



## **Cooperative Education Report**

### **Organization Management and Procurement Practice at Peoples Energy Limited**

**Written by**

Mr. Akash Wod

Student ID: 5808040029

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**Title:** Organization Management and Procurement Practice at Peoples Energy Limited

**Written by:** Akash Wod

**Department:** Business Administration

**Academic Advisor:** Dr. Nattiga Silalai

We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2018

Oral Presentation Committees



.....

(Dr. Nattiga Silalai)

Academic Advisor



.....

(Mr. Kushal Sundar Shrestha)

Job Supervisor



.....

(Dr. Somruedee Thaiphanit)

Cooperative Committee



.....

(Asst. Prof. Maruj Limpawattana, Ph.D.)

Assistant President and Director of Cooperative Education

**Project Title** : Organization Management and Procurement Practice at Peoples Energy Limited

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**By** : Akash Wod

**Advisor** : Dr. Nattiga Silalai and Mr. Kushal Sundar Shrestha

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### **Abstract**

This cooperative report entitled Organization Management and Procurement Practice conducted at Peoples Energy Limited has the goals to study the procurement practices of goods and services in a hydro-power company in context of Nepal. The objectives of the study include: (1) to know the procurement practices of goods and services in a hydro-power company in Nepal (2) to find out major problems and complexities that can occur in procurement process in an organization (3) to apply business concepts and theories related to procurement in real-world decision making. With the company, the student was assigned to work as Operational Assistant, in the department of Procurement. The main responsibilities are to assist the Procurement head as well as Procurement Officers as per their needs and instruction, issuing memo or Purchase Orders, analyzing buy decision of different goods and services from national and international suppliers by preparing comparative charts, networking and communicating with technical persons as well as others related person through internet and email for solving the regular issues of procurement.

Upon the completion of the internship, it found that the problem was resolved by means of communication, teamwork and help from supervisors. In this matter, student is able to learn more about developing business skills in communication, quantities reasoning and teamwork by applying theoretical knowledge acquired in the classroom to real business world scenario which are very important for future career development and profession.

**Keywords:** Hydropower, Procurement, Vendors, Electricity

## Acknowledgement

The internship opportunity I had with Peoples Energy Limited was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I would like to express my sincere gratitude to Siam University faculty for organizing CO-OP program as a part of course through which we were able to get an opportunity to apply theoretical knowledge acquired in the classroom to real business world scenario. This internship experience has enhanced our total university experience by forging a link between conceptual and applied knowledge of the major field of study.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the Procurement Head of Peoples Energy Limited, Mr. Kushal Sundar Shrestha who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to Mr. Bikram Acharya, Procurement Officer, Mr. Samrat Acharya, Procurement Officer and Ms. Anjali Aryal, HR Officer for their careful and precious guidance which were extremely valuable for my study both theoretically and practically.

This report would not have been possible without the suggestion and feedback given by my academic supervisors Dr. Nattiga Silalai and Dhabup Prasai.

