



# **BIJUPATNA INSTITUTE OF INFORMATION TECHNOLOGY & MANAGEMENT STUDIES (BIITM), BHUBANESWAR**

Plot No. F/4, Chandaka Industrial Estate, Infocity, Patia, Bhubaneswar-24

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## **SUMMER INTERNSHIP PROJECT 2023**

### **REPORT TITLE**

Personnel File Management as per NABH  
standards

### **SUBMITTED BY**

**Satabdi Swetapadma Roul**

**MBABatch: 2022-24**

**University Regn. No: 2206258244**

#### **Faculty Guide**

**Dr. Smaranika Dash**  
**Asst.Prof.(HR)**  
**BIITM, Bhubaneswar**

#### **Corporate Guide**

**Mr. Pradosh Pati**  
**Human Resource,**  
**Ashwini Group of**  
**Hospitals, Cuttack**

## **CERTIFICATE OF INTERNAL GUIDE**

This is to certify that Ms Satabdi Swetapadma Roul, bearing university registration no 2206258244 of 2022-24 batch, has completed her summer internship at Ashwini group of hospitals, Cuttack from 01-09-2023 to 30-09-2023 under my supervision and guidance. She has submitted this project report for partial fulfilment of the requirements for award of Master of Business Administration degree at Biju Patnaik Institute of Information Technology and Management Studies, Bhubaneswar. To the best of my knowledge and belief, this project report has been prepared by the student and has not been submitted to any other institute or university for the award of any degree or diploma.

Date:

Place: Bhubaneswar

Dr. Smaranika Dash

Assistance Professor of HR

BIITM, Bhubaneswar

## CERTIFICATE FROM EXTERNAL GUIDE



**ASHWINI  
HOSPITAL**  
empowered to heal...

(Unit of Cuttack Hospitals Pvt. Ltd.)

Ref No.: HRD/INT/2023/012

Date: October 11, 2023

To

Satabdi Swetapadma Roul

Kalarapala, Mahatipur, Balasore, Odisha-756048

Subject: Completion of Internship

This is to certify that **Satabdi Swetapadma Roul** has successfully completed internship in **Human Resource** department on "**Personnel File Management as per NABH standards**" from September 1, 2023 to September 30, 2023 at Ashwini Hospital, Cuttack. We are delighted to express our appreciation for your valuable contributions during the course of your internship.

Best wishes for a bright and successful future.

Thanks

  
  
Internal Guide

Mr. Pradosh Pati

Ashwini Group of Hospitals

Sector-I, C.D.A., Cuttack - 753014, Odisha  
(An ISO 9001 : 2008 Certified Hospital)  
CIN : U55101OR1996PTC004421  
Regd No:1070/08

ASHWINI TRAUMA CENTRE  
Plot No - 1-Com-14, Sec-1, CDA  
Cuttack-753014, Odisha  
CIN : U55101OR1996PTC004421  
© 7608005555, 7606005555

ASHWINI LUNG INSTITUTE  
ADITYA ASHWINI HOSPITAL  
Plot No - 329/1929(P), 331/1998,99  
Near Municipal Kalyan Mandap  
Chandrasekharpur, Bhubaneswar  
© 7894005555, 7894025555

ASHWINI SCHOOL &  
COLLEGE OF NURSING  
Plot No : 8 (P), Tangarhuda  
Cuttack SRO - 753014, Odisha  
Ph : 0671-2366600, 7894460333

☎ 0671-2363007-08-09, Mob. : 9238008811, 9238008800 ✉ admin@ashwinihospitalcuttack.com, 🌐 www.ashwinihospitalcuttack.com

## DECLARATION

I, Satabdi Swetapadma Roul bearing university registration no 2206258244(2022-24 batch), hereby declare that the project report title “Personnel File Management as Per NABH Standards” is based on my internship at Ashwini group of hospitals, Cuttack, during the period 01-09-2023 to 30-09-2023 and is an original work done by me under the supervision of Mr. Pradosh Pati (Corporate Guide) and Dr. Smaranika Dash (Internal Guide). This report is being submitted to Biju Patnaik Institute of Information Technology and Management Studies, Bhubaneswar, affiliated to Biju Patnaik University of Technology, Odisha, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration. This project report has not been submitted to any other institute/university for the award of any degree or diploma.

Date:

Place:

Satabdi Swetapadma Roul

## **EXECUTIVE SUMMARY**

If we have even a single employee, you have to deal with human resource issues. From company policies to benefit packages to job descriptions to wages and salaries, everything that governs your employees fits under the umbrella of what an HR manager must address.

An HR audit is an objective examination of our business's HR policies, practices, and procedures. The project is all about employee file audit of Ashwini group of hospitals.

It is important to maintain employee personnel file audits to keep a record of the employee's performance and workplace ethics in addition to compliance reasons.

The Employee Roster Audit and Update Report provides the opportunity to verify records and identify necessary corrections. It should be run at least quarterly but can be run at any time. This process can also be used to make mass updates when there is a change in leadership or a reorganization.

The report (Excel Spreadsheet) is to be used to request updates to work location and supervisor records, which will be processed by payroll. To separate employees, submit the required forms.

Process of conducting an audit includes seven key steps that is followed by the organization;

1. Determine the scope and type of audit.
2. Develop the audit questionnaire.
3. Collect the data.
4. Benchmark the findings.
5. Provide feedback about the results.
6. Create action plans.

All files are audited for content and compliance, restructured as needed. The files are then stored and catalogued. Ongoing maintenance of files is handled by a designated team of HR consultants.

So, the goal of the project is all about the regular auditing of employee files at daily basis if possible or on a quarterly basis to avoid chaos in the organization.

## TABLE OF CONTENTS

<b>Sl.no</b>	<b>Particulars</b>	<b>Page no.</b>
<b>Chapter-1</b>	<b>Introduction</b>	<b>6- 9</b>
	<b>Scope</b>	<b>10</b>
	<b>Objective</b>	<b>11</b>
	<b>Methodology</b>	<b>11-12</b>
	<b>Limitations</b>	<b>12</b>
<b>Chapter -2</b>	<b>Company profile</b>	<b>13 - 28</b>
	<b>Industry Analysis</b>	<b>29</b>
<b>Chapter -3</b>	<b>Competitor Analysis</b>	<b>30 - 36</b>
<b>Chapter -4</b>	<b>Customer Analysis</b>	<b>37- 39</b>
<b>Chapter -5</b>	<b>Analysis and Findings</b>	<b>40 - 47</b>
<b>Chapter -6</b>	<b>Suggestions</b>	<b>48-50</b>
	<b>Conclusion</b>	<b>50</b>
	<b>Bibliography</b>	<b>51</b>

# **Chapter -I**

## INTRODUCTION

Employees are the lifeline of every organization, which entails maintaining employee personnel files to ensure proper on-boarding, work process, and legal compliance. It is important to maintain employee personnel file to keep a record of the employee's training, performance and development needs in addition to compliance reasons.

The personnel file audit maintenance is one of the important parameters to consider when the company has to undertake decisions regarding employees, such as layoffs and promotions. Moreover, the employee personnel file audit checklist is crucial evidence that protects the company from legal hassles if any employee files a lawsuit claiming unjust and unfair termination.

Ashwini hospital is the largest private medical center of Cuttack and was commissioned in 2006 with an aim to provide tertiary level health care in selected super-specialty branches of medicine and surgery situated at sector-1, CDA, Cuttack.

The belief that customer satisfaction is as important as their product and services, have helped this establishment garner a vast base of customers, which continues to grow by the day.

This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company.

In the near future, this business aims to expand its line of products and services and cater to a larger client base.

It is expected that the hospital follows all good HR practices which ultimately makes the hospital a better organization for delivering healthcare services.

In NABH standards there is a complete chapter (chapter 9, NABH 5<sup>th</sup> Edition) devoted for HR management in hospitals. It is expected that the hospitals follow all good HR practices which ultimately makes the hospital a better organization for delivering health care services.

### **WHAT IS NABH?**

NABH is a constitute board of quality council of India (QIC). It sets standards and operates accreditation programs for health care organization.



Formed in 2005, it is the principal accreditation for hospitals in India. It's headquarter is in Delhi.

Organization like the quality council of India and its National Accreditation board for hospitals and healthcare providers have designed an exhaustive healthcare standard for hospitals and health care providers.

Hospitals are assessed on over 600 parameters; the standards are divided between patient centred standards and organization centred standard.

To comply with these standard elements, the hospitals will need to have a process-driven approach in all aspects of hospital activities-from registration, admission, pre-surgery, peri-surgery and post-surgery protocols, discharge from the hospital to follows up with the hospital after discharge. Not only the clinical aspects but the governance aspects are to process driven based on clear and transparent policies and protocols. NABH aims at streamlining the entire operations of a hospital.

NABH accreditation system was established in 2006 as a constituent quality council of India (QIC) the first edition of standards was released in 2006 and after that the standards has been revised every 3 years. Currently the 5<sup>th</sup> edition of NABH standards, released in Aug. 2020 is in use. The first hospital to be accredited by NABH is BM Birla Heart Research Centre, till date more than 838 hospitals in India have achieved accreditation by NABH. In public hospitals, Gandhi Nagar General hospital was the first to get NABH accreditation in 2009.

