

Dissertation Training

At

VIPUL MEDCORP TPA PRIVATE. LIMITED

**Study on employee satisfaction for various corporate of Vipul Wellness Services.**

By

Sibankur pal

PG/13/064

Under the guidance of

Dr. Rashmi Yadav

Sr. Manager – Business Development

Vipul MedCorp TPA Private Limited

Dr. Vinay Tripathi Singh

Professor

IIHMR, New Delhi

Post Graduate Diploma in Hospital and Health Management

2013-15



**International Institute of Health Management Research**

**New Delhi**

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**International Institute of Health Management Research**

**New Delhi**

2015-06-12 16:29

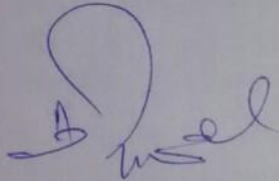
TO WHOMSOEVER IT MAY CONCERN

This is to certify that Sibankur Pal student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at VIPUL MEDCORP TPA PRIVATE LIMITED from 2nd January 2015 to 30<sup>th</sup> April 2015.

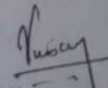
The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfilment of the course requirements.

I wish him all success in all his future endeavours.



Dr. A.K. Agarwal  
Dean, Academics and Student Affairs  
IIHMR, New Delhi



Dr. Vinay Tripathi  
Mentor  
IIHMR, New Delhi

### Certificate of Approval

The following dissertation titled "**Study on employee satisfaction for various corporate of Vipul Wellness Services**" at "**VIPUL MEDCORP TPA PRIVATE LIMITED**" 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 dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

Prof. P. K. Koul

P. K. Koul

Dr. Shantaram

Dr. P. K. Koul

## FEEDBACK FORM

Name of the Student: SIBANKUR PAL

Dissertation Organization: VIPUL MED CORP TPA PVT. LTD.

Area of Dissertation: WELLNESS & MARKETING

Attendance: 100%

Objectives achieved: YES

Deliverables: WELL ACHIEVED

Strengths: WELL COMMUNICATING SKILLS, GOOD TEAM PLAYER.

Suggestions for Improvement: NEED TO IMPROVE DEPTH ABOUT TPA AND INSURANCE

Signature of the Officer-in-Charge/Organization Mentor (Dissertation)

Date: 16-5-15


*[Signature]*



### Certificate from Dissertation Advisory Committee

This is to certify that **Mr. Sibankur Pal**, a graduate student of the **Post-Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. He is submitting this dissertation titled **"Study on employee satisfaction for various corporate of Vipul wellness Services"** at **"Vipul MedCorp TPA Pvt. Ltd"** in partial fulfillment of the requirements for the award of the **Post-Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

  
Institute Mentor Name,  
Designation,  
Organization

Organization Mentor Name **DR. TARIQUE AHMED**  
Designation, **AGM**  
Organization **VIPUL MEDCORP TPA PVT LTD.**



## Completion of Dissertation

The certificate is awarded to

**Name** Sibankur Pal

In recognition of having successfully completed his  
Dissertation in the department of

**Title:-Wellness and Marketing**

And has successfully completed his Project on

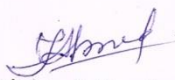
**Study on employee satisfaction for various corporate of Vipul wellness  
Services.**

**Date:-16 May 2015**

**Organization: - Vipul MedCorp TPA Pvt. Ltd.**

He comes across as a committed, sincere & diligent person who has a strong  
Drive & zeal for learning

We wish him all the best for future endeavors

  
**Training & Development**

**Zonal Head-Human Resources**

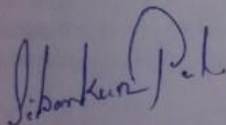




INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT  
RESEARCH, NEW DELHI

CERTIFICATE BY SCHOLAR

This is to certify that the Dissertation titled "**Study on Employee Satisfaction for Various Corporate of Vipul Wellness Services**" and submitted by Sibankur Pal (Enrolment Number-64), under the supervision of Dr. Vinay Tripathi , for award of Post Graduate Diploma in Hospital and Health Management of the Institute, carried out during the Period from 2<sup>nd</sup> March 2015 to 16<sup>th</sup> May 2015 embodies our original work and has not formed the basis for award of any degree, diploma, associate ship, fellowship, title in This or any other institute or other similar institution of higher learning



Sibankur Pal

(Roll no.64- PGDHM)

IIHMR, New Delhi



## Acknowledgement

At the onset of the report I would like to acknowledge my sincere thanks to my institute, International Institute of Health Management Research, for providing me a platform to gain enough knowledge and skills in different aspects of health management.

Most importantly I would like to thank **Dr. A.K. Agarwal** (Dean) of IIHMR, New Delhi for all encouragement and inspiring support in the completion of this report.

I express my gratitude and respectful regard to my mentors **Dr. Vinay Tripathi** (Assistant Professor, IIHMR, New Delhi) and for their able guidance and useful suggestions, which helped me in completing the project work.

I would like to thank the **Mr. Rajan Subramaniam, CEO**, I for giving me an opportunity to undergo my internship from **Vipul Med Corp TPA Pvt. Ltd.**

I owe a great debt to **Dr. Tarique Ahmed**, (AGM **Vipul Med Corp TPA Pvt. Ltd.**), **Ms. Rashmi Yadav** ( **Senior Manager Corporate Vipul Med Corp TPA Pvt. Ltd.**) for having permitted me to do my Dissertation training .