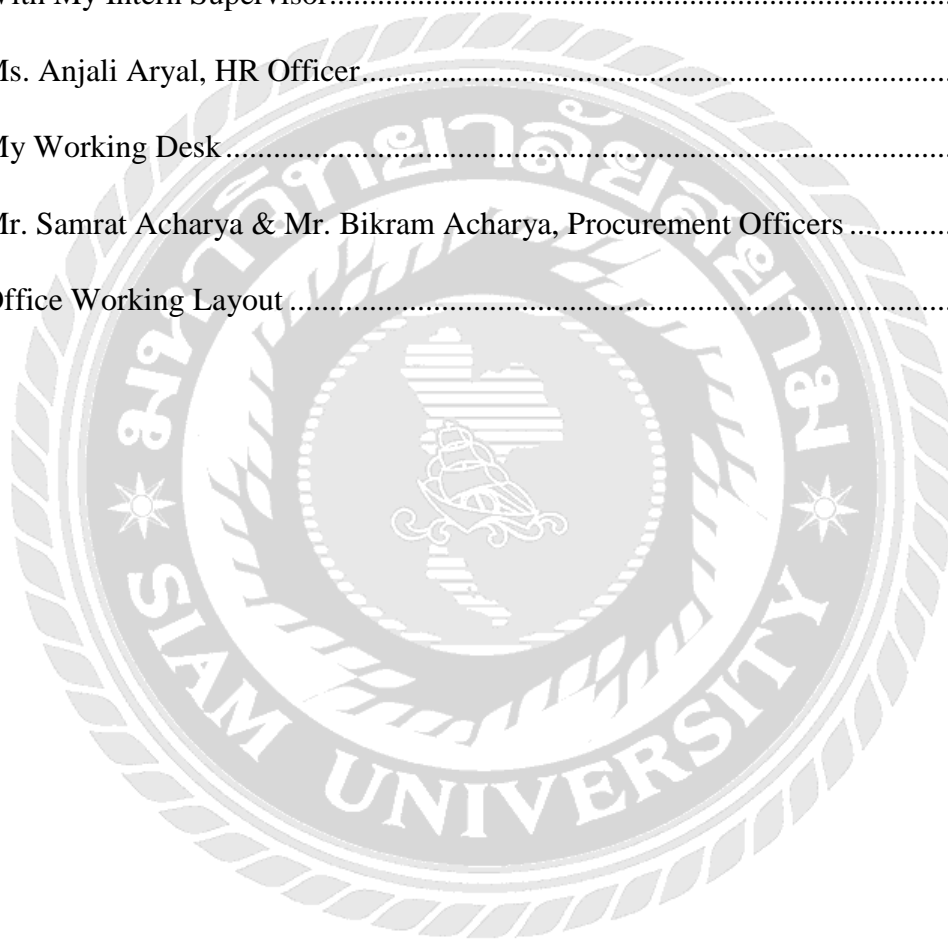
I perceive as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. Hope to continue cooperation with all of you in the future.

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## Chapter 1: Introduction

### 1.1 Company Profile



**Figure 1: Company Logo**

Peoples Energy Ltd. is a hydroelectricity developing company registered in Kathmandu, Nepal. The corporate office of company is located at New Baneshwor, Kathmandu, Nepal. This public limited company was established in 2016 AD. The company was initially registered as Peoples Hydro Co-Operative Ltd. under the Division Office of Co-operative. Later, due to the problems related to financial aspects, the board of Peoples Hydro Co-operative Limited decided to change the name of public company under company registrar from its Special Annual General Meeting. This company was established in order to develop hydro-electricity in Nepal seeing the high demand of energy since from the very beginning Nepal was suffering from load shedding and power shortage albeit having high potentiality in Hydro power.

The main objective of the company is to mobilize the investment from all the Nepalese settled inside and outside of Nepal. This company encourages local people, farmers, social workers, engineers, and doctors, employees from government and private sectors, cooperatives, business houses, companies, NRNs, and Nepalese who are working outside Nepal. For its initial effort, this company has undertaken to develop and operate Khimti-II Hydropower Electricity Project with the participation of Nepalese residing in and outside the country (Peoples Energy Limited, 2018).



**Figure 2: Khimti II map**

Khimti II Hydro-electric Project (48.8 MW) developing by Peoples Energy Limited is in the border of Ramechhap and Dolakha districts State No - 3 of Nepal. The headwork site is located near Rasnalu VDC of Ramechhap district and the powerhouse site is located at Simlep, Hawa VDC of Dolakha. Geographically, the project area is located in between latitudes  $27^{\circ}33'07''$ - $27^{\circ}35'13''$  and longitudes  $86^{\circ}09'26''$ - $86^{\circ}14'18''$ . The project is accessible from Kathmandu by 198km long road via Jiri or 145km long road via Khurkot-Manthali on BP highway. Khimti-II HEP has a generation capacity of 48.8 MW with rated head of 338 meter and design discharge of 16.11 cumec. The total energy output from the project is 260.31 GWh (dry season 40.77 GWH, wet season 219.53 GWH). The main components of Khimti- II are diversion weir or head works, settling basin, headrace tunnel (6.6 KM long, 4 m diameter), surge tunnel followed by surface penstock, power house with three Pelton Turbines, and tailrace culvert. Further four adit tunnels have been planned to facilitate tunnel excavation (Peoples Energy Limited, 2018).

### **Present Situation**

The major design and engineering works of Khimti 2 project being developed by PEL has been successfully completed. Similarly, construction, upgrading and maintenance of access road are in progress. As of now, project camp has been constructed near power house site where twelve buildings are under construction where four duplex buildings will be constructed very soon. The company has recently build Bailey bridge to join Hawa-Palate road and two bridges are under construction for the access of easiness to go to head works area. Likewise 33 KV transmission line is under progress.



