

Summer Internship Report

at

Grant Thornton Bharat LLP

(April 22nd – June 21st, 2024)

A Report

By

Rishik Gandotra

On

Solid Waste Management Under Swachh Bharat Mission

Under guidance of

Dr. Altaf Yousaf Mir

PGDM (Hospital and Health Management)

2023-2025



International Institute of Health Management Research, New Delhi

Acknowledgement

This report is a fantastic opportunity for me to express my gratitude to the numerous individuals whose prompt assistance and direction were crucial to the completion of this project.

I would like to express my sincere thanks Grant Thornton Bharat LLP for giving me an opportunity to explore the practical knowledge practiced by the company.

I received a lot of advice and assistance from Dr. Dhaval Sheth (Partner, Public Sector Consulting) Mr. Anurag Prakash (Manager, Public Sector Consulting), whose help was crucial to the project's success. I could not have accomplished anything without this advice and assistance.

I would like to take this opportunity to thank the Grant Thornton Bharat LLP and Mr. Prateek Mishra (Assistant Manager, Public Sector Consulting), and Tanya Mukherjee (Assistant Manager, Public Sector Consulting) for their overall supervision and Supriya Kumari (Consultant) and Monika Niranjana for their genuine interest in the project and willingness to share their opinions despite their extremely busy schedules.

And I would also like to thank my mentor Mr. Anurag Prakash (Manager, Public Sector Consulting), Dr. Dhaval Sheth (Partner, Public Sector Consulting) for their guidance and support throughout the whole process of my internship.

My sincere appreciation is extended to my mentor Dr. Altaf Yousaf Mir (Associate Professor, IIHMR Delhi) Furthermore, I would like to thank INTERNATIONAL INSTITUTE OF HEALTH HEALTHCARE AND HOSPITAL MANAGEMENT for giving me the opportunity.

Sincerely,

Rishik Gandotra



05 August 2024

Grant Thornton Bharat LLP
(formerly Grant Thornton India LLP)
21st Floor, DLF Square
Jacaranda Marg, DLF Phase II,
Gurugram - 122002
Haryana, India
T +91 124 462 8000
F +91 124 462 8001

Experience Letter

This is to certify that Mr. Rishik Gandotra did his summer internship with Grant Thornton Bharat LLP from 13 May 2024 to 11 July 2024.

We wish him all the very best in all his future endeavours.

For Grant Thornton Bharat LLP

eSigned using DSC (Leegality.com
- uJJENSY)
SATYA NAND JHA
Date: Mon Aug 05 22:17:11 IST
2024

Satya Jha
Partner

FEEDBACK FORM
(IIMR MENTOR)

Name of the Student: RISHIK GANDOTRA

Summer Internship Institution: GRANT THORNTON BHARAT LLP

Area of Summer Internship: PUBLIC SECTOR CONSULTING

Attendance: 100%

Objectives met:

Deliverables: Internship Report

Strengths: Sincere, Hardworking

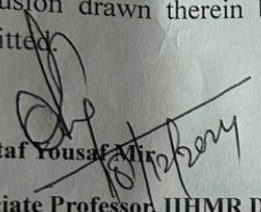
Suggestions for Improvement:

Signature of the Officer-in-Charge (Internship)

Date: 18/12/2024
Place: IIMR

Certificate of Approval

The Summer Internship Project of titled **"Solid Waste Management Under Swachh Bharat Mission"** at **"Grant Thornton Bharat LLP"** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.


Dr. Altaf Yousaf Mir
(Associate Professor, IIHMR Delhi)

IIHMR, Delhi

FEEDBACK FORM
(Organization Supervisor)

Name of the Student: RISHIK GANDOTRA

Summer Internship Institution: GRANT THORNTON BHARAT LLP

Area of Summer Internship: PUBLIC SECTOR CONSULTING

Attendance: 100 %

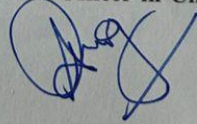
Objectives met: YES

Deliverables: Completed assigned tasks, analysed documents

Strengths: ADAPTABILITY, Project execution, Team Collaboration.