This training wouldn't have been completed without a substantial support from a great number of people and so I would like to thank all the consultants in wellness and marketing department and other staff members at VipulMedcorp TPA for being so helpful all the time and making this summer training project an unforgettable experience.

Finally, most importantly, I would like to express my heartfelt thanks to my beloved Parents and my younger brother for their blessings and my friends for their help and wishes for the successful completion of this training.

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## **Introduction**

Vipul group was launched by hon'ble S.S.Veriwala. Under vipul group there are many companies and they are as follows:-

1) **TPA - Third Party Administrator. Vipul MedCorp TPA Pvt Ltd** is an IRDA licensed TPA and is one of the market leaders in Health Care delivery Services.

2) **Automobile dealerships .Vipul Motors Pvt Ltd** , is One of the largest dealers of Maruti Suzuki Cars in India

3) **Software Development Vipul Informatics Pvt Ltd** is a niche player in Software Development and IT Solutions

4) **Software Development Vipul Informatics Pvt Ltd** is a niche player in Software Development and IT Solutions

5) **Vipul MedCare Pvt Ltd** : is Into International Operations and Health Management Activities in India and runs **MedCare Cliniq** , Corporate wellness clinic

- **Vipul Better Care Management Services LLC** , is the largest local TPA in Oman. Is also a leading player in Gulf Medical Tourism and IT Solutions
- IT based solutions and runs **MedHealth Cliniq** ( Retail Clinics ) **and MedHealth Store** (Online Health **SRTS Rural Technologies solutions Pvt Ltd** is a leading player in Smart Card based Health Delivery services and tore ) .

## **Organization Profile**

### **Vipul MedCorp TPA Pvt Ltd**

Vipul Medcorp TPA is promoted by Vipul group of India, a diversified business group having presence in Automobile Dealerships. Real Estate, Information Technologies, Smart Card related services and in Health and wellness domain. They are an ISO 9001:2008 certified and an IRDA Licensed, Third Party Administrator (Health), engaged in following services

- **Cashless**
- **Claim processing**
- **Enrollment**
- **Cost Containment**
- **Online assistance** to Insured during hospitalization.
- **MIS/Reports** (online/offline) to Insurance co and Insured.
- **Pre policy Check up**

- **Promoters & Management**

#### **Promoters**

- Vipul MedCorp TPA Pvt. Ltd has been promoted by vipul Group. Vipul Group consisting of vipul motors Ltd. , Vipul Infrastructure Developers Ltd.is promoted by Mr.Vinit Beriwal and Mr.Punit Beriwal ,third generation entrepreneurs.The promoters have a long-term vision of providing complete health and medical insurance product to the largely untapped indian population.

#### **Management**

- The company has appointed, Mr.Rajan Subramaniam, a management graduate and a qualified insurance professional, as its CEO. He has wide experience in the TPA industry and is assisted by qualified professionals from the field of insurance and healthcare.

#### **Empanelment**

- New India Assurance Co Ltd.
- National Insurance CO Ltd.
- United Insurance Co Ltd
- Oriental Insurance CO Ltd
- Reliance General Insurance Co Ltd
- ICICI Lombard General Insurance
- Apollo Munich Health Insurance

- HDFC Ergo Insurance
- Star Health & Allied Gen Insurance
- IFFCO Tokyo General Insurance
- Bharti Axa General insurance
- Universal Sompo Gen Ins Co
- Max Bupa General Insurance Co
- Religare General Insurance Co
- LIC of India
- Liberty Videocon General Insurance

### **Major Corporate Clients**

**IT/BPO/Telecom** :- BA Continuum India, NIIT Group, Nucleus Software, Sandisk, Wipro Limited, Aricent Technologies, Birla Soft, Convergys, Indus Towers, Colt Technology, FIS, Agilent Technologies, Info Edge, Hughes

**Education /Press** :- IIT Delhi, BIT Ranchi, IILM, Techbook International, Iihmr, IIT Indore, West Bengal Board Of Secondary Education, Salwan Education Trust, Capital IQ Information Systems

**Multinational** :- Delta Power, Aon Hewitt, G4S Securitas, Technip KT, Bausch & Lomb Eye Care, Hilti India, Sona Koyo, N.I.S. Sparta, Delphi, Claas India, Oriental Structural, Triburg Sportswear

**Healthcare/Hotel/Airlines/Embassy** :- ITC Hotels, Mankind Pharma, Thai Airways, Max Healthcare, Indian Spinal, Int Travel House, Capsugel Healthcare, Danone Food, Lotus Dairy, A B Hotel, Sir Ganga Ram Hospital, Dr. Lal Path

**Insurance/Finance/Banks** :- Bajaj Capital, Canara HSBC OBC Life, PNB Housing Finance, Madras Stock Exchange Ltd

**Govt. Bodies/Diversified Groups/Manufacturing**:- MTNL, CWC, Hindalco, Jaquar, Luxur, Ambuja Cements, Petronet Lng, India Glycols, Timex, Havells India, Omaxe, Grasim, Luminous Power, Giesecke & Devrient

### **HOSPITAL NETWORK**

Vipul MedCorp TPA is currently having 8000+ Providers in its network, which is one of the largest amongst existing TPAs.