### **WHAT ARE THE STRUCTURE OF NABH?**

- 10 chapters
- 100 standards
- 514 objective elements

### **WHAT ARE THE 10 CHAPTERS OF NABH?**

#### **Patient centred standards:**

##### 1. Chapter 1

Access, Assessment and Continuity of care (AAC)

##### 2. Chapter 2

Care of Patient (COP)

##### 3. Chapter 3

Management of Medication (MOM)

4. Chapter 4

Patient rights and Education (PRE)

5. Chapter 5

Hospital Infection Control (HIS)

**Management centred standards:**

6. Chapter 6

Continuous Quality Improvement (CQI)

7. Chapter 7

Responsibility of Management (ROM)

8. Chapter 8

Facility Management and Safety (FMS)

9. Chapter 9

Human Resource Management (HRM)

10. Chapter 10

Information Management System (IMS)

**HRM –HUMAN RESOURCE MANAGEMENT**

CHAPTER 9 OF NABH -5<sup>TH</sup> EDITION, 2020

NABH- Hospital HRM standards (5<sup>th</sup> Edition) – 2020

Basics of Chapter 9 of NABH\_ Human Resource Management

13 Standards of chapter 9-HRM

1. HR Planning
2. Staff Recruitment
3. Induction and orientation; Code of Conduct
4. Professional Training & Development
5. Training on Job Description
6. Training on Safety and Quality
7. Performance Appraisal System
8. Disciplinary Action & Grievance Handling
9. Employee Health Need covering Occupational health hazards
10. Personal information as record of employees
11. Credentialing & Privileging of Medical Professionals - Doctor
12. Credentialing & Privileging of Nursing Professionals - Nurse
13. Credentialing & privileging of Para Clinical Professionals

## SCOPE

HR as a strategic partner in business will focus on bottom line enhancement, and will be the key driving force in our business. HR will engage all stakeholders by synergizing their potential to deliver contextual and continual values to the organizational goals.

Human Resource Management requires good planning of human resources while at the same time use the human touch, expertise, and commitment towards ensuring productive use of human capital while at the same time motivating the employees to make them give their fullest potential towards patient care activities in the hospital.

This manual covers the following:

- Discipline
- Recruitment
- Employee Welfare
- Employee Relation
- Manpower Planning
- Statutory Compliance
- Training & Development
- Promotion & Incentives
- Performance Management
- Human resource Planning
- Time office Administration
- Compensation Management
- Joining –Reporting & Induction
- Employee Personnel file Maintenance
- Recruitment and Selection, and Placement
- Employee Health care & Occupational Hazards

## OBJECTIVES

- To provide training and development for all the employees to enable them to achieve the highest level of skills possible.
- To recruit people who have a positive attitude towards patients, themselves and other employees and who are able to give quality service.
- To provide career opportunities which allow employees to develop to their potential.
- To communicate systematically with employees through a variety of channels, positively encouraging consultation and participation in support of objectives and decision taking within the context of institutional leadership and management.

## METHODOLOGY

**1. Research Design:** Research Design pertains to the great research approach or strategy adopted for a particular project. A research project has to be conducted scientifically making sure that the data is collected adequately and economically.

The study used a descriptive research design for the purpose of getting an insight over the issue. It is to provide an accurate picture of some aspects of market environment. A research design serves as a bridge between what has been established i.e. the research objectives and what is to be done, in conduct of the study to relish those objectives. If there were no research design, the research would have only foggy notions as about what is to be done. Descriptive research is used when the objective is to provide a systematic description that is as factual and accurate as possible.

### **2. Sources of Data:**

Basically, the data for any type of research is collected from two sources, the primary sources and the secondary sources. For our study we have collected some amount of secondary literature from the published source of business, management journals, internet, books, newspaper etc. The primary data on the other hand can be collected in four broad ways of Observation focus group, surveys and experiments. Since the study is of the descriptive type the survey approach& observation focus group are adopted. The data is collected direct from the employees, nurses& doctors.

**I. Primary Data:** It is the first-hand data which is collected by researcher itself. Primary data is collected by various approaches so as to get a precise, accurate, realistic and relevant data. The main tool in gathering primary data was investigation and observation. It was achieved by first direct approach and the observation from the officials of the company.

**II. Secondary Data:** It is the data which is already collected by someone else. Researcher has to analysis the data and to interpret the result. It has always been important for the completion of any report. It provides reliable, suitable, adequate and specific knowledge.

- Official Websites.
- Files of the Personnel
- Newspaper.
- Reports prepared by research scholars.
- Annual report of the company

## **LIMITATIONS**

- ▶ Most of the time employees are not available on call duty to their shift duty
- ▶ Few of the phone nos. are not valid or currently not in use
- ▶ Some employees do not have their documents with them
- ▶ Visited to departments to meet employees and also seek help of in-charges to get the documents, so able to get half of the documents.

# **Chapter -II**

## COMPANY PROFILE

Ashwini Hospital is the largest private medical centre of Cuttack and was commissioned in 2006 with an aim to provide tertiary level health care in select super-specialty branches of Medicine and Surgery. Situated at Sector 1, CDA project area, the hospital is close to the busy city centre and yet easily approachable for people through all major State roads and National Highways. Soon it carved a niche in critical care of patients with Trauma, Neuro, Cardiac, Pulmonary and other complex medical issues.

Today, with 350 patient beds in three specialty hospitals and three out-reach clinics, training courses like Diploma and B.Sc. courses in Nursing, Diploma in Critical Care Medicine and Masters in Emergency Medicine, Ashwini Group has established its position as a leading health care organization. In keeping with the aspirations of the community, staff and our star doctors, the management promises to maintain the quality, ethics and stability to all our patrons, well-wishers and partners in service.

**Vision:** Ashwini Hospital would strive to establish a world class institute in healthcare and stay in the forefront of medical technology and best practices thereby fulfilling the long felt need of true super specialty healthcare in the region.

**Mission:** Ashwini Hospital, the temple of healing is committed to provide ethical, reliable, high quality and cost-effective health care services with care and compassion to ensure complete patient satisfaction.

### **Major Service:**

**Neurology & Neuro-Surgery:** Ashwini hospital is regarded as one of the leading hospital for neurology and neurosurgery in Eastern part of India. Department of Neurosciences is committed to provide high quality, secondary and tertiary neuro services to patients in the region, as well as to all those who have recourse to our facility. Well accompanied by Dept. of Neuroradiology, Neuro intervention, Neuro anaesthesia and Critical care. Hospital is able to provide 24X7 services with treatment outcomes are comparable to global statistics.

**Cardiology & Cardiothoracic Surgery:** Ashwini Hospital is a premier Cardiac institute of Odisha since 2006. A steady increase of diagnostic and therapeutic procedures including some breakthrough lifesaving techniques have positioned Ashwini Cardiac Centre as a top performer in the State of Odisha. A strong team of senior as well as younger consultants have

made the uninterrupted day and night care possible across all seasons. Be it a routine cardiac check-up before a major surgery or a difficult post-operative cardiac monitoring, the Cardiologists of Ashwini Hospital have proved their mettle beyond doubt. Wellness clinics, camps and preventive cardiac health check-ups have helped numerous patients identify their ailments before they could take the patient by surprise.

**Orthopaedics Trauma & Rehabilitation:** Ashwini Group of Hospitals and outreach clinics (Ashwini Emergency & Trauma Centres) have established their firm credentials as the leading trauma care facility of the Odisha and adjoining States. Hospital runs a comprehensive trauma care program, especially for poly-trauma patients from resuscitation and stabilisation to effective rehabilitation of the patient. The team has Orthopaedic Surgeons, Spine Surgeons, Plastic Surgeons, Neuro-Surgeons, Vascular Surgeons, Maxillo-Facial Surgeons, Critical Care Physicians and Therapists. With a robust armamentarium, round the clock emergency and dedicated support staff.

**Oncology:** The Department of Oncology at Aditya Ashwini Hospital provides Cancer care in the fields of Medical Oncology and Surgical Oncology. The department is well equipped for the treatment of

Chemotherapy and General Drug Treatment

Surgical Oncology

Cancer detection

**Pulmonary Medicine:** The Pulmonary Medicine Department provides top-of-the-line services in the diagnosis and management of various respiratory disease and sleep disorders. In-house Doctors specialized in respiratory medicine diagnose and treat conditions affecting the respiratory (breathing) system.

**Oral & Maxillo-facial surgery:** Oral & Maxillo-Facial Surgery is divided into paediatric and adult Maxillo-facial surgery. Paediatric cases mostly revolve around the treatment of congenital anomalies of the craniofacial skeleton and soft tissues, such as cleft lip and palate, craniosynostosis, and paediatric fractures. Adult craniofacial surgery deals mostly with fractures (of mandible, maxilla, zygoma, frontal and naso-ethmoidal area) and secondary surgeries (such as orbital reconstruction) along with orthogenetic surgery. Craniofacial surgery is an important part of all plastic surgery training programs, further training and



subspecialisation is obtained via a craniofacial fellowship. Craniofacial surgery is also practiced by Maxillo-Facial surgeons.