Suggestions for Improvement: Communication

Signature of the Officer-in-Charge (Internship)



Date: 05/08/2024
Place: NEW DELHI

Contents

Acknowledgement	2
ACRONYMS/ABBREVIATIONS.....	8
OBSERVATIONAL LEARNINGS	9
ORGANIZATION PROFILE:	10
Project Report	12
Solid Waste Management Under SBM.....	12
Introduction to the topic:	13
Solid Waste Management.....	13
Stages of SWM:	14
Importance of Solid Waste Management & Swachh Bharat Mission	16
Rationale for the Internship.....	17
Objectives.....	17
Research Methodology.....	18
Analysis:.....	19
Findings & Result:.....	24
Conclusion:	24
CONCLUSIVE LEARNINGS:	25
LIMITATIONS:	25
References:	25

ACRONYMS/ABBREVIATIONS

SBM	Swachh Bharat Mission
SWM	Solid Waste Management
EPR	Extended Producer Responsibility
3 R	Reduce, Reuse, Recycle

OBSERVATIONAL LEARNINGS

ORGANIZATION PROFILE:

Grant Thornton Bharat LLP is a leading professional services firm in India, part of Grant Thornton International Ltd, one of the world's largest networks of independent accounting and consulting firms. The firm offers a wide range of services, including auditing, taxation, advice, and consultancy, combining worldwide knowledge with local insights. check the plagrism

Grant Thornton Bharat is a leading Indian professional services organisation that provides comprehensive solutions for the entire business cycle. Through its people-first approach, client-centricity, and effect on the ecosystems in which it operates, the Firm is changing the profession's values and Going Beyond to Shape a More Vibrant Bharat. Grant Thornton Bharat creates, preserves, and transforms value every day through its sector-first approach and services, which include assurance, tax, advisory, technology, and consulting.

Grant Thornton offers a global network of over 73,000 professionals in member firms in 149 markets, including over 10,000 in India, across 18 locations, over 28 sectors, and 250+ business solutions and services, all with the same goal: to help your business thrive.

The firm has won numerous awards some of them are Best Workplaces in Health and Wellness (2023& 2022), Best Workplaces in Professional Services (2023), Great place to work (2022-2023),

The firm's core values of **Collaboration, Authenticity, Responsibility, Respect** and **Excellence** guide the organization in carrying out its responsibilities towards society.

The Firm currently works across 18 locations, with some departments that work in partnership with state governments. It has developed innovative approaches and programs in every vertical and has built strong partnerships with governments, technology partners and international organizations.

CORE WORK:

1. **Audit & Assurance:**

- Statutory and regulatory audits
- Financial reporting advisory
- Internal audits and controls

2. **Tax:**

- Direct and indirect tax advisory

- Transfer pricing
- International tax solutions
- Financial services

3. Advisory:

- Business risk management
- Forensic and investigation services
- Governance, risk, and compliance

4. Consulting:

- Human Capital Consulting
- Business Consulting
- Public Sector Advisory
- Performance improvement
- Digital transformation

5. Corporate Finance:

- Mergers and acquisitions
- Transaction advisory services
- Valuations and restructuring

Industries Served:

- Healthcare
- Medical Devices
- FinTech
- Agriculture
- Asset management
- Automotive and EV
- Aviation
- Banking
- Education and ed-tech
- Energy & Renewables
- Food processing

Project Report

Solid Waste Management Under SBM

Introduction to the topic:

On October 2, 2014, Prime Minister Narendra Modi launched the Swachh Bharat Mission (SBM), which is one of India's most comprehensive and ambitious national efforts to promote cleanliness and achieve universal sanitation. The goal, which aligns with Mahatma Gandhi's birth anniversary, reflects his dream of a clean and hygienic India, which is now essential for maintaining public health and the sustainability of the environment.