---

### **Network Provider Accreditation Norms**

**Vipul MedCorp TPA has shortlisted hospitals and Nursing Homes as per the minimum norms prescribed under Mediclaim Policy, that is –**

- Hospital / Nursing Homes established for Indoor Care / Treatment of sickness & Injuries
- Either registered as a hospital or nursing home with local authority and under supervision of registered & qualified medical practitioners, OR, Should have at least 15 IP beds [10 beds in class C town]
- Fully equipped OT, wherever surgical procedure is carried out
- Fully qualified Nursing Staff – round the clock

The steps involved in empanelment process are the following

- Screening of PSP & Introduction letter
- PSP Application Form duly filled in by the PSP and submitted along with rate list, doctors biodata & various facilities offered by them
- MOU with the PSP after rate negotiation
- On site assessment of the PSP
- Monthly/Yearly feedback system in order to decide on renewal

**While empanelling a PSP, we also look at the following criteria :**

- Infrastructure & Facilities available
- Quality of Service rendered
- Patient care background
- Bed-strength and availability
- Management background and past track record
- IT Infrastructure / Computerization

#### **Vipul Network Reach**

<b>Zone</b>	<b>No.s</b>	<b>Cost Advantage</b>	<b>No.s</b>
<b>North</b>	<b>3109</b>	<b>Discounts</b>	<b>2893</b>
<b>West</b>	<b>2091</b>	<b>Packages</b>	<b>1234(PPN</b>
<b>South</b>	<b>1881</b>	<b>RSBY</b>	<b>1680</b>
<b>East</b>	<b>689</b>	<b>Total</b>	<b>5807</b>
<b>Total</b>	<b>7770</b>		

## Wellness

Wellness is a state of optimal well-being that is oriented toward maximizing an individual's potential. This is a life-long process of moving towards enhancing your physical, intellectual, emotional, social, spiritual, and environmental well-being.

### 8 WELLNESS DIMENSIONS

Recognizing creative abilities and finding ways to expand knowledge and skills

Expanding our sense of purpose and meaning in life

Personal satisfaction and enrichment derived from one's work

Good health by occupying pleasant, stimulating environments that support well-being

Developing a sense of connection, belonging and a well developed support system

Recognizing the need for physical activity, diet, sleep and nutrition

Coping effectively with life and creating satisfying relationships





## **IMPORTANCE OF WELLNESS FOR CORPORATES**

Wellness matters because everything we do and every emotion we feel relates to our well-being. In turn, our well-being directly affects our actions and emotions. It's an ongoing circle. Therefore, it is important for everyone to achieve optimal wellness in order to:

- Subdue stress
- Reduce the risk of illness
- Ensure positive interactions.
- Gives a higher quality of life
- Creates a sense of peace that surpasses the need for material possessions and subdues the stresses from external situations
- When a person's wellness is heightened, so too is their ability to be productive in all phases of their life: home, work, relationships, etc
- Decreases the need for the traditional healthcare system

## **Types of WELLNESS Programs**

We can integrate the program into the six components of an employee's well-being:

- **Physical**
- **Spiritual**
- **Intellectual**
- **Social**
- **Emotional**
- **Occupational**

## **Vipul Wellness Initiatives**

Vipul Group has been the pioneer in recognizing the need of wellness and happy living and has launched online wellness services like Second Medical Opinions, Electronic Medical Record Management (EMRM), Health Risk Assessment(HRA) and Products like Preventive Health checkup Up (MedHealth Check ) Health Discount Cards (MedHealth Cards ) , customized health check up packages and tailor made corporate wellness portals. It has also launched MedCare Cliniq to Facilitate OPD services.



## Special Offerings for Corporate Clients

### Dedicated Portal

#### Enrollment

#### Selfcare

(Medicaid services)

#### Wellness

- Professional Opinions
- HRA
- EMM
- Fortnightly Newsletters
- MedHealth Check (discounted Packages)
- MedHealth Store (10% discount)
- Femm Connect

### MedHealth Card

Provides 10-30% discounts in:

- Hospitals/Clinics
- Diagnostic centers
- Pharmacies
- Gyms
- Spas

### Free Health Camp/Events/Activities

Calendar for wellness Activities will be published in consultation with the Corporate HR



## **Training detail**

- **Department:-** Wellness and Marketing.
- **Key Role:-** Organize various wellness camps in various corporate.  
Under the dissertation period I chose corporates employees to check their feedback regarding wellness and camps organize by Vipul MedCorp wellness Team.  
  
During this study I mainly focused on corporate employees.

## **Topic:-**

Study on employee satisfaction for various corporate of Vipul Wellness Services.

## **Objective:-**

- To measure satisfaction level of different employee under wellness services.
- How to quality services to our existence clients.

## **Method of data collection:-**

### **Study Methods:**

Fill -up the feedback form from corporate employees after finished the wellness camp.

**Design:** - Convenient sampling.

- **Sample size** -100
- **Data:-**Primary date.

### **Location:**

Various corporate like UT Worldwide, Ratnasagar Pvt.Ltd, G&D Pvt.Ltd etc.