Burns, plastic & reconstructive surgery: Plastic surgery is a surgical specialty involving the restoration, reconstruction, or alteration of the human body. It can be divided into main categories like Reconstructive surgery, Cosmetic (Aesthetic) surgery, and Hand& Micro-Surgery and Burn management.

Hand & Micro Vascular surgery: hand and wrist, correction of congenital malformations of the upper extremities, and peripheral nerve problems (such as brachial plexus injuries or carpal tunnel syndrome). Hand surgery is an important part of training in plastic surgery, as well as microsurgery, which is necessary to replant an amputated extremity.

Microsurgery is generally concerned with the reconstruction of missing tissues by transferring a piece of tissue to the reconstruction site and reconnecting blood vessels. Popular subspecialty areas are breast reconstruction, head and neck reconstruction, hand surgery/replantation, and brachial plexus surgery.

Critical care: The Department of Critical Care Medicine is a state of art centre in the silver city of Cuttack. This speciality of Medicine caters to looking after critically ill patients from medical and surgical specialities with life threatening conditions and multiorgan failure requiring comprehensive and constant monitoring often not possible in the regular wards. Hospital run a 25 bedded ICU with sophisticated equipment in the 2nd floor of the Block building. Hospital provides round the clock evidence based and affordable care to our patients with our dedicated team of qualified intensivists, critical care nurses, physiotherapists and dieticians.

General surgery: Ashwini hospital's Department of General Surgery is regarded as one of the leading units for general surgery in the city. Ashwini hospital deal with the following services,

Lap Cholecystectomy, appendectomy, ovarian cystectomy and other Laparoscopic surgeries.

Diagnostic Laparoscopy.

All kinds of Hernias with mesh repair.

Proctology - haemorrhoids, anal fistula, anal fissure, peri-anal abscess surgeries both open and laser.

Hydrocele and all penile surgeries

Fournier gangrene

All types of GI surgeries and abdominal trauma surgeries.

All breast related surgeries

Thyroid surgery

Abominable and vaginal hysterectomy for uterine tumour and uterine prolapse

Mesh repair for rectal prolapse.

All types of abdominal emergency surgeries.

Radiology: Radiology plays a key role not only in diagnosis but also in the post-operative phase of various surgical procedures, especially in Neuro-Surgery. Neuroradiology methods are used in modern neurosurgery diagnosis and treatment. They include computer assisted imaging computed tomography (CT), perfusion studies, magnetic resonance imaging (MRI) etc.

Spine surgery: The department of Spine Surgery provides the most modern surgical procedures which is at par with the best hospitals all over the country.

Emergency Medicine: The Emergency Department at Ashwini Hospital is landmarked to be the fastest to respond in times of accidents which involves head injury, severe cases of polytrauma with facial bone injury, heart attacks, paralytic strokes, and other such life-threatening circumstances, thus offering optimum chance of survival and recovery of the patient

Dental: all types of dental services at Ashwini Hospital and Ashwini wellness which covers all aspects like Oral &Maxillofacial surgery, Orthodontics treatment, Conservative dentistry &Endodontic treatment, implant, Paediatric Dentistry, General Dentistry, cosmetic and laser dentistry etc. We have been handling all kinds of dental complexities over many years. We are equipped with highly experienced team of dentists and dental surgeons who are well-supported by a trained team of staff and associates.

Allied services: Ashwini Pharmacy, Blood bank, Operation theatre, Department of laboratory, Department of clinical nutrition, Administrative and support units. The support services include

Ambulance Services.

Quality Assurance

Bio medical department

Information Technology

Human Resource

Marketing and Business development

Finance

Insurance

Anaesthesiology: The department provides specialized care for the patients with UTI, acute and chronic renal failure, hypertension, glomerulo-nephritis, check-up of post kidney transplant patients and also extends support to other departments in the management of wide-ranging renal problems.

Free Treatments:

Free Cleft Surgery: Free treatment of cleft lip and palate cases is available at Ashwini Hospital under the sponsorship of Smile Train India.

Free Trauma Treatment: Free treatment of road traffic accident patients is available at Ashwini Hospital for first 48 hours following the accident. This is sponsored by Government of Odisha through Free Trauma Treatment Fund Scheme.

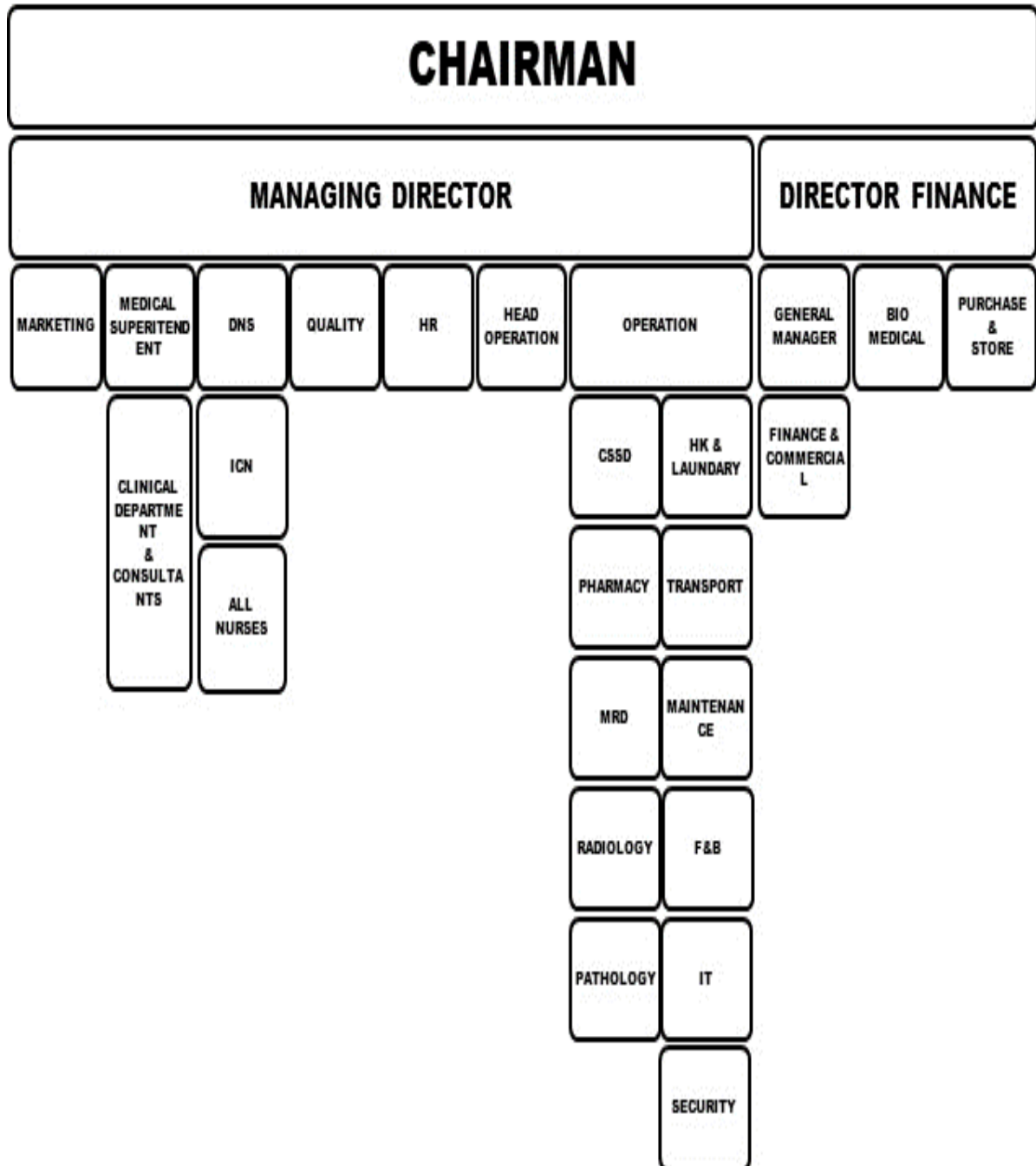
Why Ashwini group of hospitals?

24 Hour Emergency: Open round the clock for convenience, quick and easy access.

Complete Lab Services: Cost-efficient, comprehensive and clinical laboratory services.

Medical Professionals: Qualified and certified physicians for quality medical care.

## ORGANIZATINAL STRUCTURE



## **HR POLICY:**

### **1.Introduction:**

Human Resource Management requires good planning of human resources while at the same time use the human touch, expertise, and commitment towards ensuring productive use of human capital while at the same time motivating the employees to make them give their fullest potential towards patient care activities In the Hospital.

### **2. Purpose**

I. To plan the right mix of manpower for the Hospital In line with the volume of scope of the services being provided by the hospital.

II. To establish a recruitment process and recruit competent people with a positive attitude towards organization and customers, and have the capability to guide or work in a group to achieve the goal of the hospital.

III. To ensure that employees are selected, trained, promoted and treated on the basis of their relevant skills, talents and performance without any discrimination as per the requirement of the organization.

IV. To provide a clean, safe, healthy, professional and enjoyable working environment.

V. To motivate employees through reward system and build confidence among staffs, and provide a mechanism of ensuring employee satisfaction

VI. To provide training and development for all the employees to enable them to achieve the highest level of skills possible and provide job satisfaction to a large extent.