In Swachh Bharat Mission (SBM), solid waste management (SWM) refers to the methodical control of solid waste generation, storage, collection, transport, separation, processing, recycling, and disposal in an environmentally responsible and sustainable manner.

The SBM is an initiative by the Government of India aimed at ensuring cleanliness, hygiene, and waste management across the country, with a significant focus on urban and rural areas.

Solid Waste Management

Solid waste management encompasses the entire collection, processing, and disposal of solid waste. The three main categories into which solid trash can be separated are recyclable material, hazardous waste, and municipal solid garbage. Waste is generated in a wide range of locations, including residences, workplaces, hotels, hospitals, and other establishments like RWAs. The door-to-door collection system covers individual residences or residential complexes, whereas the bulk collection system covers bulk and semi-bulk generators. Municipal solid waste is made up of materials collected from households and businesses, including trash, recyclables, compost, and demolition debris. Hazardous waste is defined as materials like oil, asbestos, and chemical poisons that could be dangerous if handled improperly.

Recyclable items include paper products, plastic bottles and cans, and electronics. All efforts to reduce the negative effects of solid waste on human health, the environment, and aesthetics are included in solid waste management.

Although waste management techniques differ from nation to nation and area to area, there are a few waste management ideas that are generally acknowledged and utilised. These are the waste hierarchy, also referred to as the 3Rs (reduce, reuse, and recycle), the extended producer responsibility (EPR), and the polluter pays principle. combining the data with an emphasis on carrying out a solid waste management plan in every area of every country. Programs for managing solid waste in particular are made to better manage solid wastes in order to protect the environment and to provide better sanitation to the people, that will improve the public health.

Stages of SWM:

Storage: Under several sections of the nation, circular concrete open bins are frequently used for the storage of solid waste. Given that the waste is extremely particulate and has a high percentage of organic matter, it is best to store it in closed containers for no longer than 24 hours. To maintain the cleanliness of the environment, garbage is now primarily stored in containers labelled Bio-Degradable and Non-Biodegradable that are put in businesses, institutions, hospitals, and on city streets.

Collection: Door-to-door collection and the community technique are the two most widely used waste collection strategies in the nation. In many parts of nation, the community bin technique has been the most widely used approach. Bins that are not covered, positioned incorrectly, or not made to fit the amount of waste produced can result in odour, unsightly look, and nuisance stray dogs.

The partitioned vans are used for door-to-door collection known as tipper. Each tipper has three distinct collection bins for household hazardous garbage, wet waste, and dry waste. These tippers deliver domestic waste to the transfer station, from where hook loaders take it to the trenching field.