In terms of financial aspects, the company has successfully done its financial closure with Sanima Bank as a lead Bank followed by ten other commercial banks. Interestingly, it is the first hydropower company under EPCF (Engineering, Procurement, Construction and Financing Contract) modality which has successfully signed its contract document and exchanged with one of the larger company of China, named Chongqing Water Turbine Works which is a holding company of CME Group.

## **Vision, Mission and Goals**

### **Mission**

Mission represents the purpose of the company or any organization behind their existence. Talking about the mission of the Peoples Energy Limited, its mission is to harness hydropower potential of the country for the benefit of the people at large by optimally utilizing the untapped resources and creating synergy with the private sector.

### **Vision**

Peoples Energy Limited's main motto is to promote, develop, and manage renewable energy projects, particularly hydropower, in an efficient, responsible and sustainable manner, and to maximize wealth and revenues to the nation.

### **Goals**

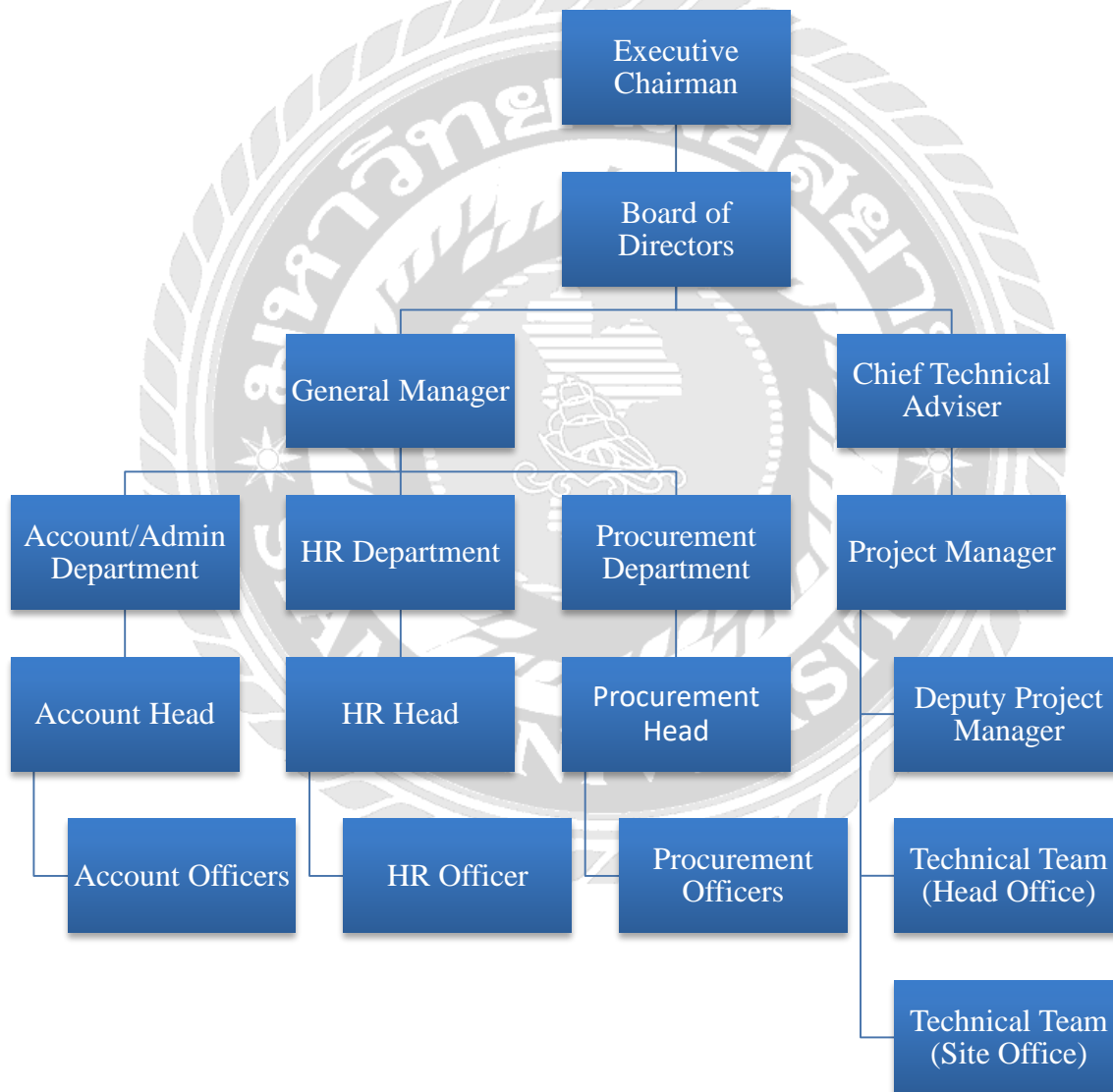
The major goals of the Organization are as follows:

1. To develop and operate projects in cost effective and socio environment friendly manner.
2. To empower and nurture human resources talent with care.
3. To adopt innovative practices for technological excellence
4. To focus on continuous growth and diversification
5. To create an atmosphere of optimism, teamwork, creativity, resourcefulness by dealing with everyone in an open and ethical manner
6. To maintain a high level of social responsibility in the communities in which the company operate.

## 1.2 Organizational Structure

An organizational structure is a system used to define a hierarchy within an organization. It identifies each job, its function and where it reports to within the organization. A structure is then developed to establish how the organization operates to execute its goals.

Peoples Energy Limited has functional organizational structure. The functional structure is based on an organization being divided up into smaller groups with specific tasks or roles. Each department has a manager or director who answers to an executive a level up in the hierarchy who may oversee multiple departments (Karell, 2018).



**Figure 3: Organizational Structure**

**Account/Admin Department:**

Account Department is a part of company's administration that is responsible for preparing the financial statements, maintaining the general ledger, paying bills, billing customers, payroll, cost accounting, financial analysis, and more. The head of the accounting department often has the title of controller. At PEL, the head of this department is known as Account Head. Below him, there are two accounting officers working as his assistant.

**HR Department:**

Human resources department handles many necessary functions of the company which include labor law compliance, recruiting, staff training and development, payroll, record keeping and employee relations. Human-resources department is responsible for performing all the activities related to human resource management& overseeing various aspects of employment. At PEL, the head of this department is known as HR Head. Below him, there is a HR officer which works as an assistant to HR head.

**Procurement Department:**

Procurement Department is responsible for procuring all necessary materials needed for production or daily operation of the company. It is used to ensure the buyer receives goods, services, or works at the best possible price when aspects such as quality, quantity, time, and location are compared. Procurement deals with the sourcing activities, negotiation and strategic selection of goods and services that are usually of importance to an organization. At PEL, the head of this department is known as Procurement Head. Below him, there are two procurement officers who are working as assistants to HR head.

**1.3 Statement of the Report**

This Internship at Peoples Energy Limited has been performed as a requirement of the course for the completion of the Undergraduate degree at SIAM University. This is a part of curriculum to complete a three months internship for the better understanding of corporate industry and gain experience of working in an actual market before the completion of the undergraduate degree. This internship also provides an opportunity to seek, identify and further develop an appropriate level of professionalism among the students.

### **1.4 Objectives of the Study**

The general objective of this program is to make students familiar with the working environment and gain the practical experience in the related field. Furthermore, it also helps the students to expose themselves to the real world of the external environment about different aspects of management where they can apply their theoretical knowledge.

However, the specific objectives of the internship are as follows:

- To understand the organizational environment and work culture.
- To apply business concepts and theories to real-world decision making.
- To increase proficiency in specific business field.
- To improve and develop business skills in communication, quantities reasoning and teamwork
- To find out major problems and complexities that can occur during the procurement process in an organization
- To know the procurement practices of goods and services in a hydro-power company in Nepal.
- To analyze the inter relation of different other departments with procurement department in an organization.

### **1.5 Roles and Responsibility of the student**

At Peoples Energy Limited, I was assigned as an Operational assistant to support the day to day operations. Even though, I was assigned as an operational assistant, most of the roles and responsibilities that I've to perform were related to procurement department as there used to be a lot of activities related to procurement. I was assisting the procurement officers as well as procurement head as per their instruction and needs.

At Peoples Energy Limited, following roles and responsibilities were done in daily basis:

- Assisting the Procurement head as well as Procurement Officers as per their needs and instruction.
- Issuing memo or Purchase Order as a basis of support document for the payment to vendors and suppliers.

