

NATIONAL SOCIAL WORK PERSPECTIVE

DATE: 17.11.2014- 26.11.2014

PLACE: KOLKATA

STAFF: PROF. A. JOHN JEYAKUMAR, PROF. A. NERENJANA

INTRODUCTION

The journey towards Kolkata began from Chennai Central at 8.55 am with the best wishes of Dr.Gladston, Head of the Department. The journey was smooth and pleasant as it was filled with fun and entertainment. The students were provided with snacks and water in regular intervals. They reached Howrah, Kolkata at 12.05 pm on 19.11.14. They were accompanied by Fr.Alphonsetowards Prabhu JisurGirja. The students were extended a warm welcome by Bro. Christu Raj, the Campus Minister. They had lunch at 2 pm after having a refreshing bath. They visited Sisubavan& Mother house at 4 pm. They interacted with the kids and the sisters of charity. The interaction revealed the social work values of the students such as empathy and love for the deserving. It was followed by the visit to St. Xavier's college at 5.45pm. The students reached the residence around 6.20 pm and it was followed by a short evaluation with Prof. John Jeyakumar as the moderator. The following points were discussed during the evaluation: the journey from Chennai to Kolkata, the snacks and water served in the train, the visit to Sisubavan, Mother house and St.Xavier's College. The students had supper at 7.30 pm and had meetings according to their specializations.

DATE: 20/11/2014

SPECIALIZATION VISIT ONE

COMMUNITY DEVELOPMENT

The community Development specialization students eight of them went to Ankur Kala at 9.30am. Prof. John Jeyakumar accompanied the CD students.

1. ANKUR KALA

Purpose: Handicraft training to Destitute women.

Aims/Objective/Mission:

The meaning of Ankur kala is "*Seeds of Hope*". The target group is destitute and marginalized women and children in urban as well as in rural areas in West Bengal.

The Ankur Kala model focuses more on training these women to become self-reliant instead of finding them dole money to carry them through their shameful lives. Its 'training for empowerment' and finally 'rehabilitation' of the marginal and destitute rural and semi-urban women through entrepreneurship development programmes, rightfully aimed at instilling self confidence and dignity to their lives, thus enabling them to stand up to economic and social exploitation. The training is given through various departments as per the interest of choosing the area of work. There the students got direct exposure visit to Handicraft training institute.

2. INSTITUTE OF SOCIAL WORK

Purpose: Women's issues

Aim/Objective/Mission:

The organisation aims to reform the social condition of the poor and neglected section of our society especially the women who have always been the oppressed ones in the rural areas. It aims to achieve this through mobilization of its awareness and orientation programmes. These programmes provide economic independence for women so that they can fight for their rights and receive proper education and training to make their life more meaningful.

MEDICAL AND PSYCHIATRY

1. ANTAGARAM HOSPITAL

It is purely a rehabilitation center situated at Govandapuram, Kolkata. It is registered under West Bengal Societies Act. The services rendered include the ever-increasing complexities of modern life are creating more problems for the human mind than it can cope with. Mental illness, including addiction and alcoholism, is assuming greater proportions as challenging social problems. Antara is a response to this challenge.

It strives to extend a helping hand to the mentally-distressed in ways more than one. the services tendered by the Antara Society are - Psychiatric inpatient treatment and rehabilitation through pharmaco-therapy, psychotherapy, occupational and aesthetic therapy, Psychiatric and general medical outpatient consultation, medication, counseling and guidance services, Community mental health outreach through satellite clinics in rural areas, and Education and training in various mental health domains in schools and the community.

Objectives:

- To run a voluntary association of social workers and psychiatrists for the purpose of assisting, rehabilitating and treating the mentally disturbed...irrespective of caste, colour or creed.
- To provide outdoor, indoor and domiciliary treatment to the mentally ill, including alcoholics and drug addicts.

- To conduct research and training for the development of the healing of the mentally ill.
- To establish in Kolkata and elsewhere centres and branches for expansion of the activities of the association

The trainees interacted with the inpatients and visited Drug Rehabilitation unit.

