NATIONAL STUDY TOUR PERSPECTIVE SOCIAL WORK BATCH 2018-2020



REPORT ON NATIONAL STUDY TOUR PERSPECTIVE 2019



DEPARTMENT OF SOCIAL WORK LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

PLACES OF VISIT: New Delhi and Nainital PERIOD: 13-11-2019 to 24-11-2019

FACULTY INCHARGE: PROF.SIMON JOSEPH PROF. M. JEEVANTHI

This study tour report is submitted in partial fulfilment of M.A. SOCIAL WORK

INTRODUCTION

As a part of the curriculum and to complete the national study tour perspective, the 2nd year students pursuing Social Work in their Post-Graduation programe were taken to New Delhi and Nainital between 13th November,2019 and 24th November,2019 under the supervision of the department's coordinator Prof. Simon Joseph. M and Prof. M. Jeevanthi. It was indeed a very fruitful exposure where the students were given opportunity to learn through their common and Specialization visit

OBJECTIVES OF THE STUDY TOUR

The main aim of Study Tour is to aid students to acquire basic knowledge of functioning of the organizations. Study tour emphasizes experiential learning and offer both group and self-directed activities that enable learners to explore various industries cultures, practices and people. Significance

- Enhance skill development and competency building.
- Developing ability to critically analyse the situation.
- It provides first-hand knowledge about the organizational structures and modes
- To visit various reputed organizations related to their field of specialization and understand and functioning of such successful organizations.
- To build in competencies related to planning, implementation and execution of tasks related to the organizing group travel and accommodation and visits etc.
- To impart training in social work education through purposeful recreation, sightseeing and discussion in different places and atmosphere.
- To provide an opportunity to the students to experience group dynamics and understand the importance of social relationships.

• To be aware of various socio-cultural patterns, value system and social practice in different parts of the world.

SELECTION OF TOUR CONVENORS

The faculty in-charge of study tour **PROF.SIMON JOSEPH and PROF. M. JEEVANTHI** guided us in the selection of **Mr.RICHARD** and **Ms. RHEA JOSEPH** as our study tour convenors. And also helped to divide students under various committees. Roles and **responsibilities were specified to different committees.**

LIST OF ORGANISATIONS VISITED

HUMAN RESOURCE MANAGEMENT

S.NO	ORGANISATION NAME	CONTACT
1	CNH INDUSTRIAL (INDIA) PVT. LTD	Mr. John Bosco 9361801323
2	STJ ELECTRONICS PVT. LTD	Mr. Binoj Cherian binoj@saviorstj.com
3	HOTEL TAJMAHAL	Mr. Binu Nair 9717799274

MEDICAL & PSYCHIATRY VISITS

S.NO	ORGANISATION NAME	CONTACT
1	THE LEPROSY MISSION TRUST INDIA	nikita.sarah@lep rosymission.in
2	AIIMS – ALL INDIA INSTITUTE OF MEDICAL SCIENCES	Mr. Vivek 9999024728 Ms. Meghna 9717568371

3	NIPMAN FOUNDATION- GURGAON	nipunmalhotra@ nipmanfoundatio n.com

COMMUNITY DEVELOPMENT

S.NO	ORGANISATION NAME	CONTACT
1	HUMAN RIGHTS LAW NETWORK	
2	KHUDAI KHIDMATGAR	INAMUL HASAN 9092137718
3	ENVIRONICS	MS.POOJA 8800150859

PROGRAMME SCHEDULE FOR THE STUDY TOUR:

DATE	ACTIVITIES EXECUTED	
13/11/19	Chennai to Delhi: started at 5.15 am	
	Train travel from Puratchi Thalaivar Dr.M.G.Ramachandran Central Railway, Station at 5:15 a.m to New Delhi	
14/11/19	Reached Delhi at 10:15p.m in Andhaman express (3rd A/C Sleeper	
	Don Bosco Technical Institute	
15/11/19	Common visit: Delhi School of Social Work	
	CD visit to HRL cancelled; CD students were sent to M&P and HRM visits	
	M&P: THE LEPROSY MISSION TRUST INDIA	
	HRM: CNH INDUSTRIAL (INDIA) PVT. LTD	
	India Gate	
16/11/19	Specialization Visits	
	M&P: AHMS,	
	CD: KHUDAI KHIDMATGAR	
	HRM: STJ ELECTRONICS PVT. LTD	
17/11/19	Sight-seeing: Delhi	
	Lotus temple Qutub Minar Red fort	