- Analyzing buy decision of different goods and services from national and international suppliers by preparing comparative charts.
- Networking and communicating with technical persons as well as others related person through internet and email for solving the regular issues of procurement.
- Managing the logistic support to dispatch the items up to the site on time as per their requirements.
- Collecting reports from site office prepared by Deputy Project Manager.
- Checking the requisition order of goods and services sent by the site office.
- Seeking for right national and international suppliers or vendors through email, internet and phone calls for the purchase of goods and services.



## **Chapter 2: Internship Activities**

### **2.1 Assignments and responsibilities of the student**

The assignment and responsibilities that I had to perform during my 3 months internship at Peoples Energy Limited are as follows:

#### 1) Issuing Purchase Order:

At Peoples Energy Limited, the first task that I was assigned to do was to make purchase order of the goods and services to be purchased by the company. The purchase order act as a basis of support documents while requesting the management of the company to make the payment to vendors and suppliers. The purchase order has to be made before making actual purchase of goods and services. It contains all the estimation about the items to be bought and its numbers.

#### 2) Issuing Memo:

At Peoples Energy Limited, I was also assigned to make memo of the different activities performed by the company. A memo is a short official note that is sent by one person to another within the same company or organization to inform about the activities done. Most of the memos that I made were related to purchasing of goods and services. Later on, those memos act as a basis of support documents while requesting the management to pay for the goods and services purchased.

#### 3) Preparing comparative charts for buy decision:

During my internship at Peoples Energy Limited, one of the responsibilities that I've to perform was to make buy decision of goods and services by comparing the quotation price received from all the potential suppliers. For buy decision, I was required to make comparative charts of all the suppliers on the basis of price, quality, after sale services etc. Based on these factors, I've to choose the best supplier and forward my decision to procurement head for further decision.

#### 4) Communicating and networking with technical persons:

One of the assignments given to me during my internship at Peoples Energy Limited was to frequently communicate and be in touch with the technical persons of the site office. In this way, I have to solve the issues related to the procurement whenever goods were sent to the site office as per the requirements. I have to confirm from technical person in charge of goods of the site if the goods are as per their request.

#### 5. Management of Logistics:

One of the assignments, I was assigned during my internship at Peoples Energy Limited was to take care of the logistics. When there were requirements of goods at site office, I've to manage the means of transport to send all the necessary goods from head office so that it can reach to the site office as soon as possible without any damage.

#### 6. Collecting Reports from Deputy Project Manager:

From time to time, during my internship at Peoples Energy Limited, I've to visit the site office in order to collect the report prepared by Deputy Project Manager. The report contains the information about overall progress that was happening at the project site.

#### 7. Checking of Requisition:

During my internship, I also have to check the requisition order of goods through email that are being required in the site office. Checking the requisition was necessary as it would help the procurement department to know how fast the good was to be sent to the site office.

#### 8. Searching the right vendor:

Whenever there was to be expensive goods purchased for the company, I was given the responsibility of screening the best possible vendor. For this, I used to use email, internet and phone calls in search of national as well as international vendors.

### **Chapter 3: Identification of Problems Encountering during the Internship**

#### **3.1 Indicate how you successfully solved the problems**

During my internship at Peoples Energy Limited, I encountered different types of problems. Some of the problems that I faced and how I overcame them are as follows:

##### **1. Understanding the office culture**

The first problem that I encountered during my internship was to understand the office culture of Peoples Energy Limited. It took time for me to understand the office culture. As I was new to working in hydro-electricity developing company, I found its office culture varied from the previous companies where I had done internship. This organization had strict policies. And since, I was working under procurement department; this department was not so social and fun-loving like HR department. All the employees were more work focused and here people were more of a serious type. So, during the initial days of my internship here, I had little problem coping with the organization office culture.

However, as the time passes, I slowly started understanding the office culture. I overcame that problem by trying to observe the organizational behavior of the other staffs working there. Moreover, my supervisor and other HR department officer helped me a lot in this aspect.

##### **2. Allotment of insignificant work**

The next challenge that I faced during my internship period was allotment of trivial works. Before working there, I expected to be an important part of the organization. But most of the time, I was often offered just assisting jobs by my seniors and mentors. I was not given important works due to the organizational policy of treating the interns.