Learning Experience:

- Together to work with a deep commitment.
- The comprehensive care and rehabilitation services.
- The way and how to Support of needy psychiatric patients and families in the community.



2. SANE AND ENTHUSIAST VOLUNTEERS ASSOCIATION OF CALCUTTA (SAVAC)

Orientation was given by Dr. Prativa Sengupta, Chief Psychologist of SEVAC. The project aims at four dimensions. They are Educational, Cultural, Horticulture and cotton training. It includes out door clinics, mental health facilities cum Halfway Home (For crisis intervention and rehabilitation).

Aim:

To work with dedication for the cause of the mental patients and other vulnerable groups, giving emphasis on their human rights promotion

Objective:

SEVAC would emerge as a Centre of excellence in the field of Mental Health & Human Rights if adequate resource is available.

Learning Experience:

- To work with voluntary workers where from different states.
- To address the problems of the mental patients with a holistic approach
- The Human Touch
- The Human Care
- The Human Dignity

**HUMAN RESOURCE MANAGEMENT****1. DON BOSCO NITIKA**

It is an institute that trains students on Hotel management. It focuses the deserving underprivileged youngsters. The students learnt about the hotel management industry

Learning Experience:

There are four major departments in any business concerned with hotel management. They are

1. Food and Beverage
2. Food and Beverage production
3. House Keeping
4. Reception

The other departments involved in the hotel management are Human Resource Management, Accounts, Maintenance, Security, Stores and Purchase.

The Role and Functions of HR Manager

1. Recruitment in line with the requirements of the organization
2. Payroll
3. Promotion
4. Performance Appraisals
5. Awards
6. Employee Relation
7. Separation

Job Specification for Recruitment into Hotel Industry

1. Basic Educational Qualification
2. Communication
3. Grooming

2. CENTRE OF INDIAN TRADE UNION (CITU)

Learning

1. Welfare Fund schemes is given for the transport Beedi Fisheries and for the informal and Unorganised Sector which includes 40 categories of work.
2. For construction workers pension, Accidental and Medical Assistance, maternity, Educational subsidy for two children, House building loan, Assistance to purchase tools are provided.
3. For Beedi workers house building subsidy is provided. Recently Government of India gave Rs. 20000 and the state government Rs.2000 as subsidy.
4. RSDY- Employees contribute Rs. 30 per year and get the benefits for themselves, spouse, parents and their two children. Biometric card is provided which contains the photograph of the employee and the details of the beneficiaries. It helps them to receive the medical allowance upto Rs. 30000.
5. Administration Structure
 1. National Committee
 2. Provincial committee
 3. District Committee
 4. Recognized unions

They learnt about The Changes made in Apprentices Act and Contract Labour Act.

HUMAN RIGHTS

1. DISHA- DIRECT INITIATIVE FOR SOCIAL AND HEALTH ACTION

The trainees reached the Ngo at 11 am and interacted with Mr. Sasanka Dev, the director on various topics such as human rights violation, environmental pollution and social health in india. A critical comparison was made between the human rights protests in Tamil Nadu and Kolkatta. The trainees were provided with the publications and the profile of the Agency. The trainees learnt about the advocacy role, literature development process, awareness campaign in order to safe guard the rights of individuals, community, and society at large.

2. NATIONAL HUMAN RIGHTS COMMISION'S CONVENOR OFFICE

The trainees learnt about the process of addressing human rights issues by national human rights commission and various criminal justice sectors. The secretary of the HRC(west Bengal) explained about the violation of the Human Rights among kolkatta population.

3. CHILD RIGHTS AND YOU (CRY)

Mr. Saradindu, The coordinator of cry made a power point presentation about the Agency it's a donor organization which supports child rights based Ngos and also they do advocacy role in policy making. Audio, video and text documentation were made as evedencial data.

DATE: 21/11/2014

SPECIALIZATION VISIT TWO

COMMUNITY DEVELOPMENT

1. ECONOMIC RURAL DEVELOPMENT SOCIETY (ERDS)

Objective:

- To develop socio-economic condition of the poor
- To empower the weaker section of the society
- To enhance public awareness among them of their rights and responsibilities.