M&P: NIPMAN CD: ENVIRONICS HRM: HOTEL TAJMAHAL Common visit :Parliament ,Travel to Nainital Nainital : local sight seeing
HRM: HOTEL TAJMAHAL Common visit : Parliament ,Travel to Nainital
<u>Common visit</u> : Parliament, Travel to Nainital
Nainital: local sight seeing
Nainital - Sattal, Naukuchayatal , Bhimtal Travel to Delhi
Reached Delhi Evening travel to Chennai Train travel from New Delhi at 6:40 p.m
Travel
Reached Chennai to Puratchi Thalaivar Dr.M.G.Ramachandran Central Railway Station at 6:15 a.m in Gran Trunk Express

SPECIALIZATION VISITS (HUMAN RESOURCE MANAGEMENT)

CNH INDUSTRIAL (INDIA) PVT. LTD.



CNH Industrial (India) Pvt. Ltd. is a fully owned subsidiary of CNH Industrial – a global leader in capital goods segment. It is present in 180 countries with its 13 brands, 66 Manufacturing plants, 49 research and development centres and a workforce of more than 62,000 people. New Holland Agriculture, one of the brands of CNH Industrial, began its operations in India in 1998 with its first launch of 70 HP tractor. Aided by over 120 years of global experience and a robust network of more than 1000 customer touch points spread across the country. Today, in addition, the company also exports sub-assemblies and components manufactured in the plant to other CNH Industrial subsidiaries worldwide. The company also has its plant in Pune & Pithampur (Indore), manufacturing New Holland combine harvester, Case IH sugarcane harvester & Case construction equipment. New Holland Agriculture offers complete farm mechanization solutions right from land preparation to harvesting. We also offer mechanization of hay and forage and crop residue management. With an aim to provide best customer support, New Holland Agriculture has established a customer helpline with toll-free number 1800 419 0124 which operates in regional languages as well.

- Mr.Adithya Ghildyal, who has been associated with HR dept of CNH for passed 32 years oriented the students about the Company and HR policies
- The Employees Relationship is very harmonious that there is NO TRADE UNION FOR PAST 23 years
- They follow World Class Manufacturing instead of Total Quality Management
- The company has aunthentic certificate from Ministry of Labour and Movement
- Activities involved in CSR was well explained
- The hospitality provided by the company was very commendable
- The students were able to relate the Factories Act, 1948 and other Labor law provision during the shop floor visit where Mr. Kumar had answered the queries
- Mr. Adithya had informed the students that they can approach him for Block placement in their company if needed
- The session ended with group picture

STJ ELECTRONICS PVT. LTD.



ORGANISATION PROFILE

"SAVIOR" is the most established brand in the field of Attendance and Access Control systems. The wide array of integrated solutions spanning across biometric, smart card and associated applications enhance customer confidence earned a reputation as a "complete fool-proof solution provider". We possess the capability to customize integrated offerings to match customer needs. Their ability to focus on customer service (ISO 20000), Quality (ISO 9001) and total security (ISO 27001) has catapulted us to maintain our industry leadership. Our geographical reach (more than 50 locations Pan-India) and complete control over customer experience (support function is managed exclusively in-house) has enabled them to service over 30,000 installations over the past few years.

The aptitude to make homogenous solution for Indian conditions where ambient and challenging weather conditions has made them a trusted name in this Industrial Segment. The ability to furnish "single-window" solutions for the Indian workforce which in compliance to Indian laws and regulations have been their hallmark.