### **Tools Used for the data collection:**

- Questionnaire method

### **Case Selection:-**

Much has already been written about wellness programs. We got various Mails from various Insurance Brokers or RMs . In that mail below information is Present:-

- Corporate Name & Address.
- Employee Count.
- Wellness camp details.
- Tentative dates.
- Contact person Name.

Corporate name & Address	Employee Count	Health Camp	Tentative Dates	Contact person Name
Ratna Sagar Pvt.Ltd Dr.Mukharjee Nager, New Delhi	150	1.Basic Health Camp 2.Eye Camp	08-May-15	Mr.Dhruv(Head HR)

### **Corporate Selected For the Study:-**

Corporate name & Address	Employee Count	Health Camp	Tentative Dates	Contact person Name
Ratna Sagar Pvt.Ltd Dr.Mukharjee Nager, New Delhi	150	1.Basic Health Camp 2.Eye Camp	08-May-15	Mr.Dhruv(Head HR)
G & D Pvt.Ltd	150	Cardiac Camp	10-May-15	Mr.Amit(Head HR)

## **A. RatnaSagar Pvt.Ltd.**

### **Organization Profile:-**

Ratna Sagar is one of the largest and most renowned publishing houses in India today. Ratna Sagar is named after a library of the Nalanda University, an ancient seat of learning which flourished over 2000 years ago. Founded in 1982, Ratna Sagar brings out books that represent exemplary standards of publishing. It has been our endeavour to prove ourselves worthy of our ancient namesake. Our mission statement reads, "... to bring out books for children that really constitute an ocean of gems. These books will employ the most modern and proven approaches towards the shaping of young minds." Ratna Sagar was awarded the ISO 9001-2008 certification in 2010 and ISO 14001:2004 certification in 2013. Our rich tapestry of books has become synonymous with quality education. Our books are being used by the leading schools of the country.

To quote our quality policy statement, "Each book embodies the highest level of teaching methodology, designing, presentation and pedagogical effectiveness." Perhaps the best illustration of this missionary zeal can be found in the books developed by Ratna Sagar for effective English Language Teaching and also in our flagship series Living Science. Our books are carefully and attractively designed by our experts to make learning an interesting, creative and fun-filled experience.

Ratna Sagar regularly hosts seminars and workshops in its ongoing programme for effective education. As part of this programme we organize workshops on English Teaching, Motivation, Creative Writing & the Art of Storytelling. Participants include school principals, teachers and educators.

In order to achieve our objective of excellence and innovation in education, Ratna Sagar jointly publishes educational books as well as medical books with other national and international publishers such as Scholastic, Blake Publishing, Byword and Dr NDTV. Ratna Sagar has also joined hands with Harper Collins to bring the world-famous Collins dictionaries to the Indian reader. Among the seventeen dictionaries marketed by Ratna Sagar are French, Spanish, German and Italian dictionaries for Indian schoolchildren.

For the past 25 years Ratna Sagar has been identified with high quality school-level books. The market response and the acceptance of our books by schools across India, thanks to the support and cooperation of teachers, has been excellent. This has encouraged us to think in terms of forward integration and diversifying into the publication of higher academic books. With the launch of its new imprint PRIMUS BOOKS, Ratna Sagar has now ventured into publishing academic reference works and textbooks for professors, lecturers, research scholars and graduate and postgraduate students.

**Wellness Programme:-**

Basic Health Camp:- Includes Height, WT, Blood Pressure, Physician Consultation, ECG(as per physician consultation).

Yoga Camp:- Yoga is one good way of relaxation. It can ease the tension building in your muscles and joints without experiencing fatigue and overexertion. The Yoga exercise is also believed to make a practitioner look younger. The basic yoga moves involved in the poses and exercises will provide inner peace and radiant health.

Cardiac camp: - Includes Blood pressure, Cardiac consultation, ECG,

Health Talks: - About Life style and Diet, Ergonomic Session, Cardiac Etc.

**Vendor Selection:-**

**Criteria:** - As per Corporate any Super Speciality Hospital and any well-known Eye Centre.

**Process:** - Through Mail and Telephonic Conversation.

**Selected Vendor:-**

- Basic Health Camp: - BLK Hospital.
- Eye Camp: - Vasan Eye Care.

**Wellness Camp Result:-**

Corporate name & Address	Employee Count	Health Camp	Tentative Dates	Attended Employee
Ratna Sagar Pvt.Ltd	150	1.Basic Health Camp	08-May-15	50
Dr.Mukharjee Nager, New Delhi		2.Eye Camp		





## **B)G & D India Pvt. Ltd.**

### **Organization Profile:-**

Established in 2001, Giesecke & Devrient India Pvt. Ltd. is a wholly owned subsidiary of Giesecke & Devrient GmbH, with its Corporate office located in Gurgaon, an EMV Personalization Bureau in Chennai and a Development Centre for Mobile Security in Pune. With its recent addition of another banknote design support and software development facility i.e. Competence Centre (CCI) in Gurgaon for the growing Compact tabletop (TT) segment, current employee count has gone upto 720+.

### **Wellness Profile:-**

**Basic Health Camp:-** Includes Height, WT, Blood Pressure, Physician Consultation, ECG(as per physician consultation).

**Cardiac camp:-** Includes Blood pressure, Cardiac consultation, ECG.

**Health Talks:-** About Life style and Diet, Ergonomic Session, Cardiac Session, Cervical Cancer Session.

### **Vendor Selection:-**

**Criteria:** - As per Corporate any Super Speciality Hospital.

**Process:-** Through Mail And Telephonic Conversation.

### **Selected Vendor:-**

- Cardiac Health Camp:- Artemis Hospital Gurgaon.