### **3. Scope of the Department**

This manual covers the following:

- Manpower planning
- Recruitment and selection, and placement
- Joining induction
- Training & Development
- Promotion and incentives

- Employee Health care & Occupational Hazards
- Employee personal file maintenance

### **Policy for Human Resource Planning:**

Manpower Planning is done in the hospital taking in to account the services scope, the volume of out patients, emergency patients and inpatients, based on the past. This also takes in to account the periodical staff turnover. The Managing Director analyses at the beginning of every year such manpower requirements of various categories of staff - clinicians (full time), clinicians (on call), nursing staff, other paramedics - technicians for diagnostic labs, medical records department, administrative staff, front office staff, maintenance staff, housekeeping staff (both In-house & contractual), other hospital workers, etc. The requirements are reviewed every quarter and any changes are adjusted as needed.

### **Workforce Planning (Non-Medical):**

- i. Responsibility for manpower planning for the hospital rests with HR department and the management ensures availability of the right mix of manpower required to provide quality healthcare services taking in to consideration the patient load, number of beds, number and type of procedures, type and level of care, specializations, infrastructure etc.
- ii. The assessment of manpower requirement in each department/division is periodically reviewed depending on increase or decrease of workload, technological changes or any other relevant factor.
- iii. In case any new staff is required to affect continuity of care either directly or indirectly, the same is communicated to the Managing Director through Human Resources Manager, who is responsible for the approval and provision of the required manpower.
- iv. On approval by the Managing Director, these manpower plans will constitute sanction for creation of posts including posts of trainees and form the general basis of recruitment according to the need of staff in each department.

### **Contingency plan to manage workforce shortage:**

- Strategic tie up with educational institute such as Centurion University and Vidyapeeth to get trainees in category of EMT, lab technician and radiographers, within 24 Hours.

- DPMS (Data pull management system) to manage the exigency in all prospective.
- Individual HR Network for bulk requirement of nurses within 24 hours.
- Outsourced consultancy firm for clinical, nonclinical & blue-collar staffing resume Database.
- Interviewing candidates in all category on regular basis to build a strong pipeline.
- Candidates are interviewed, shortlisted and include in the pipeline.
- Interviewing candidates in all category on regular basis to build a strong pipeline. candidates are interviewed, shortlisted and include in the pipeline.
- Cross functional trained staff to meet short term shortages& also pulling staff from local website.

### **Policy for recruitment & Induction:**

#### **a. There is a documented procedure for recruitment.**

- I. To identify and recruit staff as per the job description and job specification with optimum skill and aptitude required for hospital operations.
- II. To apply suitable selection methods for hiring the right person through the right source by forming right team of recruiters.

#### **b. Recruitment Policy**

- I. Vacancies will be advertised both internally and externally.
- II. While merit would be the main criteria for filling up a vacant position, seniority and past performance shall be kept in mind.
- III. For filling up position at higher levels, employees of the hospital shall be given preference and would be considered before outside sources are tapped.
- IV. The mix of the employees shall be cosmopolitan.
- V. The best available talent would be absorbed without giving any consideration to region, religion or race.

### **c. Induction Policy**

- I. To ensure that a new employee settles down smoothly into the hospital so that he/she reaches standard level of performance as soon as possible.
- II. It gives maximum relevant information to the new employees in shortest time.
- III. It eliminates the feeling of the uneasiness, apprehensions etc. in the new employee.
- IV. It enhances the image of the hospital as people friendly.
- V. It helps reducing the turnover of the employees.

### **d. Pre- employment medical examination**

- To take care of health and create a healthy environment for staff to deliver the best service to their organization.
- Detection of communicable diseases as per epidemiological studies.
- Regular health assessment.
- Ensure & update all relevant vaccinations.

### **e. Code of conduct is defined**

- The orientation program includes Ashwini Trauma Centre values, mission, vision, locations and functions of different departments, Organogram, code of conduct, Leave Policy, Fire and other safety training, Security Policies, Uniform and Dress Code, Hospital Codes for emergencies, Non-Disclosure and Confidentiality, Performance and Appraisal Policy.
- **Employees:** All employees must abide by these standards in the conduct of Hospital business. If a decision is not covered by the Code, guidance shall be sought from the Human Resource Department.

### **f. Administrative procedures are documented e.g., Attendance, leaves etc**

- The objective of this policy is to enumerate provisions of leave rules and attendance, and to set out employee's leave in accordance with Law.

### **Recruitment, Selection & Induction process:**

1. Manpower requirements of each department/section of the hospital shall be determined and done. The manpower requirements so arrived, after approval of Managing Director /HR Manager (HRD & Personnel) shall constitute the approved



strength of the department/section and shall form the basis of manpower planning of the department/section. All recruitment shall be as per the approved strength of each department/section.

2. Care must be taken that all recruitment exercise is done at a minimum cost and time.
3. **Interview Call:** All Interview call shall be done through the telecom communication by HRD Department.
4. **Selection Process:** Short listing of all 'CV' shall be done by the HR Department with active Involvement of the Departmental Head. While recruiting manual employees their physical attributes shall be taken into consideration. Only those candidates, who fulfil the pre-defined minimum physical attributes shall be recruited. All arrangements for interviews shall be carried out by the ' HR department with involvement of Managing Director /HR Manager-(HRD & Personnel).
5. **Appointment Letter:** The selected candidate will be issued a letter of intent immediately on his selection. A detailed appointment letter would be issued preferably after receiving the favourably medical reports. Acceptance of appointment would be obtained on the duplicate copy of the appointment letter before a person joins.
6. **Joining Formalities:** Every employee on joining would be required to fill up the new joiner kit forms. Selected candidates should submit complete CV with proper address. Selected candidate should submit all certificates, should be verified with all original certificates.
7. **Probation:** All employees would be appointed on probation of six months. During this period performance would be reviewed. The performance review shall be initiated by the General Manager (HRD Department). Confirmation of the services of employees would be done only after successful completion of the probation period. In case the employee's performance does not meet the desired level, his probation may be extended for a period of six months/twelve months.
8. **Reference Checking:** The HRD Department will verify the information submitted by him in the application, from previous employer of the new employee.

**Policy on staff appraisal for human resource:**

- a. Appraisal system
- b. Staff is made aware at time of Induction

- c. Performance is evaluated based on the pre-determined criteria.
- d. The appraisal system is used as a tool for further development.
- e. Performance appraisal is carried out at pre-defined intervals at least once a year and is documented
- f. Ashwini Trauma Centre will follow a 180 degrees appraisal system. Employees that are due for promotion has to have a 360-degree appraisal

**Policy on disciplinary actions:**

The hospital's policy is to ensure fair and effective arrangements exist for dealing with disciplinary matters and that as far as possible common standards are observed for all employees. The procedure covers unsatisfactory conduct as work and unsatisfactory work performance if this is wilful or caused carelessness. A separate procedure applies to cases of capability. This disciplinary code aims to:

- Promote efficient and safe performance of work.
- Maintain good employee relations within the hospital.
- Help and encourage staff to achieve and maintain the appropriate standards of conduct that the hospital expects of Its entire staff.

**Policy for staff well-being and health & safety needs:**

- a. **Staff well-being:** Investing to improve worker well-being not only Improves worker health but can also bring about beneficial business outcomes such as Improved job performance (Including Increased productivity) and lower levels of employee burnout. The following wellness approaches should be followed:
  - Ashwini Trauma Centre provides flexible work hours to staff that require It
    - Overtime work is discouraged, especially for patient care teams
    - Provides a tobacco and smoke free campus.
    - Immunization program (refer to medical checkup and vaccination drive)
    - Special employee rates for comprehensive health checks
    - Annual sports meet and cyclothons to promote an active lifestyle.
    - Encouraging a steps program to Increase walking time in the campus especially for those with a sedentary role.
- b. **Occupational Health and Safety:** Management of Ashwini Trauma Centre shall commit to provide quality work environment by taking adequate preventive measures to reduce occupational health hazards. In so far as safety of the employees in the work

place is concerned the hospital has laid down policy with regard to protection against fire, infection control, handling of dangerous equipment, safety against exposure to radiation. Every employee undergoes fire safety training and thereafter attends fire drills periodically. Employees have a right to refuse to do any work that they believe is dangerous for them. Employees who are exposed to patients and those required to handle waste are given proper training in handling the waste as well as universal precautions. In case of accidents or injury sustained (needle stick injury, etc.) by employees while at work immediate medical attention would be directed. Employees are trained to visit the emergency department for any workplace related injuries. They must also fill In an Incident report that will be duly Investigated by Safety Officer and Operations Head.