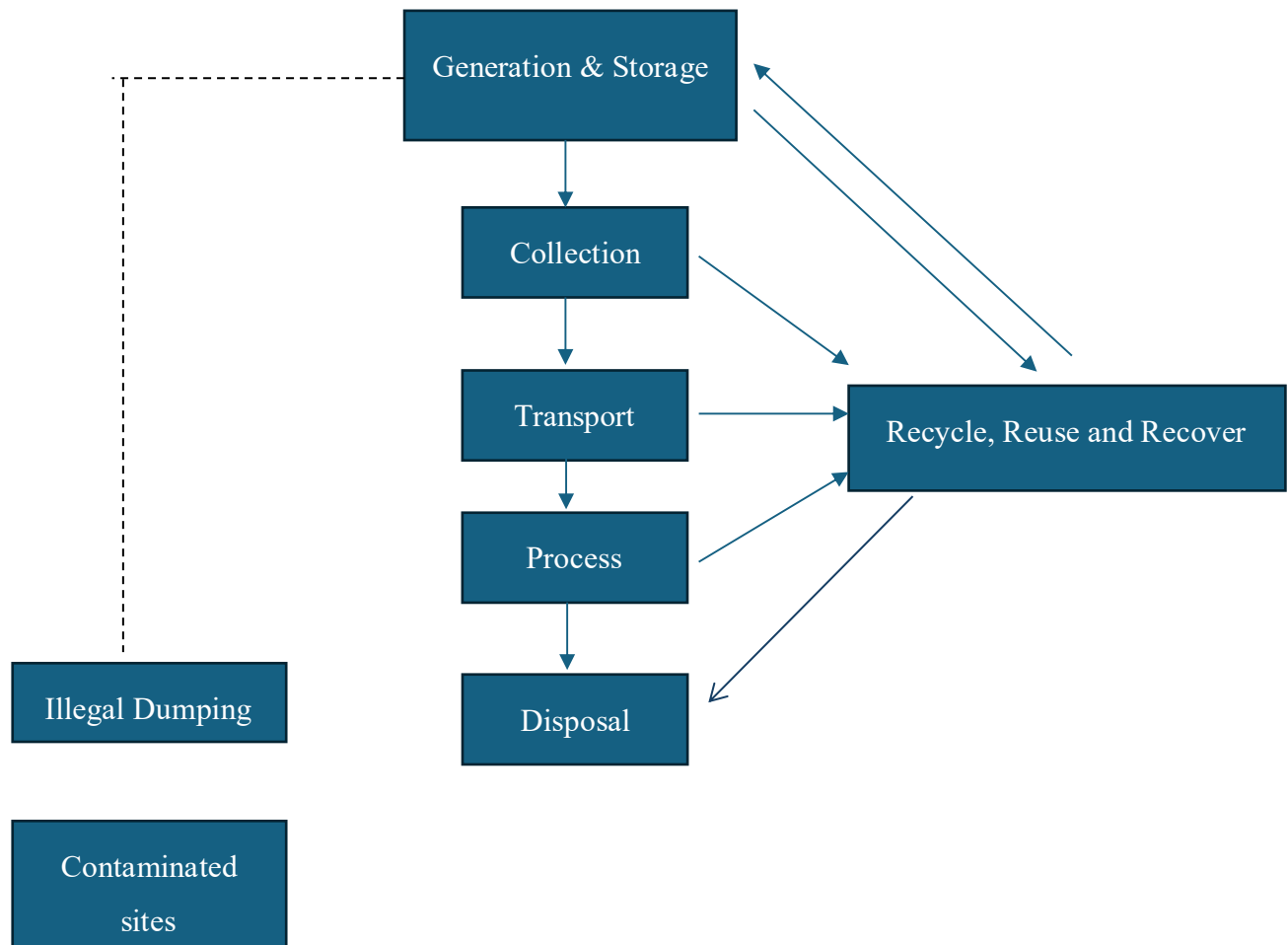
Transport: Various techniques have been used to move waste from bins to trucks or from push carts to trucks. The door-to-door collection approach is typically used. After garbage has been gathered in pushcarts, it is moved to sizable, covered metal bins with distinct sections for the storage of waste that has been separated. After that, it is moved to the trucks using a mechanised collection truck, which lifts the container and fills it with waste. This is a novel technique that is present in numerous states throughout the country. The most popular transfer technique involves two to three workers manually moving community bins to trucks.

Waste Reduction: A waste management policy that describes the most ecologically friendly disposal methods has been created by environmental specialists. The following guidelines are stated in their protocol: reduce, reuse, recycle, compost, bury, and burn. Reducing the amount of garbage produced in the first place is the most efficient method to reduce the amount of rubbish that is produced. Reusing materials is the second-best strategy. By taking these steps, landfills' usable lives would be extended and the burden on incinerators would be reduced. Reducing the quantity of packing, the number of individual packets, the amount of material used to manufacture a product, and just purchasing what you can consume are some strategies to cut back on consumption.