### **Wellness Camp Result:-**

Corporate name & Address	Employee Count	Health Camp	Tentative Dates	Attended Employee
G & D Pvt.Ltd	150	Cardiac Camp	10-May-15	50



## Findings

**Table 1:-**

	How do you rate the event organised for you on a scale of 1 to 5				
	1	2	3	4	5
MRS. GEETU					1
MRS. SEEMA					1
MR. ABDUL JABBAR					1
MOHAMMAD HASNAIN					1
Priti Debnath					1
AP TRIPATHI					1
MR. AMRIK SINGH					1
DR. GAGAN ARORA			1		
MS SUMAN			1		
MR. OMPRAKASH			1		
MR SATISH			1		
MR DEVRAJ				1	
MS. REKHA				1	
MR. VINAY				1	
SHRIPAL				1	
DR. KRISHNA					
DR. VARUN GUPTA					1
MS. ANJALI SHARMA					1
DR. ASHISH					1
MR. GB SINGH					1
MR. NARESH					1
MS. SRIDEVI		1			
DR. SHAILENDRA JEET	1				
MS. HARJINDER KAUR					1
MR. NAVEEN					1
MR. DALIP KUMAR					1
MR. PUNIT CHAUDHARY					1
DR. KAMALJEET SINGH					1
MR. NASEEB					1
MR. SAHIL KHAN					1
MR. INDERPAL VERMA					1
MR IMRAN					1
DR. M. KUMARAN					1
DR ASHISH LALL					1
MISS ARTI					1
DR PRAMOD KUMAR					1

DEEPANKUR MAHAJAN					1
Dr.Aman Maggo					1
MR. AMRIK SINGH					
MR. JITENDER				1	
MR. VARUN NAGAR				1	
MR. R K KUNDIA				1	
MR. MK TRIPATHI				1	
MR. RAJIV TYAGI				1	
PRAVEEN KUMAR N			1		
MS. RASHMI					1
DR. S. CHAURASIA					1
MR PRADEEP GREWAL					1
MS. LOKESHWARI			1		
MS. GEETA					1
AZRA KHAN					1
NAVNEET GULATI					1
DR. SHYAM C LALCHANDANI					1
DR. NEERAJ SHARMA			1		
NAZNEE					1
PARMOD KUMAR					1
HARENDRA					1
KOUSHAL					1
HARMEET KAUR				1	
ANIL MISHRA					1
BIJAYA BIJAY					1
MOHD ISHTIYAQUE					1
DR. VIJAY K. MEHTA					1
ASHISH GIRI					1
DR AMRENDRA SINGH					1
THANGAGAMALTI					1
JASPREET					1
NEETU KAUR					1
MANISH JAIN					1
POOJA				1	
BIPIN S YADAV				1	
KUMAR			1		
VIJAY					
STHITIJA KUMAR SAHOO				1	
NAVEEN			1		
RAJESH SHARMA					1
REENA				1	
DR. MAHESH AGRAWAL					1
SUNU					1
DR. ANURAG BANSAL					1
NATASHA BATRA					1

AARTI			1		
RAVI SHARMA					1
SARITHA JYOTHI				1	
DR. SANDEEP VIJAY					1
DR ARCHANA BHATNAGAR					1
NADEEM					1
SANJAY SHARMA					1
ZINU					1
JOGINDER					1
OM PRAKASH					1
DR HARMESH KAPOOR			1		
VINEET			1	1	
NEERU SHARMA		1	1		
MOINUDDIN					1
SURESH KUMAR	1				
ABHINAV SAROL					1
TOTAL	2	2	13	16	63

**Table 2:-**

	Do you think the wellness programme will bring any positive change in your life	
	Yes	No
MRS. GEETU	1	
MRS. SEEMA	1	
MR. ABDUL JABBAR	1	
MOHAMMAD HASNAIN	1	
Priti Debnath	1	
AP TRIPATHI	1	
MR. AMRIK SINGH	1	
DR. GAGAN ARORA	1	
MS SUMAN	1	
MR. OMPRAKASH	1	
MR SATISH	1	
MR DEVRAJ	1	
MS. REKHA	1	
MR. VINAY	1	
SHRIPAL	1	
DR. KRISHNA	1	
DR. VARUN GUPTA	1	
MS. ANJALI SHARMA	1	
DR. ASHISH	1	
MR. GB SINGH	1	
MR. NARESH	1	