But, by the passing of time, I learned that even if the work may seem unimportant at first but in reality, nothing is trivial if it matters somewhere in the work cycle of the company. The works that seem trivial have its value in its aspect.

##### **3. Time Management Issues**

Since, it was first job kind of experience I had issues with time management during the internship. Reaching late for office and late completion of assignments wasn't acceptable in a professional workspace and therefore managing the time was difficult for me during the initial days of the



internship. Maintaining a balance between work and personal life seem to be so challenging at first.

But as time passes, I keep on improving in this aspect. I learn that self-management can be achieved only through habit forming and by adopting a more organized living.

#### 4. Overwhelmed with Work

Since, there were only two interns working in our company, sometimes I get work more than required and my supervisor and mentors would put up the entire work load on the two of us. During those times, I would feel overwhelmed to be trusted with so much work when I wasn't even familiar to working in a professional setting.

After working for some time, whenever I think the work load is taking a toll on my performance and personal health, I started getting in touch with my mentor/senior and talk to them about it. In this way, I overcame of this problem.

#### 5. Hesitant to Ask Questions

At first, I thought that I got a really good internship opportunity to work in such big company. But upon starting I realized that the work environment was excessively grave and professional. In such an environment, I find it difficult to ask questions due to the fear of being judged by my supervisor and other mentors.

As the time passes, I become more comfortable with the supervisors and mentors and was able to overcome this problem.

#### 6. Competitive Co-interns

There were two interns at Peoples Energy Limited. My co-intern was high-spirited and work really hard. Sometimes, I would feel intimidated as I observed the work of my co-intern as I didn't expect my internship to be so competitive.

Later on, I felt that even though what it looks like, competitive co-interns make your experience a better one. Because of my co-intern I got to feel the real pressure to work better and get noticed instead of just doing random work and completing my internship duration.