Reusing: Another way to reduce solid waste is to reuse things again or for different purposes. Examples include reusing supermarket bags for trash collection, reusing newsprint as a paper towel to wipe objects and absorb liquids, refilling water bottles rather than buying new ones, using reusable cloth napkins instead of paper napkins, and using reusable cups instead of paper cups.

Functions of Solid Waste Management & Swachh Bharat Mission

- **Construction of Household Toilets:** Providing financial assistance for the construction of household toilets in rural and urban areas.
- **Public Health:** Prevents the spread of diseases caused by uncollected and improperly managed waste and ensures a cleaner and healthier living environment for communities.
- **Public and Community Toilets:** Establishing public and community toilets in urban areas to ensure sanitation access for all.
- **Sustainable Development:** Supports sustainable urban and rural development by ensuring efficient waste management and promotes economic growth through the creation of jobs in the waste management sector.
- **Behavior Change Campaigns:** Conducting large-scale awareness campaigns to promote cleanliness and hygiene practices among the public.
- **Capacity Building:** Training and supporting local bodies, NGOs, and community groups to sustain sanitation initiatives.
- **Monitoring and Evaluation:** Regularly monitoring progress and evaluating the impact of sanitation programs to ensure accountability and effectiveness.



Importance of Solid Waste Management & Swachh Bharat Mission

The SBM holds significant importance for several reasons:

- **Public Health:** Improved waste management and sanitation reduce the incidence of diseases such as diarrhea, cholera, and typhoid, thereby enhancing public health and reducing healthcare costs.

- **Compliance with Regulations:** Ensures adherence to environmental regulations and standards set by the government. Helps municipalities and local bodies meet their waste management obligations.
- **Environmental Protection:** Proper waste management practices help protect the environment by reducing pollution and promoting recycling.
- **Social Equity:** Access to sanitation facilities improves the dignity and quality of life for marginalized groups, especially women and children.
- **Economic Growth:** A cleaner environment attracts tourism, boosts productivity, and promotes overall economic development.
- **Cultural Impact:** The mission fosters a culture of cleanliness and hygiene, which can lead to lasting behavioral changes in society.

Rationale for the Internship

The Solid Waste Management under Swachh Bharat Mission has made significant progress since its inception, but there are still challenges that need to be addressed to ensure its long-term success. This internship provides an opportunity to contribute to this national initiative by:

- Assessing the current state of sanitation and waste management facilities in selected areas.
- Identifying key challenges and success factors in the mission's implementation.
- Providing actionable recommendations to enhance the effectiveness of SBM initiatives.

Objectives

- To evaluate the effectiveness of the Swachh Bharat Mission (SBM) in selected communities.
- To identify key challenges and critical success factors in the implementation of SBM.
- To assess the level of public awareness and participation in SBM initiatives.
- To provide recommendations for improving the implementation and impact of SBM.

Research Methodology

Project Design: Descriptive Cross-sectional study.

Project Setting: The data is collected from the municipality areas like Kanpur and Indore.

Project Duration: 13th May 2024 – 6th July 2024

Mode of data collection: The mode of data collection is primary and direct observation. We conducted many IEC activities in these areas and selected random people asked questions to them about their knowledge of solid waste management and the Swachh Bharat Mission.

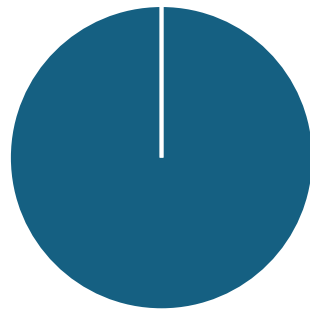
Sampling method: Random Sampling

About the questionnaire

- The questionnaire consists of 10 questions.
- It is an open-ended question with close-ended answers.
- Example: Are you aware of solid waste management? (Yes/No)

Analysis:

Does the Municipal Corporation provide regular waste collection services in your area?