MS. SRIDEVI	1	
DR. SHAILENDRA JEET	1	
MS. HARJINDER KAUR	1	
MR. NAVEEN		1
MR. DALIP KUMAR	1	
MR. PUNIT CHAUDHARY		1
DR. KAMALJEET SINGH	1	
MR. NASEEB	1	
MR. SAHIL KHAN	1	
MR. INDERPAL VERMA	1	
MR IMRAN	1	
DR. M. KUMARAN	1	
DR ASHISH LALL	1	
MISS ARTI	1	
DR PRAMOD KUMAR	1	
DEEPANKUR MAHAJAN	1	
Dr.Aman Maggo	1	
MR. AMRIK SINGH	1	
MR. JITENDER	1	
MR. VARUN NAGAR	1	
MR. R K KUNDIA	1	
MR. MK TRIPATHI	1	
MR. RAJIV TYAGI	1	
PRAVEEN KUMAR N	1	
MS. RASHMI	1	
DR. S. CHAURASIA	1	
MR PRADEEP GREWAL	1	
MS. LOKESHWARI		1
MS. GEETA	1	
AZRA KHAN	1	
NAVNEET GULATI	1	
DR. SHYAM C LALCHANDANI	1	
DR. NEERAJ SHARMA	1	
NAZNEE	1	
PARMOD KUMAR	1	
HARENDRA	1	
KOUSHAL	1	
HARMEET KAUR	1	
ANIL MISHRA	1	
BIJAYA BIJAY	1	
MOHD ISHTIYAQUE	1	
DR. VIJAY K. MEHTA	1	
ASHISH GIRI	1	
DR AMRENDRA SINGH	1	
THANGAGAMALTI	1	

JASPREET		1
NEETU KAUR	1	
MANISH JAIN	1	
POOJA	1	
BIPIN S YADAV	1	
KUMAR	1	
VIJAY	1	
STHITIJA KUMAR SAHOO	1	
NAVEEN	1	
RAJESH SHARMA	1	
REENA	1	
DR. MAHESH AGRAWAL	1	
SUNU	1	
DR. ANURAG BANSAL	1	
NATASHA BATRA	1	
AARTI	1	
RAVI SHARMA	1	
SARITHA JYOTHI	1	
DR. SANDEEP VIJAY	1	
DR ARCHANA BHATNAGAR	1	
NADEEM	1	
SANJAY SHARMA	1	
ZINU	1	
JOGINDER	1	
OM PRAKASH	1	
DR HARMESH KAPOOR	1	
VINEET	1	
NEERU SHARMA	1	
MOINUDDIN	1	
SURESH KUMAR	1	
ABHINAV SAROL	1	
TOTAL	93	4



**Table 3:-**

Employee Name	Will you implement life changes suggested during the camp	
	Yes	No
MRS. GEETU	1	
MRS. SEEMA	1	
MR. ABDUL JABBAR	1	
MOHAMMAD HASNAIN	1	
Priti Debnath	1	
AP TRIPATHI	1	
MR. AMRIK SINGH	1	
DR. GAGAN ARORA	1	
MS SUMAN	1	
MR. OMPRAKASH	1	
MR SATISH	1	
MR DEVRAJ	1	
MS. REKHA	1	
MR. VINAY	1	
SHRIPAL	1	
DR. KRISHNA	1	
DR. VARUN GUPTA	1	
MS. ANJALI SHARMA	1	
DR. ASHISH	1	
MR. GB SINGH	1	
MR. NARESH	1	
MS. SRIDEVI	1	
DR. SHAILENDRA JEET	1	
MS. HARJINDER KAUR	1	
MR. NAVEEN	1	
MR. DALIP KUMAR	1	
MR. PUNIT CHAUDHARY	1	
DR. KAMALJEET SINGH	1	
MR. NASEEB	1	1
MR. SAHIL KHAN		1
MR. INDERPAL VERMA		1
MR IMRAN	1	
DR. M. KUMARAN	1	
DR ASHISH LALL	1	
MISS ARTI	1	
DR PRAMOD KUMAR	1	
DEEPANKUR MAHAJAN	1	
Dr.Aman Maggo	1	
MR. AMRIK SINGH	1	
MR. JITENDER	1	

MR. VARUN NAGAR	1	
MR. R K KUNDIA	1	
MR. MK TRIPATHI	1	
MR. RAJIV TYAGI	1	
PRAVEEN KUMAR N		1
MS. RASHMI		1
DR. S. CHAURASIA	1	
MR PRADEEP GREWAL	1	
MS. LOKESHWARI	1	
MS. GEETA	1	
AZRA KHAN		1
NAVNEET GULATI		1
DR. SHYAM C LALCHANDANI	1	
DR. NEERAJ SHARMA	1	
NAZNEE		
PARMOD KUMAR	1	
HARENDRA	1	
KOUSHAL	1	
HARMEET KAUR	1	
ANIL MISHRA	1	
BIJAYA BIJAY	1	
MOHD ISHTIYAQUE	1	
DR. VIJAY K. MEHTA	1	
ASHISH GIRI	1	
DR AMRENDRA SINGH	1	
THANGAGAMALTI	1	
JASPREET	1	
NEETU KAUR	1	
MANISH JAIN	1	
POOJA	1	
BIPIN S YADAV	1	
KUMAR	1	
VIJAY	1	
STHITIJA KUMAR SAHOO	1	1
NAVEEN	1	
RAJESH SHARMA	1	
REENA	1	
DR. MAHESH AGRAWAL	1	
SUNU	1	
DR. ANURAG BANSAL	1	
NATASHA BATRA	1	
AARTI	1	1
RAVI SHARMA		
SARITHA JYOTHI	1	
DR. SANDEEP VIJAY	1	