- There were totally 5 professionals from the HR team who came forward to give a clear picture about the holistic view of the company and policies. Out of them, Ms. Luci Binoj and Mr. D'Souza were extraordinary
- Contents which was discussed in the session:
- Work force management System comprises of Employees, Contractors, Subcontractors, Labors, visitors, Consultants, Apprentices, Drivers, trainees and Service engineers.
- Hiring is done based requirement of Highly skilled, Skilled, Semi-skilled and Unskilled.
- Types of users : AD Authenticated and AD Bypassed
- Alert Mechanism is used for following areas like: Medical date due, Labour license expiry, ISMW expiry, Work Order Expiry, Safety Induction Training Due, Insurance Policy expiry due etc
- Employees Life Cycle
- ERP systems
- Important metrics on which Deloitte audits: Time to hire, cost of hire, Early leavers, time since last promotion, time since probation, revenue per employee and performance appraisal
- In order to facilitate multi-tasking discussion was happening even during lunch
- Mr.D'Souza emphasized on students using professional jargons henceforth
- The session came to an end after the office tour where roles and responsibilities of every department was explained followed by a group picture.

HOTEL TAJ MAHAL

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ORGANISATION PROFILE

Taj Mahal, New Delhi, located in the heart of the city, stands as tribute to legendary hospitality and service, complementing the broad leafy boulevards of Delhi's chief architect, Sir Edwin Lutyens. Central to The Taj Mahal Hotel's prominence is its old-world grace and charm, blended effortlessly with contemporary comforts and amenities. Its close proximity to the seat of government, the city's diplomatic corps, commercial hubs, cultural centers and iconic heritage wonders, has furthered the hotel's reputation as the epicentre of the capital. Taj Mahal, New Delhi provides luxury like none other. All around, grandeur meets elegance—antiques, priceless art, and traditional accents and colours are impeccably woven together with contemporary style and modern amenities. The 292 luxurious rooms including 26 suites, all of which offer stunning aerial views of Delhi's historic skyline, or the one-of-a-kind Presidential Suite, are all perfected to host dignitaries and celebrities from across the globe. The hotel's entrance is portal to centuries past, and the architectural triumphs of the city date back to the 7th century.

- Mr. Binu Nair, the Head HR of Hotel Taj Mahal took an hour amidst his busy schedule to help the students understanding the role of HR in an hospitality sector. Since he had a back ground of Social Work, it was helpful to both to resonate well
- He explained about various dimensions of the hotel which is as follows: Recruitment, Sources of people, induction, Skills, Department, Job evaluation as per role, travel, learning and development, payroll, employees relation, separation etc
- Various retention strategies used by the company was discussed
- Number of departments in the hotel was listed by him along with their roles
- Mr. Binu had explained about employees life cycle in a lucid manner which was analogical to a humans birth cycle
- Attitude of an employee is very important regardless of the skills he owns. He would neither be recruited nor stay in job if he/she has wrong attitude
- CSR activities like Keeping the museum clean, helping women child in education under TATA trust etc was discussed
- Skill set required by the HR professionals was highlighted
- The comparison of employees lifecycle with human life cycle was very clear
- The hotel back side tour was very helpful in understanding the functions of various department however entering kitchen without the head mask was a drawback
- It would have been very courteous had the hotel offered the students minimum a glass of water

SPECIALIZATION VISITS

(MEDICAL & PSYCHIATRY VISITS)

THE LEPROSY MISSION TRUST INDIA



ORGANISATION PROFILE

The Leprosy Mission was founded in 1874 as 'The Mission to Lepers' by an Irishman named Wellesley Cosby Bailey, in Ambala, India. Subsequently in 1973, The Leprosy Mission Trust India (TLMTI) was registered as a Society under the Societies Registration Act of 1860. TLMTI is the largest leprosy-focused non-governmental organisation in India and is headquartered in New Delhi, India. The organisation works with people affected by leprosy and other neglected tropical diseases (NTDs), people with disabilities, and marginalised communities, especially women. TLMTI has a diverse set of programmes – Healthcare, Sustainable Livelihood, Community Empowerment, Advocacy, and Research and Training. These programmes are implemented through 14 hospitals and two clinics, six vocational training centres, five residential care homes for elderly persons affected by leprosy, community empowerment projects, and a research laboratory, spread across 10 states of India.

