwork and collaboration:-

I might be great at most hard and soft skills as an individual but however I'll be a part of team in a professional setting hence, most employers expect me to be a team player who could work and communicate well with the team. Internship provides me an opportunity to improve this skill.

• Critical Thinking:-

Hence to succeed in our career, I need to learn and improve our critical thinking skills. Internships will help me do that. During internships I might face a new challenge every day and with all these challenges I'll learn new ways of handling an issue.

• Time management and multitasking

Effective time management is essential to find a balance between our daily tasks in the office and personal life. Better time management allows me to achieve our business goals with less effort within the given time.

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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.)

Having good English communication skills is necessary across many industries & job roles. The ability to express yourself clearly & confidently can help you on a personal & professional front. Regardless of your existing skills you should work on your English communication to advance in your career. In this internship I also learned some basic communication skills in English language.

During the internship I followed Reading, writing, listening and speaking for improving my language skills. I slightly improved oral and written communication. Sometimes I talk to my friends in English language, which gave me confidence. I can understand the others while they are speaking.

When I have time regularly sentences formation, listen to others, ask questions are helped me a lot to improve my communication skills during internship. Internship offers me the opportunity to discover new technical skills and communication skills, explore our career path and network with professionals. However effective communication skills will really help me go to the next level of my career.

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

Skills for an effective group process. Besides knowing how to develop a healthy group climate, I also learnt & tried to know how to function so that we are productive and accomplish their tasks effectively.

I understand the group discussion is a type of act that involves people sharing ideas or activities. People in the group discussion are connected with one basic idea. Based on that idea, everyone in the group represents his/her perspective. Group discussion is a discussion that tests the candidate's skills such as leadership skills, communication skills, social skills and behaviour, politeness, teamwork, listening ability, general awareness, confidence, problem-solving skills etc.

I was participated in few group discussions in my collage and few in internship class. Due to the discussions my confidence levels are increased & I am thinking while I speaking the words. My communication is somewhat better if compare with previous year. I can observe the team work is more important for complete the any tasks. I also observed that during the work process, we face many problems, but we can overcome to that fear.

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

The twenty-first century has seen a technological revolution. Several highly commercial and widely used technologies from the early 2000s have completely vanished and other one have replaced them. In 2021, many latest technologies will emerge, particularly in the fields of computer science and engineering.

APSRTC has been a pioneer in implementation of IT in the state of Andhra Pradesh. Implementation and effective use of IT has helped APSRTC in:-

1. Providing better services to passengers.
2. Reduction of passenger's waiting time at the time of ticketing and issue of bus passes.
3. Effective managerial controls.
4. Reduction in waiting time of conductor at counters.
5. Effective maintenance management of vehicles.
6. Faster communication of information.
7. Better inventory control.
8. Standardization and simplification.
9. Effective transfer pricing and better inter-unit transactions.
10. Better service to the employees in welfare schemes.

Student Self Evaluation of the Short-Term Internship

Student Name: K. Jeyarajagan Registration No: 202201053013
 Term of Internship: From: 15-12-22 To: 15-03-23
 Date of Evaluation: _____
 Organization Name & Address: APARTC Sathukulam Complex

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	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan 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 done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date: _____

K. Jeyarajagan Student

Evaluation by the Supervisor of the Intern Organization

Page No

Student Name: K. Jeyarajanan

Registration No: 202300453013

Term of Internship:

From: 15-12-22

To: 15-01-23

Date of Evaluation:

Organization Name & Address: APSRTC Sakukulam Complex

Name & Address of the Supervisor: Tharavarammally, Sakukulam
with Mobile Number: 735212 5265

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	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan 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 done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date:

Neel
Signature of the Supervisor
SSL MANAGER (P)
PSRTC SKLM

Page No:

PHOTOS & VIDEO LINKS:



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EVALUATION

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Internal & External Evaluation for Semester Internship

Objectives:

- Explore career alternatives prior to graduation.
- To assess interests and abilities in the field of study.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.
- To acquire employment contacts leading directly to a full-time job following graduation from college.

Assessment Model:

- There shall be both internal evaluation and external evaluation.
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 200 marks, Internal Evaluation for 50 marks and External Evaluation for 150 marks.
- The number of credits assigned is 12. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings for Internal Evaluation shall be:
 - Activity Log 10 marks
 - Internship Evaluation 30 marks
 - Oral Presentation 10 marks
- The weightings for External Evaluation shall be:
 - Internship Evaluation 100 marks
 - Viva-Voce 50 marks
- The External Evaluation shall be conducted by an Evaluation Committee comprising of the Principal, Faculty Guide, Internal Expert and External Expert nominated by the affiliating University. The Evaluation Committee shall also consider the grading given by the Supervisor of the Intern Organization.
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration

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the individual student's involvement in the assigned work.

- While evaluating the student's Activity Log, the following shall be considered -
 - a. The individual student's effort and commitment.
 - b. The originality and quality of the work produced by the individual student.
 - c. The student's integration and co-operation with the work assigned.
 - d. The completeness of the Activity Log.
- The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description
 - a. Description of the Work Environment.
 - b. Real Time Technical Skills acquired.
 - c. Managerial Skills acquired.
 - d. Improvement of Communication Skills.
 - e. Team Dynamics
 - f. Technological Developments recorded.

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MARKS STATEMENT
(To be used by the Examiners)

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INTERNAL ASSESSMENT STATEMENT

Name Of the Student: *Wattayaporn Jantachana-thon*

Programme of Study:

Year of Study: *2022-23*

Group: *B.Sc. (Hons)*

Register No/H.T. No: *20220000000000*

Name of the College: *Chonburi College (Chonburi)*

University: *Dr. P. J. Jantachana-thon*

S.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	10	
2.	Internship Evaluation	30	
3.	Oral Presentation	10	
	GRAND TOTAL	50	

Date:

Signature of the Faculty Guide

EXTERNAL ASSESSMENT STATEMENT

Name Of the Student: Vinaydapa Sarankara Rao
Programme of Study:
Year of Study: 2022-2023
Group: MPE
Register No/PLT. No: 2022001053013
Name of the College: Govt Degree College (MEN)
University: Dr. B. R. Ambedkar University.

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Internship Evaluation	80	
2.	For the grading giving by the Supervisor of the Intern Organization	20	
3.	Viva-Voce	50	
	TOTAL	150	
GRAND TOTAL (EXT. 50 M + INT. 100M)		200	

Signature of the Faculty Guide

Signature of the Internal Expert

Signature of the External Expert

Signature of the Principal with Seal

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**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A Statutory Body of the Government of Andhra Pradesh)

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