DR ARCHANA BHATNAGAR	1	
NADEEM	1	
SANJAY SHARMA	1	
ZINU	1	
JOGINDER	1	
OM PRAKASH	1	
DR HARMESH KAPOOR	1	
VINEET	1	
NEERU SHARMA	1	
MOINUDDIN	1	
SURESH KUMAR	1	
ABHINAV SAROL	1	
<b>TOTAL</b>	<b>89</b>	<b>9</b>

**Table 4:-**

Employee Name	Do you personally enjoy participating in the program	
	Yes	No
MRS. GEETU	1	
MRS. SEEMA	1	
MR. ABDUL JABBAR	1	
MOHAMMAD HASNAIN	1	
Priti Debnath	1	
AP TRIPATHI	1	
MR. AMRIK SINGH	1	
DR. GAGAN ARORA	1	
MS SUMAN	1	
MR. OMPRAKASH	1	
MR SATISH	1	
MR DEVRAJ	1	
MS. REKHA	1	
MR. VINAY	1	
SHRIPAL	1	
DR. KRISHNA	1	
DR. VARUN GUPTA	1	
MS. ANJALI SHARMA	1	
DR. ASHISH	1	
MR. GB SINGH	1	
MR. NARESH	1	
MS. SRIDEVI	1	
DR. SHAILENDRA JEET	1	
MS. HARJINDER KAUR	1	
MR. NAVEEN	1	

MR. DALIP KUMAR	1	
MR. PUNIT CHAUDHARY	1	
DR. KAMALJEET SINGH	1	
MR. NASEEB	1	
MR. SAHIL KHAN	1	
MR. INDERPAL VERMA	1	
MR IMRAN	1	
DR. M. KUMARAN	1	
DR ASHISH LALL	1	
MISS ARTI	1	
DR PRAMOD KUMAR	1	
DEEPANKUR MAHAJAN	1	
Dr.Aman Maggo		1
MR. AMRIK SINGH	1	
MR. JITENDER	1	
MR. VARUN NAGAR	1	
MR. R K KUNDIA	1	
MR. MK TRIPATHI	1	
MR. RAJIV TYAGI	1	
PRAVEEN KUMAR N	1	
MS. RASHMI	1	
DR. S. CHAURASIA	1	
MR PRADEEP GREWAL	1	
MS. LOKESHWARI	1	
MS. GEETA	1	
AZRA KHAN	1	
NAVNEET GULATI	1	
DR. SHYAM C LALCHANDANI		1
DR. NEERAJ SHARMA		1
NAZNEE	1	
PARMOD KUMAR	1	
HARENDRA	1	
KOUSHAL	1	
HARMEET KAUR	1	
ANIL MISHRA	1	
BIJAYA BIJAY	1	
MOHD ISHTIYAQUE	1	
DR. VIJAY K. MEHTA	1	
ASHISH GIRI	1	
DR AMRENDRA SINGH	1	
THANGAGAMALTI	1	
JASPREET	1	
NEETU KAUR	1	
MANISH JAIN	1	
POOJA	1	

BIPIN S YADAV	1	
KUMAR	1	
VIJAY		1
STHITIJA KUMAR SAHOO		1
NAVEEN		1
RAJESH SHARMA	1	
REENA	1	
DR. MAHESH AGRAWAL	1	
SUNU	1	
DR. ANURAG BANSAL	1	
NATASHA BATRA	1	
AARTI	1	
RAVI SHARMA	1	
SARITHA JYOTHI	1	
DR. SANDEEP VIJAY	1	
DR ARCHANA BHATNAGAR	1	
NADEEM	1	
SANJAY SHARMA	1	
ZINU	1	
JOGINDER	1	
OM PRAKASH	1	
DR HARMESH KAPOOR	1	
VINEET	1	
NEERU SHARMA	1	
MOINUDDIN	1	
SURESH KUMAR	1	
ABHINAV SAROL	1	
TOTAL	91	6

**Table No:-5**

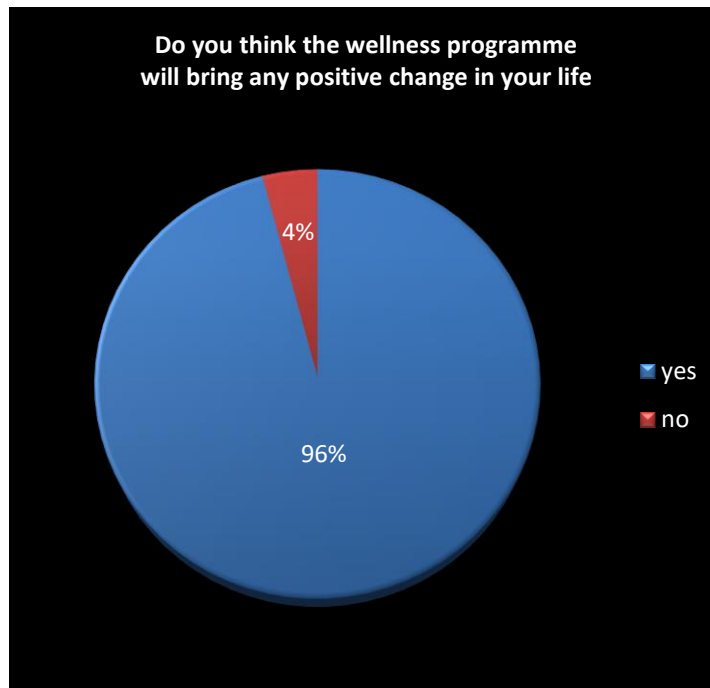
Employee Name	If you are looking for any health related discount paid services	
	yes	No
MRS. GEETU	1	
MRS. SEEMA	1	
MR. ABDUL JABBAR	1	
MOHAMMAD HASNAIN	1	
Priti Debnath	1	
AP TRIPATHI	1	
MR. AMRIK SINGH	1	
DR. GAGAN ARORA	1	
MS SUMAN	1	
MR. OMPRAKASH	1	