- Dr, Rajiv and Dr, Sanjay gave us orientation about the epidemics of the disease, therapies and drug used to treat leprosy. A documentary on the struggles of patients with leprosy was presented. Then the trainees were taken to the campus tour.
- The founder of the leprosy mission was an Irish Priest, wellesly. Leprosy is also known as Hansen's disease HD after the scientist who discovered M.leprae in 1773.
 During 3500 BC till 17 leprosy was known us unknown disease caused by unknown causative agent.
- WHO has recommended multi drug therapy MDT Model to treat HD patients for free
 of cost. WHO MDT are a combination of rifampicin, clofazimine and dapsone. The
 duration of therapy is usually six to twenty four months depending on the type of
 leprosy. India is considered as the point of origin of leprosy with skeletal evidence of
 the disease dating to 2000B.C.
- Doctor Paul Brand was the pioneer of reconstructive surgery which was done in India, CMC Vellore. The doctor told they have one surgeon to treat deformity correction to treat the patient Under the single dose prophylaxis guidelines 2019 June the govt has recommended to
- Assure the patient
- Treatment
- Counselling should be done
- 'CAREAFTERCURE is an important concept should be ensured
- The session came to an end after the hospital tour where roles and responsibilities of every department were explained followed by a group picture.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES



ORGANISATION PROFILE

AIIMS (New Delhi) is governed by the All India Institute of Medical Sciences Act, 1956. AIIMS was established in 1956 in New Delhi after then Prime Minister of India Pandit Jawaharlal Nehru's initial proposal .The role of AIIMS in patient care is not confined to our own hospital. AIIMS has trained physicians and surgeons who have fanned out across the country and abroad. For decades a large proportion of neurologists, neurosurgeons, cardiac surgeons, paediatric surgeons and gastroenterologists were from AIIMS, simply because they were the first to start courses in these super specialities. New AIIMS have D M courses also in endocrinology and medical oncology. The nation has invested heavily in AIIMS from its doubt that AIIMS meagre resources in an attempt to provide the best possible health care to its people irrespective of their paying capacity. Few would has fulfilled its commitment

- Medical social Service Officer MSSO Mr. Vivek singh gave us the orientation and explained about the social workers role in AIIMS.
- Student intern from IGNOU took the students for the campus tour.
- Miss Meghna, research scholar in community medicine department explained about her role in the department and the projects they are involved in.
- AIIMS was established in 1956 in New Delhi .it is governed by the all India
 institute of medical science act 1956. The first social worker appointed on
 1960 later on separate cadre was given to the social workers. During 1997
 Medical social workers were referred as Medical Social Service officer.
- They focus on three major domains such as Education, research and patient care .Their major role is to create therapeutic network.
- Psychosocial and economic assessment is done by the MSSO. They assist the
 patient from below poverty line to get their medicines free of cost, to avail
 benefits from the government etc.
- Information was provided about various central government scheme, Rashtriya Arogya Nidhi RAN by The Ministry of Health and Family Welfare. Under this scheme, the patients in BPL avail upto 15lah rupees for treatment if they have ration card. According 201 to 2015 statistics 6% of people have been benefitted under this scheme.
- The social worker in AIIMS also works as a coordinator in Organ transplantation committee.
- Social Workers Day 3rd Tuesday of every March.
- The session came to an end after the hospital tour where roles and responsibilities of every department was explained followed by a group picture.



ORGANISATION PROFILE

NIPMAN Foundation works in the areas of Health, Dignity and Happiness for Persons with Disabilities and for the underprivileged sections of the society. The foundation has worked with the CISF/BCAS, to ease security procedures for the PwD's, India's biggest restaurant aggregator Zomato, to add wheelchair access filters to restaurants and has given presentations at corporate giants like Deloitte, Accenture, Goldman Sachs etc. Apart from conducting sensitization workshops, the CEO of Nipman Foundation has filed multiple cases against the Delhi government in the Delhi High Court demanding a mobility audit of Delhi, roll back of the Odd-Even scheme, and increase in the number of low floor accessible buses.