Learning Experience:

Trainees learnt about various activities of the agency as follows:

- Empowering women through SHGs.

- Providing Education facilities to single parent and abandoned children in rural area
- Providing agricultural assistance in using new techniques and small scale businesses such as mushroom cultivation, kitchen gardening, vermin composting etc.
- Creating awareness about sanitation and providing sanitation materials.

2. VIKRAMSHILA EDUCATION RESOURCE SOCIETY

Objective:

- Help create an equitable society free from injustice and exploitation.
- To create demonstrable models of good education practices.
- To engage with the system we want to change.
- To network with like-minded organization.
- To provide qualitative career training to students.

Learning Experience:

Trainees learnt about various activities of the organization such as:

- Naba Disha Project which brought the children into an educational environment in collaboration with city police and instilling in them a sense of responsibility, organization and essential life skills.
- Periodical technical training to school teachers in the state of West Bengal.
- Education to Employability project in Bengali-medium schools to offer soft skills and communication training and career counseling to make them employable.

3. MINISTRY OF URBAN DEVELOPMENT, GOVT. OF INDIA, KOLKATA-1, WEST BENGAL.

Objective:

- To help large scale and small scale industries growth by purchasing goods from them
- To provide stationary goods to central govt. offices in minimum price.

Learning Objectives:

- The trainees learnt the Administrative Structure of the department.
- The trainees visited various sections in the department.
- The trainees learnt about tender and purchase system in the department.

MEDICAL AND PSYCHITRY

1. ASHA NIKETAN

Mission:

Make known the gifts of people with intellectual disabilities revealed through mutually transforming relationships.

They specially work for the mentally Retarded people. They work with 5 communities in India and 140 communities all over the world. Head office is in Bengal. They have two residential homes around Thangra along with day care center. They provide different vocational training for the patients.

Learning Experience:

Learned how the love and care plays more important part in healing the Mentally Retarded Patients patients.



2. PARIPURNATA

Aim:

The services from the Government and from the other resources should reach the mentally ill patients in the right time.

PARIPURNATA means Wholeness they specially work for psychosocial rehabilitation of mentally ill Women. They give both psychological and social support for the women in rehabilitating process.

Vision:

A society where equally, justice and peace prevails, without any discrimination and marginalization on basis of caste, creed, gender, economic status, disease and disability.

Mission:

To envisages championing the cause of the marginalized mentally ill women, and strive for their mainstreaming in society in order to restore their rights and dignity.

Learning Experience:

- How to use the government resources for the mentally ill patients especially for women.
- How to use the IDEA standardized scale for disability in an effective way.



HUMAN RESOURCE MANAGEMENT

1. CDC PRINTERS PRIVATE LTD

VISION – Lasting Impressions

Mr. Ashok Jaana, General Manager (Operations) gave the orientation on the process of Printing. They visited various departments such as Admin, Sales, Accounts, Delivery, Pre-press and Post-Press. The employees are provided with Canteen and other welfare schemes like ESI, PF, and Gratuity. The students observed the latest CNC machines used for printing. The company has implemented TQM and 5S techniques.

2. EDCONS EXPORTS PVT LTD

VISION:

To stimulate and nurture the intrinsic desire in people to learn, grow and enhance performance to achieve business success and growth.

HR GOALS

- Recruit and Retain high caliber employees
- Great opportunities for professional growth and satisfaction
- Foster employee relation
- Providing occupational health services.

It has 103 employees. Preventive measures are taken to prevent occupational diseases. They are provided with PPE.

DATE: 22/11/2014

COMMON VISIT ONE

PRAYER SERVICE:

Inter- Religious Yoga was conducted by Antony Lourthuraj. The students were happy as they were exposed to Indian way of prayer.