There are some other HR policies of Ashwini group of hospitals that are mentioned below:

1. Learning and Development (training policy, induction training, ongoing training & development of staff, training based on specific job description, training in safety and quality related aspects)
2. Policy on grievance handling
3. Policy for staff wellbeing and health & safety needs (staff well-being, occupational health and safety, pre-employment check-up, annual medical checkup and vaccination drive, vaccination, sexual harassment policy, preventing workplace violence and its management, hospital safety rules)
4. Personal information of each staff
5. Credentialing and privileging of medical professionals
6. Credentialing and privileging of nursing professionals
7. Credentialing and privileging of Para-clinical professionals
8. Attendance & Working Hours:
9. Eight Employees' Rights and Responsibilities (employee Rights, employee responsibilities, duty hours & shift working, attendance, promotion)
10. Records (Storage of records)
11. Holidays
12. Accidents
13. Leave
14. Discharge (termination of employee by employee)
15. Misconduct
16. Punishment

17. Procedure for dealing with misconducts
18. Domestic enquiry
19. Performance appraisal
20. Promotion
21. Gifts and Favours
22. Redressal of grievance of employee against unfair treatment
23. Superannuation
24. Domestic travel policy
25. Discount policy

- The employees are expected to be committed towards the training, developed by the organization helping them practice & excel in their role as custodians of hospital culture and values.
- Learning is a responsibility of each individual and the organization is committed to provide the environment and opportunities for learning, growth and education.
- The employee if gets trained with his/her own initiatives, learn new techniques or obtain new skills may be provided onetime incentives on case-to-case basis subject to the usefulness of the program.

**Roles and Responsibilities:**

- Employees should be committed to carry out major role in their own professional and personal development and career planning. They should have a clear vision of their own career goals and identify opportunities to pursue them. .
- Supervisors along with Departmental Heads are responsible for ensuring department staffs skill identification; development and career planning.
- Human Resource Department is responsible for Training related policy development, monitoring, quality control, network with external training resources; disseminating training information and activities to all staffs.
- Departmental Training coordinators are responsible for planning, developing and organizing functional training program for their department staffs with the consultation of their head of the department.

**Assessing individual training needs:**

- I. Each department of Ashwini Trauma Centre will assess its own training needs on an annual basis based on yearly performance appraisal of each individual employee.

- II. Each functional department is responsible for identifying training needs through the performance management system and will send to human resource department along with the yearlong performance plan, as well as to the head of department.
- III. The individual employee is responsible for enunciating his/her training needs to HOD for his/her recommendations during the time of performance review.
- IV. All the training programs conducted at Ashwini Trauma Centre will be based on the training needs derived from the yearlong performance plan.

### **FINANCIAL PERFORMANCE OF THE FIRM:**

#### **(ASHWINI GROUP OF HOSPITALS)**

#### **Capital structure Amount (In Crores)**

Debt:1.04

Equity: 131.80

Total Revenue for the year 2022-23: 102.58

Total Revenue for the year 2021-22: 150.22

Total Revenue for the year 2020-21: 115.36

Operating profit for the year 2022-23:18.27

Net Profit for the year 2022-23: 9.19

Total Asset for the year 2022-23: 147.70

## INDUSTRIAL ANALYSIS

### **Healthcare Industry in India: -**

Healthcare market in India is expected to reach US\$ 372 billion by 2022, driven by rising income, better health awareness, lifestyle diseases and increasing access to insurance.

As of 2021, the Indian healthcare sector is one of India's largest employers as it employs a total of 4.7 million people.

In the Economic Survey of 2022, India's public expenditure on healthcare stood at 2.1% of GDP in 2021-22 against 1.8% in 2020-21.

Two vaccines (Bharat Biotech's Covaxin and Oxford-AstraZeneca's Covishield manufactured by Sil) were instrumental in medically safeguarding the Indian population against COVID-19. Availability of a large pool of well-trained medical professionals in the country.

The number of allopathic doctors with recognised medical qualifications (under the I.M.C Act) registered with state medical councils/national medical council increased to 1.27 million in July 2021, from 0.83 million in 2010.

The hospital industry is one of the most important components of the value chain in the healthcare industry. The industry is growing at the rate of 14% annually. The size of the Indian healthcare industry is estimated to grow at Rs. 1,717 billion in 2007. It is estimated to further grow by 3,163 billion at 13% compounded annual growth rate.

Over 55,000 hospitals and lakhs of clinics and other healthcare delivery centres constitutes the largest segment of the Healthcare Industry in India together contributing to over 68% of the industry's total revenue.

# **Chapter - III**

## COMPETITOR ANALYSIS

A competitor analysis, also called competitive analysis and competition analysis, is the process of examining similar brands in your industry to gain insight into their offerings, branding, sales, and marketing approaches. Knowing your competitors in business analysis is important if you're a business owner, marketer, start-up founder, or product developer. A competitor analysis offers several benefits, including:

Understanding industry standards so that you can meet and exceed them

Discovering untapped niche markets

Differentiating products and services

Fulfilling customers' desires and solving their problems better than competitors

Distinguishing your brand

Standing out in your marketing

Measuring your growth

### Main Competitors of Ashwini Hospital

The main competitors of Ashwini Hospitals are: -

- ❖ Apollo Hospitals
- ❖ Kalinga Hospital
- ❖ Care Hospital
- ❖ Utkal Hospital

The above sections provide a competitor analysis framework for evaluating your industry's competitive landscape. Return to this framework regularly and apply insights to developing your business. By reviewing any notes, plans, or other business development legwork you've completed and ground yourself in your business values, goals, branding, products, and services. That way, we can easily identify existing brands that target customers might choose over our brand.



## Competitors Profile:

Ashwini is an amazing multi-speciality hospital however it is not alone in healthcare sector to achieve success, In Odisha, especially In Bhubaneswar, healthcare sector does not have a monopolistic market. A few such notable organizations that we can assume competitors to Ashwini,

Bhubaneswar are:



Top 4 Competitors of Ashwini Hospitals are described below.

**Apollo Hospital:**

This multi-super speciality, 350-bedded, NABH accredited Tertiary Care Hospital is spread over a campus of over 7 acres. Equipped with state-of-the-art technology and internationally acclaimed doctors in all specialities, the institute has become a major referral centre for the people of Odisha and the neighbouring states. This is further validated by the recent "Times of India All India Critical Care Hospital Ranking Survey for 2017 wherein the hospital is ranked the No 1 hospital in Bhubaneswar in critical specialities like Cardio Sciences, Nephrology, Emergency & Trauma Care and Urology. The hospital today stands on the panel of various government institutions, PSUs, insurance and TPAs.

**Sum Ultimate Medicare:**

Sum ultimate Medicare is a one-stop, multi-super specialty quaternary care hospital committed to providing medical excellence across the spectrum of medical and surgical interventions, along with a comprehensive mix of follow-up services. The state-of-the-art healthcare facility provides an ecosystem of healing with high-quality care and integrates a wide spectrum of clinical education and research opportunities.

**Kalinga Institute of Medical Sciences (KIMS)/ Pradyumna Bal Memorial Hospital (PBMH):**

Kalinga Institute of Medical Sciences (KIMS) / Pradyumna Bal Memorial Hospital (PBMH)- Provides high-quality healthcare and medical treatment in a wide range of disciplines to people at an affordable cost. The hospital is spread over 60-acre of land with 30 lakh sq. ft. built-up area. It offers super specially services with state-of-the-art department for Nephrology, Cardiology & Cardiothoracic Surgery, Paediatrics Surgery, Gastroenterology, Medical Oncology & Onco Surgery. Plastic & Cosmetic Surgery, Urology, Neurology & Neurosurgery, Endocrinology & Rheumatology, and others.

## **All India Institute of Medical Sciences (AIIMS), Bhubaneswar:**

All India Institute of Medical Sciences, Bhubaneswar is one of the apex healthcare Institutes established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). Under this scheme six new All India Institutes of Medical Sciences have been established at Patna, Raipur, Bhopal, Bhubaneswar, Jaipur and Rishikesh apart from the one at New Delhi.

## **MICHAEL PORTER'S FIVE FORCE ANALYSIS:**

Porter Five Forces is a holistic strategy framework that took strategic decision away from just analysing the present competition. Porter Five Forces focuses on-how Ashwini Hospital, can build a sustainable competitive advantage in Hospitals industry. Managers at ASHWINI Hospital can not only use Porter Five Forces to develop a strategic position with in Hospitals industry but also can explore profitable opportunities in whole Healthcare sector.

### **Force 1: Threats of New Entrants**

New entrants in Hospitals brings innovation, new ways of doing things and put pressure on Ashwini Hospital, through lower pricing strategy, reducing costs, and providing new value propositions to the customers. Ashwini Hospital has to manage all these challenges and build effective barriers to safeguard its competitive edge.

### **How Ashwini Hospital can tackle the Threats of New Entrants:**

- By innovating new products and services. New products not only bring new customers to the fold but also give old customer a reason to buy Ashwini Hospital's products.
- By building economies of scale so that it can lower the fixed cost per unit
- Building capacities and spending money on research and development.

New entrants are less likely to enter a dynamic industry where the established players. such as Ashwini Hospital keep defining the standards regularly. It significantly reduces the window of extraordinary profits for the new firms thus discourage new players in the industry.

## **Force 2: Bargaining Power of Suppliers**

All most all the companies in the Hospitals Industry buy their raw material from numerous suppliers. Suppliers in dominant position can decrease the margins Ashwini Hospital, can earn in the market. Powerful suppliers in healthcare sector use their negotiating power to extract higher prices from the firms in Hospitals field. The overall impact of higher supplier bargaining power is that it lowers the overall profitability of Hospitals.