■ Yes ■ No

In the chart shown, 30 out of 30 people feel that the Municipal corporation is providing regular waste

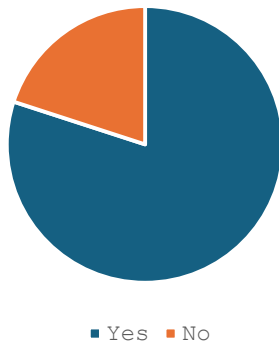
Do you use separate bins for different types of waste?



■ Yes ■ No

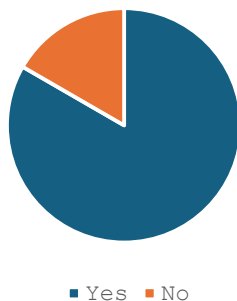
The chart shown, 15 out of 30 people use separate bins for separate bins for waste, and 15 out of 30 people don't use separate bins for different types of

Have you received any informational materials (e.g., pamphlets, flyers) about waste management from the municipal corporation?



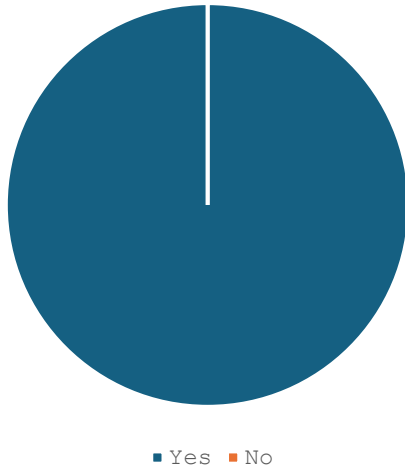
In the chart shown, 24 out of 30 people told that they have received informational materials from the municipal corporation, and 6 out of 30 people haven't received

Are you aware of any specific health conditions that are linked to inadequate waste management practices (e.g., respiratory issues, ...)



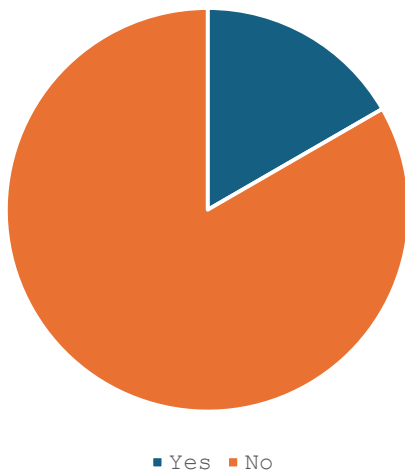
In the chart shown, 25 out of 30 people are aware of the health condition that are linked to inadequate

Do you dispose of your waste through authorized waste collectors?



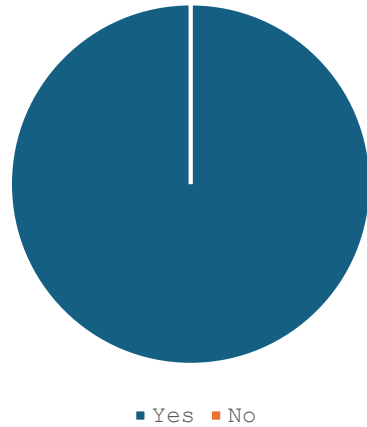
In the chart shown, 30 out of 30 people dispose their waste through authorized waste collectors.

Would you be able to pay more for improved waste management services?



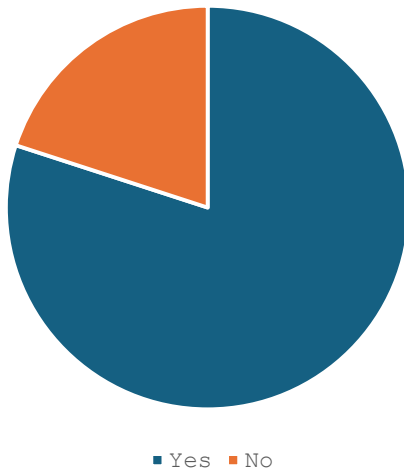
In the chart shown, 5 out of 30 people were willing to pay more for the improved waste management services, and 25 out of 30 people were not

Do you believe that the waste management services have improved in the last few years?