COMMON VISIT

VISIT -1 (ZOOLOGICAL PARK)

The students left for Alipur Zoo at 8.45 am. They reached around 9.15 am. They were given two hours of duration to explore to zoo. They were enthusiastic as they observed a variety of animals such as Lion, Tiger, deer, zebra and a range of birds, reptiles and the like. They gathered near the gate at 11.30 am and the visit came to an end.

They also visited a aquarium which was located opposite to the zoo. They were happy to see a great number of fishes.

VISIT - 2 VICTORIA MAHAL

Students reached Victoria Mahal around 12 pm through local transport. They were taken by by the beauty and splendor of the palace. There was a display of the depict of ancient Kolkata, ancient paintings, Historical Monuments, Weapons and Guns used for war, piano, royal robes and statutes of the governors and the gold coins. The students had a group photo at 12.45 pm and proceeded for lunch.

VISIT – 3 INDIAN MUSEUM

The students reached Indian museum at 3pm. They spend their time till 3.30pm. they observed archaeological display, display the fiscals, mummy which was 4000 years old, coins used in different periods of Indian history, zoological display, the ornaments and robes used by queens and kings, house front from used in Kathiwar which was used in 6 th century and so on.

Then the students went for shopping and came for dinner at 7.15 pm.

DATE: 24/11/2014

SPECIALIZATION VISIT THREE

COMMUNITY DEVELOPMENT AND HUMAN RIGHTS

The students from community development and Human Rights went for an exposure on 24-11-2014 to two international organizations. Such as Hope foundation and International Justice Mission.

1. HOPE FOUNDATION

Aim:

Hope is dedicated to promoting to protection street and slum children primarily in Kolkata and the most in underprivileged in India to promoting independent and lasting change in their lives.

Vision:

A world where all children are valued, safe and cared.

Hope Foundation is committed to providing sustainable development for the underprivileged and vulnerable members of the population with special focus on children and persons living in difficult circumstances by acting as a facilitator through “*community development providing education, vocational training, health awareness and service, shelter, nutrition counseling, recreation, rescue and rehabilitation, repatriation awareness on rights, emergency relief, capacity building, fundraising, socio-economic, cultural and spiritual development*” regardless of race, sex, religion or politics to achieve goals.

Learning Objectives:

- From the exposure visit the students learned that, International networking system with other organizations and agencies.
- Various strategies using for betterment of the target group especially children.
- Learned that holistic care and various developmental approaches for the growth of the children.
- Under going Rescue operations and projects to protect children from violence.
- Successful child rescue operations of Kolkata hope foundation.

2. INTERNATIONAL JUSTICE MISSION

The organization is famously known as IJM. Around 2.00pm the students were reach the organization. Followed by Mrs. Malariee took a brief presentation on IJM, Its activities and the some operations.

Target group and the Work

Rescuing operations for women and girl children from human sex trafficking throughout the world.

PowerPoint and video Presentation

The presentation has done by Mrs. Malariee. The presentation covered following things...

- Worldwide slaves and their history.
- Public justice system- Roles of police, prosecutors, judges and social workers in the rescuing operations.
- Statistics of previous years and present year.
- Various Challenges undergone while rescuing women and children.
- After the rescue operations various care to affected persons.

Learning Experience:

- Successful undergone operations of the IJM and strategies were used.
- Practical model practices before start the real operations.
- Coordination and collaboration with Police, Judges, and other Voluntary organizations.
- Professional Challenges of IJM while doing rescue operations.

MEDICAL AND PSYCHIATRY

1. NATIONAL INSTITUTE OF BEHAVIOURAL SCIENCE (NIBS)

National Institute of Behavioural Sciences is a voluntary organization (NGO), registered under West Bengal Societies Registration Act 1961 since 1989. We are involved in health related activities pertaining to psychological as well as physical.

NIBS has been running outdoor patient clinics for the treatment of mentally sick patients and the drug dependents, at 7 & 8 CIT Road, Kolkata - 700014 (near Moulali).The clinic provides services six days a week. A team of competent psychiatrists, psychologists, general physicians, neurologists, special educator, dietician and social workers run the outdoor clinic. Besides, NIBS also carries on

regular rural mental health camps in Rangabelia, a remote and marooned locality in Sunderbans Delta of West Bengal, India.