How Ashwini Hospital, can tackle Bargaining Power of the Suppliers:

- By building efficient supply chain with multiple suppliers
- By experimenting with product designs using different materials, so that if the prices go up of one raw material, then company can shift to another.
- Developing dedicated suppliers whose business depends upon the firm. One of the lessons ASHWINI Hospital, can learn from Wal-Mart and Nike is how these companies developed third party manufacturers whose business solely depends on them thus creating a scenario where these third-party manufacturers have significantly less bargaining power compare to Wal-Mart and Nike.

## **Force 3: Bargaining Power of Buyers**

Buyers are often a demanding lot. They want to buy the best offerings available by paying the minimum price as possible. This put pressure on Ashwini Hospitals, profitability in the long run. The smaller and more powerful the customer base is of Ashwini Hospitals. the higher the bargaining power of the customers and higher their ability to seek Increasing discounts and offers.

How Ashwini Hospitals, can tackle the Bargaining Power of Buyers:

- By building a large base of customers. This will be helpful in two ways. It will reduce the bargaining power of the buyers plus it will provide an opportunity to the firm to streamline its sales and production process.
- By rapidly innovating new products. Customers often seek discounts and offerings on established products so if Ashwini Hospitals, keep on coming up with new products then it can limit the bargaining power of buyers.
- New products will also reduce the defection of existing customers of Ashwini Hospitals, to its competitors.

#### Force 4: Threats of Substitute Products or Services

When a new product or service meets a similar customer need in different ways, industry profitability suffers. For example, services like Dropbox and Google Drive are substitute to storage hardware drives. The threat of a substitute product or service is high if it offers a value proposition that is uniquely different from present offerings of the industry.

How Ashwini Hospitals, can tackle the Treat of Substitute Products/Services

- By being service oriented rather than just product oriented.
- By understanding the core need of the customer rather than what the customer is buying.
- By increasing the switching cost for the customers.

#### Force 5: Rivalry among the Existing Competitors

If the rivalry among the existing players in an industry is Intense then it will drive down prices and decrease the overall profitability of the industry. Ashwini Hospitals, operates in a very competitive Hospitals industry. This competition does take toll on the overall long-term profitability of the organization.

How Ashwini Hospitals, can tackle Intense Rivalry among the Existing Hospitals industry Competitors in

- By building a sustainable differentiation
- By building scale so that it can compete better
- Collaborating with competitors to increase the market size rather than just competing for small market.

#### Implications of Porter Five Forces on Ashwini Hospital:

By analysing all the five competitive forces Ashwini Hospitals, strategists can gain a complete picture of what impacts the profitability of the organization in Hospitals Industry. They can identify game changing trends early on and can swiftly respond to exploit the emerging opportunity. By understanding the Porter Five Forces in great detail Ashwini Hospital's managers can shape those forces in their favour.

# **Chapter - IV**

## **CUSTOMER ANALYSIS**

The purpose of undertaking customer analysis as part of a business plan is to examine the consumers most likely to purchase your product or service in- depth. Brands can establish different groups of customers and the needs of those customers. Get detailed insight about how your customers are acquired, time taken to acquire customers, lead source with highest conversion and much more customer analysis reports help you visualize how many customers were acquired by your team during a particular duration.

A service report of Ashwini Hospitals extracts invaluable information and insights from customer service data, allowing them to meet customer expectations and provide a better experience. By increasing service levels organizations can ultimately generate business value and increase profits.

ASHWINI Hospital Bhubaneswar delivers tertiary-level clinical treatment backed by a diverse team of medical professionals and equipped with the most cutting- edge state of the art technology accessible anywhere in Eastern India. The ASHWINI hospital was established in 2014 and has become a leading participant in the Hospitals sector in Odisha. With its cutting-edge technology and facilities, ASHWINI Hospital guarantees its patients access to affordable, high-quality medical care in the region, eliminating the need for patients to travel to other nation areas for treatment.

We at ASHWINI are committed to provide quality health care to our beneficiaries. We shall achieve this by: Identifying and meeting their needs and expectation. Complying with the benchmark of national and global level of practices through continual development, improvement and training. Remaining committed to ensure that a transparent quality system, as per the requirement of accreditation authority and appropriate to the purpose of the organization is understood and implemented at all levels,

Being Odisha's pioneer healthcare destination, Ashwini Hospital Bhubaneswar delivers tertiary-level clinical treatment backed by a diverse team of medical professionals and equipped with the most cutting-edge state of the art technology accessible anywhere in

Eastern India. The ASHWINI hospital was established in 2014 and has become a leading participant in the Hospitals sector in Odisha. With its cutting-edge technology and facilities, ASHWINI Hospital guarantees its patients access to affordable, high-quality medical care in the region, eliminating the need for patients to travel to other nation areas for treatment.

Within a few years of its founding, Ashwini Hospital Bhubaneswar has awarded the renowned NABH (National Accreditation Board for Hospitals & Healthcare Providers) Accreditation and the Green OT Certificate by Bureau Veritas and Abbott India Ltd., among other awards. The certification is a demonstration of the hospital's dedication to providing the highest possible quality of healthcare to the people of Odisha, understanding that patients are the primary beneficiaries. You can browse the Ashwini hospital Bhubaneswar doctor's list along with their consultation charges on Credihealth.

Ashwini hospital Bhubaneswar is associated as a partner hospital with Credihealth. Credihealth enables an individual to browse the Ashwini hospital Bhubaneswar doctors list and book an early appointment online or offline with the doctor of their choice. You can also book tele and video consultations with the doctors associated with Ashwini hospital. An individual can avail Various offers and discounts on online booking on an appointment with doctor or hospital on credihealth.



# **Chapter - V**

## ANALYSIS AND FINDINGS

The belief that customer satisfaction is as important as their product and services, have helped this establishment gather a vast base of customers, which continues to grow by the day.

This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company.

In the near future, this business aims to expand its line of products and services and cater to a larger client base.

As per NABH standards and various assessment, observation; There should be personnel file of each employee which must be updated and is kept confidential. It should contain information on-

- ❖ Staff qualification and experience.
- ❖ Background verification.
- ❖ Health status.
- ❖ Record of all in-service training and education availed by the staff.
- ❖ A document listing credentials (qualifications, experiences, certificate etc.) of each nurse and doctor associated with the hospital.
- ❖ Availability of a privileging policy for both doctors and nurses. For each doctor and nurse there should be a document that lists all the treatments and patient care and nursing care activities that he/she has been permitted to undertake.

In NABH standards there is a complete chapter (chapter 9, NABH 5<sup>th</sup> Edition) devoted for HR management in hospitals. It is expected that the hospitals follow all good HR practices which ultimately makes the hospital a better organization for delivering health care services.

The purpose of the employee personnel file audit is to ensure the files are being maintained as per requirement of NABH standards. A well-maintained file helps the organization in taking better decisions about an employee in terms of promotion, layoff, termination, disciplinary, training requirements, change of roles & responsibility & health status.

An internship is a structured and temporary work experience program that provides individuals, often students or recent graduates, with the opportunity to gain practical, on-the-job experience in a specific industry or field of study. Internships can vary in duration, from a few weeks to several months, and can be paid or unpaid. They are typically offered by organizations, businesses, non-profits, or government agencies.

Internships provide a bridge between academic knowledge and practical experience, helping individuals develop skills, make connections and clarify their career goals. They are a valuable stepping stone in the transition from education to the professional world.