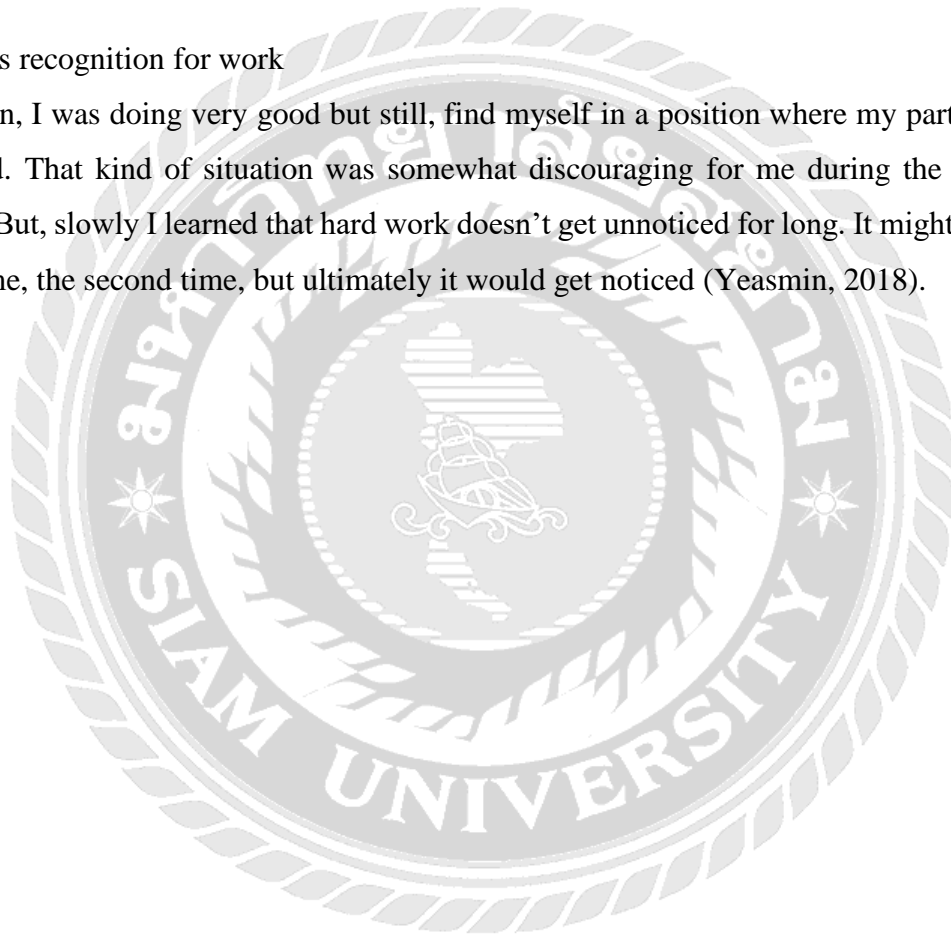
### 7. Less Compensation

At first, I accepted internship at Peoples Energy Limited thinking that there won't be much pressure and the compensation would be sufficient for it. But after I actually start, I realize the pay is far lesser than the work deserves. I used to feel that I and a full-time employee was doing the same amount of work still I was being paid so less.

But then I learned that interns are under a short-term contract and are paid less almost everywhere. Also, I realized that I was getting enough learning experiences.

### 8. Less recognition for work

As an intern, I was doing very good but still, find myself in a position where my part was hardly appreciated. That kind of situation was somewhat discouraging for me during the days of my internship. But, slowly I learned that hard work doesn't get unnoticed for long. It might get ignored the first time, the second time, but ultimately it would get noticed (Yeasmin, 2018).



## **Chapter 4: Contribution and Learning Process**

### **4.1 Contributions of student made during the internship**

The contributions made by me at Peoples Energy Limited during the period of internship are as follows:

#### **1. Purchase Order Format:**

Before my arrival at Peoples Energy Limited, there was no definite format for making the purchase Order. The purchase order used to be differing from one another based on the person who was making it. Then, I was given the task to make the permanent format of purchase order. After a lot of testing and errors, finally the format made by me was approved by procurement head. Since then, the format is being used in the organization as an official format of purchase order.

#### **2. Memo Format:**

At peoples Energy Limited, prior to my internship, there used to be no formal format of memo writing. The memo used to have different format based on the person who was making it. Then, I was given the assignment to make the permanent format of memo writing. After many trial and errors, finally the format of memo created by me was approved by procurement head as the official format of memo. Since then, that format is being used in the organization by all the employees.

#### **3. Website Upgrading**

Previously, the official website of Peoples Energy Limited was lacking many essential features of a well-managed website. There wasn't enough information in the website about the company. Moreover, it was plain and unattractive. As a part of responsibility given to me by my supervisor, it was to upgrade the website. So, I reviewed many websites of companies which were similar to ours. After assimilating all the information necessary for our website, I changed many features of websites; from the information about company to the website design. Now, the website looks more attractive than it was before. Moreover, it has necessary information regarding the company.

#### **4. Crane renting contract**

During my internship at Peoples Energy Limited, once there came a time when our company has to rent a crane for more than 3 months to be used in the site office for the establishment of power house and other buildings. The task of selecting the best contract was given to me by supervisor. I

successfully was able to make a deal with crane renting agency. Moreover, the cost of renting crane was far cheaper than when it was previously used in one of the project undertaken by our company.

#### 5. Vision Mission & Goals:

Even though, the company had definite vision, mission and goals but it was known only by few employees of the company. Moreover, it was vague and understood differently by different employees in the organization. So, during the upgrading of website, I was also assigned to make the concrete vision, mission and goals of the organization based on all the information given to me by Procurement Head and executive chairman. At last, the proposed vision, mission and goals that I came up with were accepted to be kept in website as well as in other official documents.

#### 6. Gate Valve Purchase

During my stint as intern at Peoples Energy Limited, there was need of gate valve at one of our site office. It was the first time such item to be used by our company. Moreover, it was not available within Nepal. As an intern, I was given the work of finding the best supplier of gate valve from India through emails and internet. After weeks of searching, I was able to provide the best supplier of gate valve to my procurement head for the further dealing about it.

#### 7. Binocular Purchase

Once, during my time as an internee, there was requirement to buy binocular for one of our site office. The binocular was to be used by our engineers and technical department to know the condition of transmission line where it was going through the forest. So, the task of finding the best binocular as per the specification was given to me. As an internee, I was able to provide the best binocular as per the requirements of our engineering after going through many suppliers and vendors of binoculars.