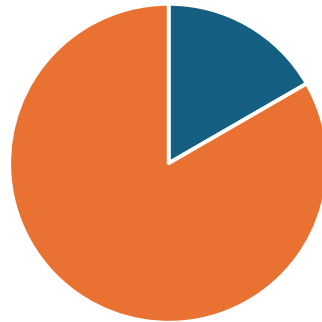
In the chart shown, 30 out of 30 people feel that the waste management services have improved in the last few

Do you believe that waste management education can improve public health?



In the chart shown, 24 out of 30 people believe that the waste management education can improve

Have you never
participated in any
community clean-up drives
or waste management
initiatives?



■ Yes ■ No

In the chart shown, 25 out of 30 people
haven't participated in any clean-up
drives, and 5 out of 30 people have

Findings & Result:

The finding indicates that there are many positives in the current state of solid waste management as mostly people have very strong feelings that Solid Waste Management and Swachh Bharat Mission helps improve the overall public health, and also in improving the overall improving environmental pollution.

Conducted interviews for the people around the area by gathering them for the IEC activities showcasing the importance of Waste segregation and Management, Home Composting, and single-use plastic ban, and asked random people 10 questions to know their feedback and their knowledge about the Swachh Bharat Mission. Most people gave positive feedback towards the Swachh Bharat Mission, but some people require more knowledge about the same.

Conclusion:

The results show that although while solid waste management under the Swachh Bharat Mission is now going well, there are still several areas that require improvement, most notably operational effectiveness, public compliance, and resource allocation. Waste management procedures can also be improved by more community involvement, more public awareness campaigns, and improved staff training. Although the Swachh Bharat Mission has made a substantial impact, maintaining and expanding these achievements will need ongoing efforts and strategic advancements.

CONCLUSIVE LEARNINGS:

During my internship tenure I learned about the Swachh Survekshan Toolkit and how the ranking of different states has been done based on that toolkit or checklist, also learnt about the following

- Powerpoint template development for Swachh Survekshan survey.
- Engaged in preparation of IEC materials and alerts.
- Involved in understanding about questionnaire on tool development.
- Basic understanding about excel functions.
- Basic knowledge on the current state projects by using data compilation.
- Engaging with people from different areas of experience and learning from their expertise.

LIMITATIONS:

In my internship tenure of two months, it was difficult to complete a research project within this time frame. Though I have access to the necessary data collection according to my research topic but proper analysis is difficult to process in such a short time frame. In observational learnings, I got to know the how the ranking was done for various states. During the research process it came into my notice that there were some people that were aware of the waste management and segregation of waste according to the type of waste but there were some people who were not aware of this waste segregation and waste management practices.

References:

- Government of India. Swachh Bharat Mission Guidelines. Ministry of Urban Development; 2017.
- Grant Thornton. (2023). Annual Report on Public Sector Consulting. Grant Thornton
- Kumar R, Gupta S. Challenges in Urban Waste Management. J Environ Manage. 2021; 28(3): 345-356.
- Swachh Bharat Mission, Swachh Bharat mission urban, SBMU, SBM, Swachh Survekshan [Internet]. [cited 2024 Jun 17]. Available from: <https://sbmurban.org/>

- Zia H, Devadas V. Municipal solid waste management in Kanpur, India: Obstacles and prospects. Management of Environmental Quality: An International Journal. 2007 Jan 9;18(1):89–108. doi:10.1108/14777830710717749

Rishik Gandotra ST report

ORIGINALITY REPORT

11 %	7 %	3 %	8 %
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	ivythesis.typepad.com Internet Source	2 %
2	Submitted to Bridgepoint Education Student Paper	1 %
3	Submitted to Lovely Professional University Student Paper	1 %
4	Submitted to Addis Ababa University Student Paper	1 %