### Employee Personal File Checklist:

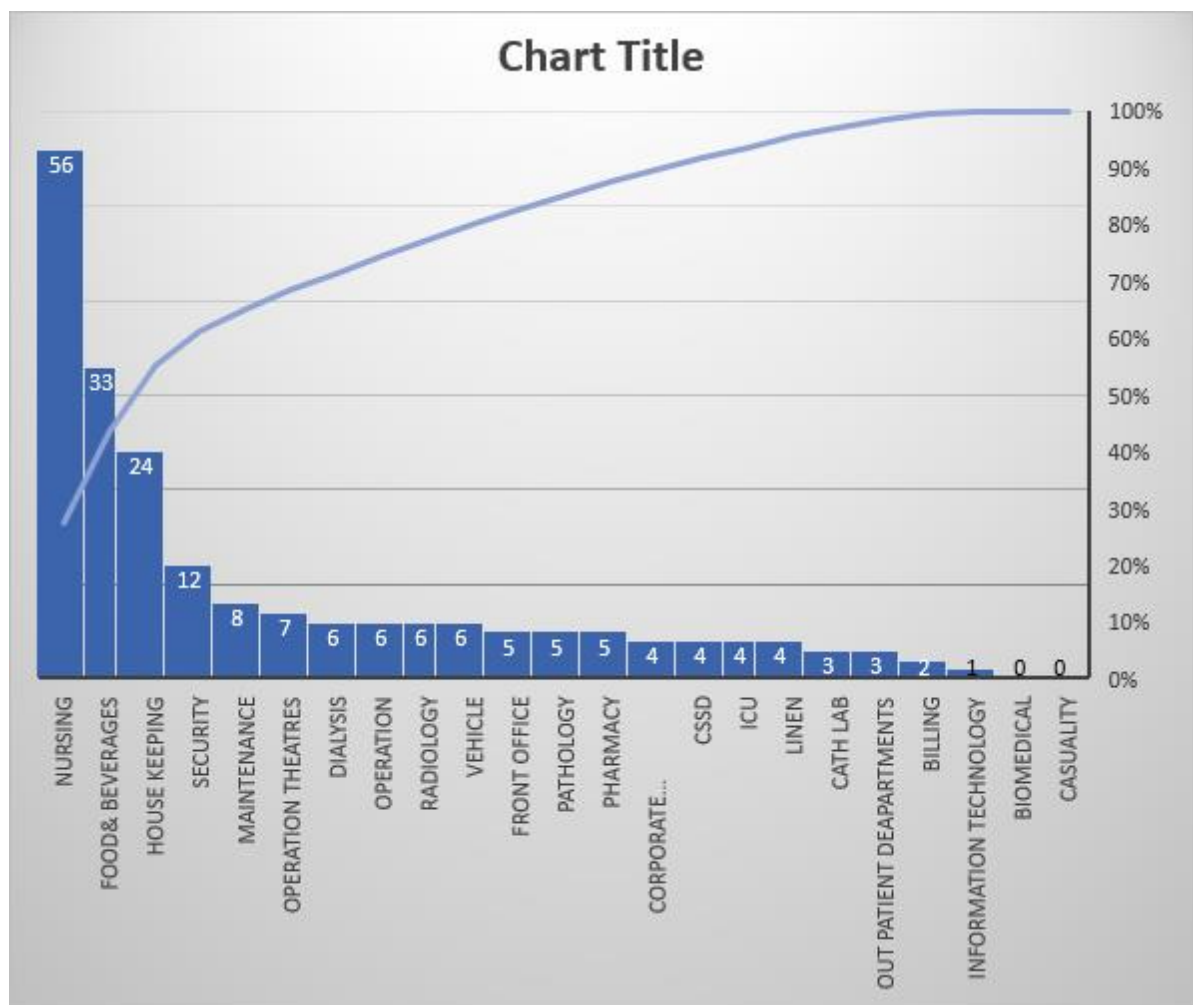
- ▶ **Employee Name**.....
- ▶ **Employee No** ..... **Department**.....
- ▶ **Designation**..... **DOJ** .....
- ▶ **HR Formalities**

- ☐ Resume
- ☐ Interview Evaluation Form
- ☐ Personal Information Form
- ☐ Pre-Employment Medical Checkup
- ☐ Antecedent Form
- ☐ Joining Forms
- ☐ Job Description
- ☐ Offer Letter
- ☐ Appointment Letter
- ☐ 10th / SSLC – Certification
- ☐ 12th / Intermediate – Certification
- ☐ UG - Under Graduation Credentials
- ☐ PG - Post Graduation Credentials
- ☐ Diploma / Any other Certificate
- ☐ Registration Certificate
- ☐ Pan card
- ☐ Aadhar card
- ☐ Experience Certificates (if any)
- ☐ Vaccination Record
- ☐ Bank Pass Book Front Page
- ☐ ESI / PF Nomination Data Collection
- ☐ Nomination for Gratuity
- ☐ Annual Health Check up
- ☐ Passport Size Photos – 5 Nos
- ☐ Induction Documents
- ☐ Training records
- ☐ Performance Appraisal Form
- ☐ Disciplinary Letters
- ☐ Letter of Resignation
- ☐ Exit Interview
- ☐ Employee No Dues Checklist
- ☐ Performance Appraisal Form
- ☐ Disciplinary letters
- ☐ Letter of Resignation

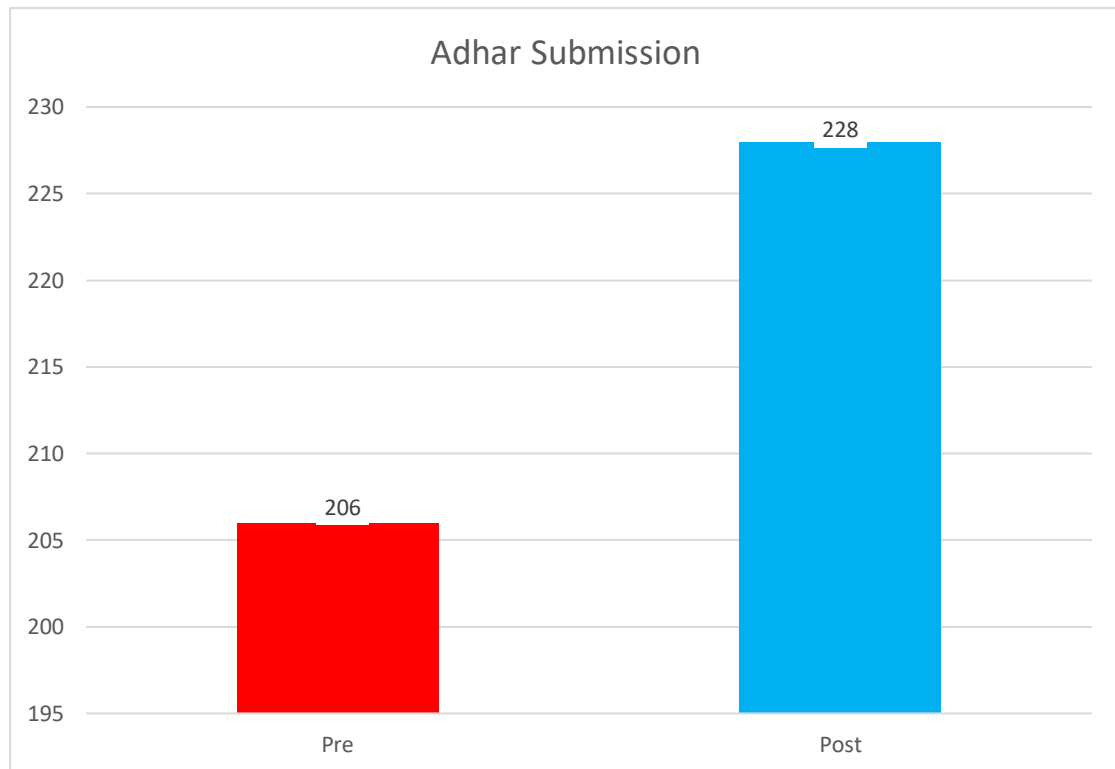
**After verifying the checklist, the below analysis is derived:**

<b>DEPARTMENT</b>	<b>COMPLETED</b>	<b>NOT COMPLETED</b>	<b>TOTAL</b>
BILLING	2	1	3
BIOMEDICAL		1	1
CASUALITY		1	1
CATH LAB	3	1	4
CORPORATE COMMUNICATION	4		4
CSSD	4		4
DIALYSIS	6	2	8
FOOD& BEVERAGES	33	1	34
FRONT OFFICE	5	1	6
HOUSE KEEPING	24		24
ICU	4	1	5
INFORMATION TECHNOLOGY	1		1
LINEN	4	1	5
MAINTENANCE	8	3	11
NURSING	56	14	70
OPERATION	6	4	10
OPERATION THEATRES	7	4	11
OUT PATIENT DEAPARTMENTS	3		3

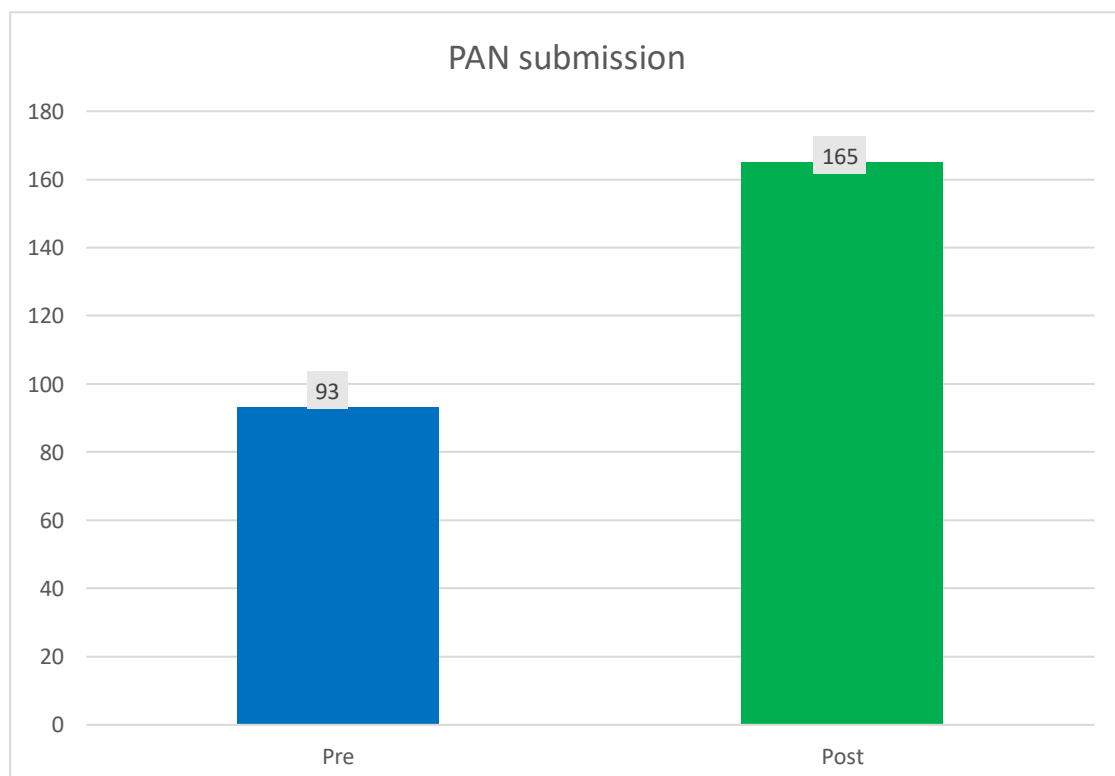
PATHOLOGY	5	2	7
PHARMACY	5	1	6
RADIOLOGY	6	3	9
SECURITY	12	3	15
VEHICLE	6	1	7