The Foundation runs a crowd-sourcing platform connecting donors to those who cannot afford wheelchairs, Wheels For Life (www.wheelsforlife.in). When the Goods and Services Tax came into effect on 1st July 2017, disability aids that were earlier tax-free came under the 5% tax ambit. We filed a Public Interest Litigation in the Supreme Court of India demanding the tax on disability aids be reversed. The Court has issued notice to the central government.

- Miss Neha gave us the orientation about the foundation. Mr. Nipun Malhotra, co founder interacted with the students and asked each and every student about their expectation to learn from this session.
- He presented his documentaries for the students understanding on disability.
- The three main A's, Accessibility Attitudes Affordability was explained by him. The Nipman Foundation is a partner to the accessible India campaign.
- Nipman Foundation's initiative Wheels For Life. Its main objective is to ensure that persons with physical disabilities have access to facilities they need to live an empowered life.
- Insights regarding the attitudinal effect on the persons with disability why attitude is so important to sensitise the society.
- Mr. Nipun pointed out basic things in society which is remained inaccessible by the persons with disability such as the person who has locomotor disability couldn't have access to climb the steps to get inside the public transport how can someone access the special seats inside the transport without the access to get in the transport first.
- Miss Neha explained about her role in the foundation. She helps to file a case and in the matters of lobbying
- During the students observation it was evident that, the office itself did not have enough accessibility for the persons with disability
- There are no social workers working in NIPMAN. The staff are from different background and there was little scope for intellectual disability and it works predominantly for locomotor disability

SPECIALIZATION VISITS

(COMMUNITY DEVELOPMENT)

KHUDAI KHIDMATGAR



ORGANISATION PROFILE

Sabka Ghar (a home for everyone) is a house in Okhla's Gaffar Manzil area in South East Delhi. It was bought and set up by Khudai Khidmatgar, an NGO, and aims at blurring communal boundaries. The place offers people a stay of anywhere between 3 days to six months, during which, people belonging to different faiths live together to develop an understanding and respect for each other. Activists and human rights workers often limit themselves to seminars, symposiums and talks. There is a need for a more practical attempt to remove the ills from society. Already, eight people from six States have applied there. Khudai Khidmatgar, which literally translates to 'servants of God', was a social reform movement led by Khan Abdul Ghaffar Khan, also known as The Frontier Gandhi. *Sabka Ghar* was set up on the concept that people from across the country stay with each other for a certain time to understand the kind of problems they face and develop a different point of view.

- The organisation thrives to remove prejudices against each other, for development in the country.
- The organisation is open to accept all beliefs irrespective of caste, religion and race
- They are a collective volunteers who are different by professions yet they collectively work for the societies welfare
- The place offers people to stay there anywhere between 3 to 6 months, during which people belonging to different faiths live together to develop an understanding and respect for each other.
- Dr,kushal and Sushil Ahmeed explained the students about their pre-independence history of India, khudai khidmatgar, which literally translates to 'servants of god'.
- After the session the students were taken on to a community tuition centre where children are given free tuition and encouraged to take up education seriously irrespective of their economic state.
- They were really generous and provided the CD students with delicious lunch.

ENVIRONICS



ORGANISATION PROFILE

Environics Trust is a not-for-profit research and community development organization. Their mission is to evolve innovative and evidence based solutions to the problems of community development that respond to the diversity and complexity of specific eco-systems and socio-political-cultural environments. Environics conducts participatory research on issues of environmental and human behavior and uses these outcomes for innovative community development programs.

Environics provides research and evaluatory services to international, national, state and local institutions. Environics works directly with marginalized communities such as those in the mountain regions, tribes, and communities adversely affected by mining and industrialization.

The mission of the Environics Trust is to evolve innovative solutions to the problems of community development. Environics Trust reaches out to mountain, mining, marginalized and coastal communities. Each community responds to the diversity and complexity of specific eco-systems and social environments. Environics implies the study of the influence of the environment on human behaviour. Environics Trust interprets it more comprehensively as the mutual influences of environment and social behaviour and attempts to explore this critical area through its programmes focused on communities.