### **4.2 Details of the related learning process and new knowledge student has received**

The related learning process and new knowledge that I have received during the internship period are as follow:

- Communication skills as Professionals

One of the most valuable skills that I have gain from this internship is the ability to speak with people in a professional setting. After the internship, I have a better idea of the appropriate way to behave as a professional in the organizational culture. This will definitely help me a lot in the future because I have become more confident and sound more mature and experienced in a business setting.

- Interpersonal skills

Doing internship at Peoples Energy Limited with no doubt has improved my interpersonal skills. Working in procurement department, I have to interact with a lot of vendors and suppliers almost every day. As a result, it has helped me to learn how to build and maintain relationships with other people in a business setting environment.

- Independence

Before this internship, I used to think that spoon-fed is the way to learn. But, now I have realized that working independently is much more important for self-growth and development. This internship has taught me to make my own decisions and do things on your own as I have to do all the things as per the instructions of supervisor. Also, it has helped me to realize being able to work independently with little guidance is very important in the working world.

- Adaptability

Working as an intern in this organization has helped me to learn to adapt to the different situation in a professional setting. As an intern, I was someday supporting procurement department and another day operational department too. As a result, I have to do different works at different times without any fixed position.

- Time Management skills

Time management is one of the major skills that I've received working as an intern. The hectic schedule to finish the work on time, limited time to choose vendors and suppliers and the rush to send the goods at site as per the requirement has taught me to manage time as per the situation of the work.

- Technical skills

My technical proficiency has also improved a lot after working as an intern in these 3 months. Since, most of the task and assignments has to be done using the computer; it has helped me to learn more about MS-Office than I had previously (Internships 101, 2018).

## **Chapter 5: Conclusion**

### **5.1 Self-assessment as a professional**

In these 3 months of internship, I learned what the organizational culture is all about. Similarly, I got the chance to learn the importance of professionalism in the real business world. During the internship, I get to learn different set of skills like communication skills, managerial skills, interpersonal skills, technical skills etc. through observation, communication and working experience. This internship opportunity made me more familiar with the practical knowledge that was until now limited only to university text and books. One of the main objectives of internship was to observe, evaluate, compare and study the relation between the theoretical knowledge and practical knowledge. In this period, I was able to learn and gather much more information about the course knowledge and be able to apply it.

Working as an intern, I learned that alertness and attentiveness are the most crucial factors that are needed to work in any department. I also learnt that we should be able to cope with rapid and dynamic changes in the environment in order to sustain the competition. I find that good communication is the key role and very crucial in a big organization having different departments. And, one should be confident enough and tackle any consequences that might occur and PEL gave intern a practical exposure in this field. This have given the intern adequate feedback on how to face challenges in practical terms and mix up with the organization culture giving the best for betterment of individual as well as organization's career.

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## Annexure

### Photos at Office



**Figure 4: Mr. Kushal Sundar Shrestha, HR Head & My Intern Supervisor**

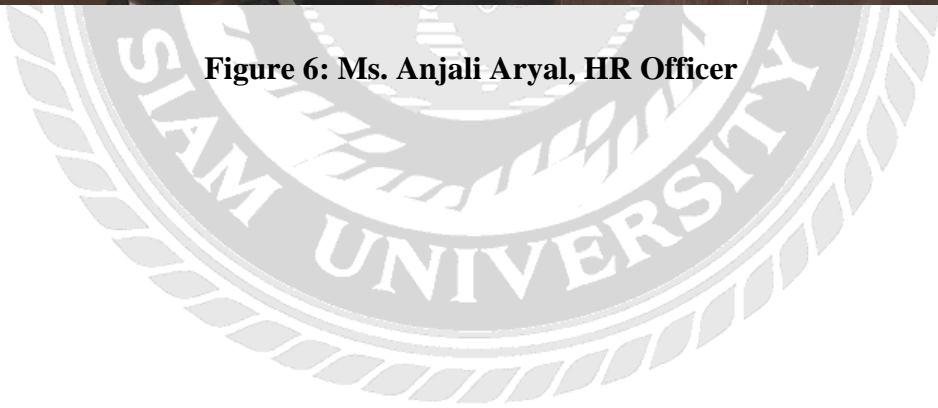




**Figure 5: With My Intern Supervisor**



**Figure 6: Ms. Anjali Aryal, HR Officer**





**Figure 7: My Working Desk**



**Figure 8: Mr. Samrat Acharya & Mr. Bikram Acharya, Procurement Officers**



**Figure 9: Office Working Layout**