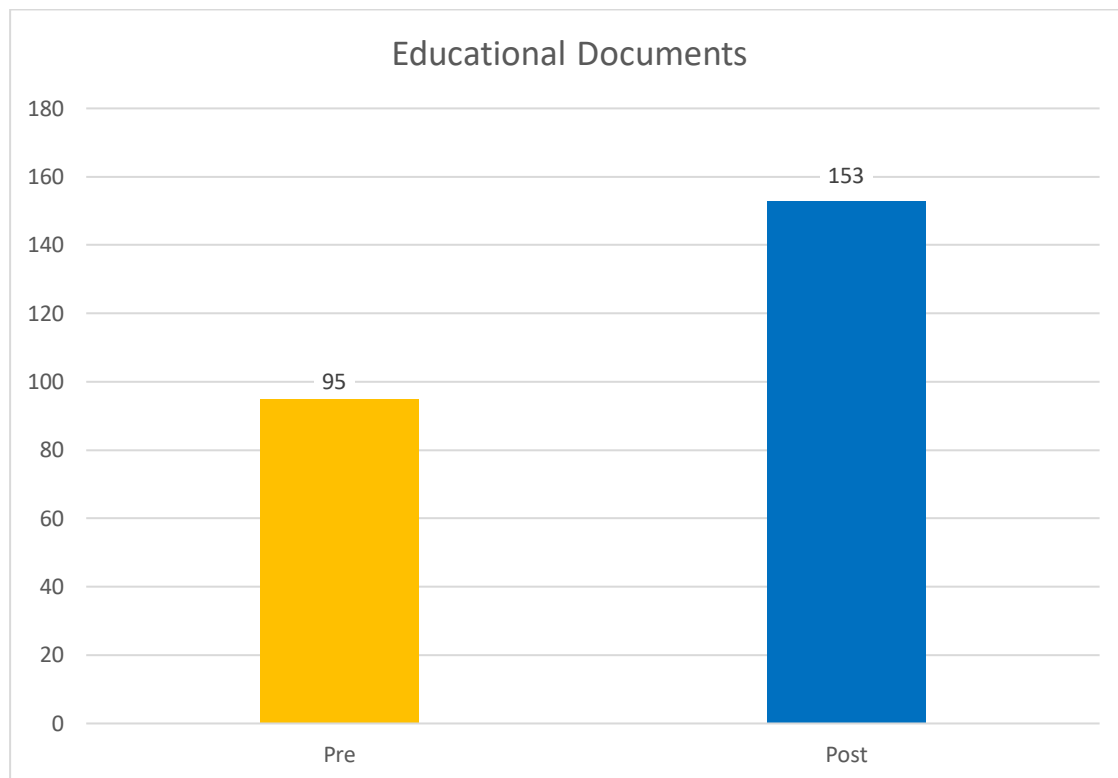
### Analysis of Adhar Collection:



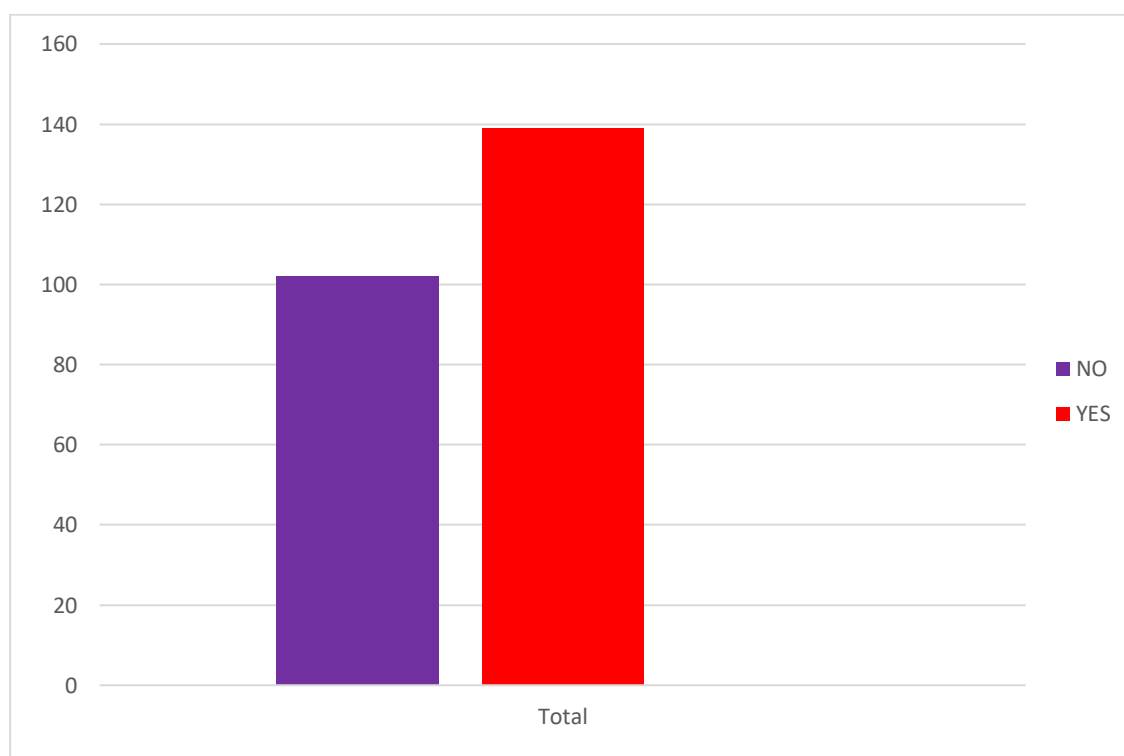
### Analysis of PAN Collection:



### Educational Documents Submission:



### Graduation certificate submission:





# **Chapter - VI**

## **SUGGESTIONS**

Any and all documentation that we have on an employee related to their employment activities (including recruitment, hiring, work authorization, compensation, performance benefits, and medical/health-related data) is considered an employment record and is regulated by the Equal Employment Opportunity Commission (EEOC).

It's important to make sure we have good processes in place to ensure that what we're retaining on an employee is legal and that only those who need to have access to the files. Otherwise, we may find ourselves in legal trouble if the department of labour comes knocking.

### **Employee File Best Practices**

One of the most important things to remember is that all of the information we have on an employee should be filed separately. We should have three files for each employee: the personnel file, the benefits/medical file and the payroll/confidential file. We should also maintain recruitment files for each position we fill as well as separate files for our form. It's important to keep these files separate to ensure that only those permitted can access them.

The only people who should be granted access to this file are the employee, the employee's supervisor, manager or someone with that chain of command, HR and law enforcement or the EEOC.

The first step we should take in obtaining information comes when the employee has accepted our offer and we've established their start date. As part of our onboarding process, you should share a copy of the form and let the new hire know that during orientation they will need to bring their documentation. This should give the employee enough time to access their documentation. We are legally required to prove work authorization within 72 hours of our new employee's start date. Failure to do so may result in penalties.

Organization should have one specific person designated to complete form. They will review to ensure that the employee completed every box and every question on that page. They will then review and document the employee's work authorization documentation and complete the employer section.

Making corrections demonstrates a good faith effort on the part of the employer to properly document the work authorization of their employees by getting the form into compliance.

Any corrections made to the form must be done by:

- Drawing a line through the incorrect information
- Entering the correct information
- Initialling and dating the correction

We need to keep two separate files one for current employees and one for former employees. These documents should be retained for 1 year from termination date or 3 years from start date, whichever is later. Access to these files should only be granted to HR and governmental agencies. We recommend keeping track of our terminated employee form so that we can destroy them once the retention period has been reached.

### **Why You Should Perform an Audit on Your Employee Records**

Conducting an audit of your employee's records can help us identify gaps or inconsistencies with our HR processes. It can also assist us with identifying missing documentation. Correcting any inconsistent practices will mitigate risk with regards to our practices and employment laws. Having consistent practices will provide the opportunity for leaders to focus on those business operations that move the company forward, making it more attractive for potential hires and current employees.

## **CONCLUSION**

- ❑ Employees are the lifeline of any organization, which entails maintaining employee personnel files to ensure proper on boarding, work process, and legal compliance. It is important to maintain employee personnel file to keep a record of the employee's training, performance & development needs in addition to compliance reasons.
- ❑ The personnel file audit maintenance is one of the important parameters to consider when the company has to undertake decisions regarding employees, such as layoffs and promotions. Moreover, the employee personnel file audit checklist is crucial evidence that protects the company from legal hassles if any employee files a lawsuit claiming unjust and unfair termination.

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