Vision and mission:

To render complete mental health care to all sections of the society with special stress of the poor ones, slow learning students, teachers and those who feel themselves in absolute solitude.

Management:

- Psychological counseling (both individual and group sessions) to help the sports people to come out from their problems and to enable them to cope up existing reality, in turn, to assist to help them to perform their level best.
- Behaviour therapy (practicing relaxation, using bio feedback techniques and other psychotherapeutic aids).
- Psychological counseling and guidance to all the coaches (group sessions and individual sessions).
- Periodic workshop on psychotherapeutic intervention and utilization of psychological aids.

Learning Experience:

- To identify the need in the community and how to make them aware.
- How to provide the services to the community.
- The importance of giving awareness to the school students were discussed and accepted to make more care on the student community.



2. MISSION OF MERCY HOSPITAL & RESEARCH CENTER

The Mercy Healthcare Network is a multi-speciality network of hospitals and clinics throughout Kolkata that effectively treat an array of medical needs. The entire staff is committed to providing accessible, sophisticated medical care to all patients at an affordable price.

Mercy Hospital is dedicated to serving those unable to access or afford medical treatment. The rural clinics serve those who could not otherwise afford medical expenses by offering **free healthcare** to 40% of the patients. Beside basic medical care, also provide free cleft palate and lip surgeries and free monthly medical treatment to children suffering from thalassemia and leukemia.

Learning Experience:

- The service provided through the health care networks.
- The medical resources that reach all the community.
- Skills to improve the lives of patients at Mercy Hospital and our Healthcare Network.
- 24 hour emergency care unit with affordable doctor care.



HUMAN RESOURCE MANAGEMENT

1. INDIAN TOBACCO COMPANY

The students were extended a warm welcome by Mrs. Ranu, Human Resources. Mr. Ankith, the Branch Manager, addressed the students and introduced the HR team to the students. Mr. Manish, Head, Human Resources interacted with the students and identified the need of the visit. It was followed by the presentation of Mr. Vipul, Junior Executive, Human Resources. The business process was explained. There are two steps involved. They are primary manufacturing department and the secondary manufacturing .

DATE: 24/11/2014 TO 26/11/2014

JOURNEY TO DARJEELING

The students began to return to the residence from 4.30pm onwards and got ready to leave for Darjeeling.. The journey to Darjeeling from Sealda began at 8.30 pm. The train reached N.J.K around 7.30am the following day. The students left for darling an 6 Innova Cars. They reached around 12.30pm and had lunch at 1.30am left from zoo.

Zoo

The climate was awesome at padmaja Naidu Himalayan Zoological park. It was amazing to look at certain rare animals face to face like the black leopard, tiger, bear and so on.

Himalayan Mountaineering Institution

It is a mountaineering institution founded in the early 50's by late Prime Minister Pundit Jawaharlal Nehru. There was a museum related to mountaineering and the history of the institution. The students felt proud to visit the tomb of Tenzing, the first one to reach Everest which is a pride to the nation.

Market

The students were enthusiastic in purchasing warm clothes which are unique to the location. The students had dinner at 7pm which was followed by evaluation. The students retired to bed at 8.30pm.

Raising & Tiger Hills

The students got up at 2.30am and got ready at 8.30am and took up the journey in five cars. The students went up to the tiger hills at 5am to see the sun rise. Biting cold of Darjeeling could not win against own interest to see the sun raising against the tiger hills and which was the first experience for the majority.

Buddhist Temple

India's multifaceted nature in religion was realized in the visit to Buddhist temple. There are 30 monks residing in the monastery.

Tibetan Refugee Camp

The camp started around 1950 which contains the workers who are Tibetan refugees, who work for their working process. They are given 3 times meal and Rs.30 per month.

Tea Estate

The students visited tea estate which was at extraordinary view. The students bought Darjeeling tea leaves from that estate.

Conclusion

The journey had a great beginning and a happy end. The students reached back on 29/11/2014