Alisha khan who specialises on map making gave the students a brief lecture on Delhi's air pollution and its major contributors,

She also gave out few steps to maintain a balanced environment quality.

- To conduct research and development on environmental issues and human behavioural aspects;
- To implement programmes for community development;
- To promote art and culture, innovate and implement technical and institutional designs for an integrated development of the society;
- To assist, guide local governments, state and central government and international agencies in their development efforts;
- To provide assistance to communities to redress injustices and uphold their rights;
- To diffuse useful, educational, literacy, social, academic, professional and other knowledge;
- To apply results from scientific research for protecting local and global environment;
- To promote Environics as a discipline converging various subjects related to environmental sciences and human behaviour.
- They continue their activities in the Himalayan mountains and now reaches out to
 other communities such as Mining affected communities, marginalized communities,
 disaster affected communities such as coastal communities and the displaced
 communities.
- The diversity and the complexity of the mountain ecosystems can be addressed only with a thorough understanding of the environment;
- The potential of the ecosystems has to find expression in economic and ecological value terms:
- The economic efficiency of the primary production systems will have to be considerably raised without diminishing their ecological value;
- The critical role of Women in the design of development processes have to be recognised and consciously incorporated;
- Communities and their institutions have to become self-dependent in Resources, Technologies and Investments;
- Marketable surpluses have to be generated and value-addition must occur at local levels and
- Strategic interfaces have to be developed with the outside world, so that integration with the larger economy is mutually beneficial.

- Their work place is entirely powered by solar panels which was really fascinating
- They have also created a small art exhibition of artworks of unique ideologies and techniques
- They were very generous in providing the students with dinner and concluded by taking a group picture.

COMMON VISITS

DELHI SCHOOL OF SOCIAL WORK



There was an orientation from three distinguished people namely **Prof. Sanjay Bhatt, (The President of National Association of Perinatal Social Workers), Prof. NeeraAgnimitra(Head Of Social Work Department) and Prof. Nina Pandey (Director).**

The students were explained about the practices followed in DSSW regarding screening of students for the course and how is the institution different from other schools of social work with respect to Field Work, Syllabus and Coaching. There was a discussion which happened on number of Social Work institution around India and Chennai in specific where Prof.Sanjay emphasized on knowing about the eminent Social Workers like Ms.Santha Krishnan who started TTK Hospital, Ms.Nandita Das who is a proficient writer, Ms.Malavika das who is an elegant actress, Ms.Jeeja Ghose etc. The session came to an end around 1 p.m where Prof.Sanjay had distributed brochure and Catalogues which he had published out of the funds raised for NAPSW.

LOK SABHA (PARLIAMENT)



The students and professors who had accompanied were check thoroughly more than 4 times for security reasons where all the Electronic Gadgets, Liquid materials etc was asked to be deposited in the counter. In order to be present in the LOK SABHA at3:15 a.m , the procedure to enter and seating arrangement commenced at 2 a.m. The students were given opportunity to witness the live conversation happening in the Parliament where eminent personalities like Ms.Kanimozhi etc were present. The students were expected to sit still without any physical gestures. After 45 minutes of watching, the students had their snacks in the canteen where the food was available at a subsidized rate.

EXPLORING NEW DELHI

Other than the organisation, students also visited the tourist places like India Gate, Qutub Minar, Rashtrapathi Bavan, Sarojini Nagar Market Place, Connaught Place.

EXPLORING NAINITAL

Nanital was entirely about the exploring nature's beauty at its best, the trip was fun except few compromises due to the students limitations to the climatic conditions



BUDGET

S.NO	AMOUNT RECEIVED	AMOUNT in rupees
1	AMOUNT RECEIVED FROM STUDENTS 13000*37	4,78,000
2	AMOUNT RECEIVED FROM STAFFS 5000*2	10,000
		4,88,000
	AMOUNT SPENT	
3	SPENT	2,95.490
4	BALANCE EACH STUDENT WILL RECEIVE 5200	1,925,10