MR SATISH	1	
MR DEVRAJ	1	
MS. REKHA	1	
MR. VINAY	1	
SHRIPAL	1	
DR. KRISHNA	1	
DR. VARUN GUPTA	1	
MS. ANJALI SHARMA	1	
DR. ASHISH	1	
MR. GB SINGH	1	
MR. NARESH	1	
MS. SRIDEVI	1	
DR. SHAILENDRA JEET	1	
MS. HARJINDER KAUR	1	
MR. NAVEEN	1	
MR. DALIP KUMAR	1	
MR. PUNIT CHAUDHARY		1
DR. KAMALJEET SINGH		1
MR. NASEEB	1	
MR. SAHIL KHAN	1	
MR. INDERPAL VERMA	1	
MR IMRAN	1	
DR. M. KUMARAN	1	
DR ASHISH LALL	1	
MISS ARTI	1	
DR PRAMOD KUMAR	1	
DEEPANKUR MAHAJAN	1	
Dr.Aman Maggo		1
MR. AMRIK SINGH	1	
MR. JITENDER	1	
MR. VARUN NAGAR	1	
MR. R K KUNDIA	1	
MR. MK TRIPATHI	1	
MR. RAJIV TYAGI	1	
PRAVEEN KUMAR N		1
MS. RASHMI		1
DR. S. CHAURASIA	1	
MR PRADEEP GREWAL	1	
MS. LOKESHWARI	1	
MS. GEETA	1	
AZRA KHAN	1	
NAVNEET GULATI	1	
DR. SHYAM C LALCHANDANI	1	
DR. NEERAJ SHARMA	1	
NAZNEE	1	

PARMOD KUMAR	1	
HARENDRA	1	
KOUSHAL	1	
HARMEET KAUR	1	
ANIL MISHRA	1	
BIJAYA BIJAY	1	
MOHD ISHTIYAQUE	1	
DR. VIJAY K. MEHTA	1	
ASHISH GIRI	1	
DR AMRENDRA SINGH	1	
THANGAGAMALTI	1	
JASPREET	1	
NEETU KAUR	1	
MANISH JAIN	1	
POOJA	1	
BIPIN S YADAV	1	
KUMAR	1	
VIJAY	1	
STHITIJA KUMAR SAHOO	1	
NAVEEN	1	
RAJESH SHARMA	1	
REENA	1	
DR. MAHESH AGRAWAL	1	
SUNU	1	
DR. ANURAG BANSAL	1	
NATASHA BATRA	1	
AARTI	1	
RAVI SHARMA	1	
SARITHA JYOTHI	1	
DR. SANDEEP VIJAY	1	
DR ARCHANA BHATNAGAR	1	
NADEEM	1	
SANJAY SHARMA	1	
ZINU	1	
JOGINDER	1	
OM PRAKASH	1	
DR HARMESH KAPOOR	1	
VINEET	1	
NEERU SHARMA	1	
MOINUDDIN	1	
SURESH KUMAR	1	
ABHINAV SAROL	1	
TOTAL	92	5

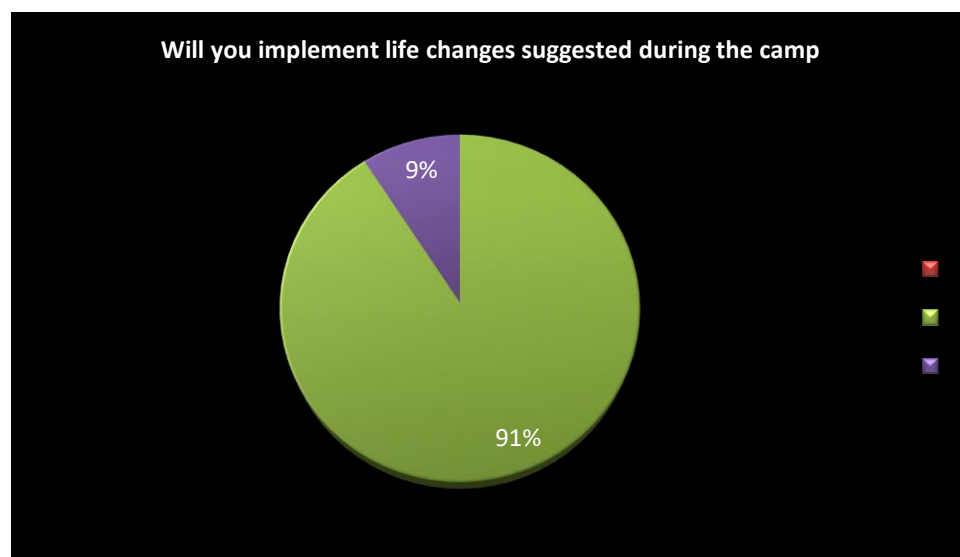


## Analysis.



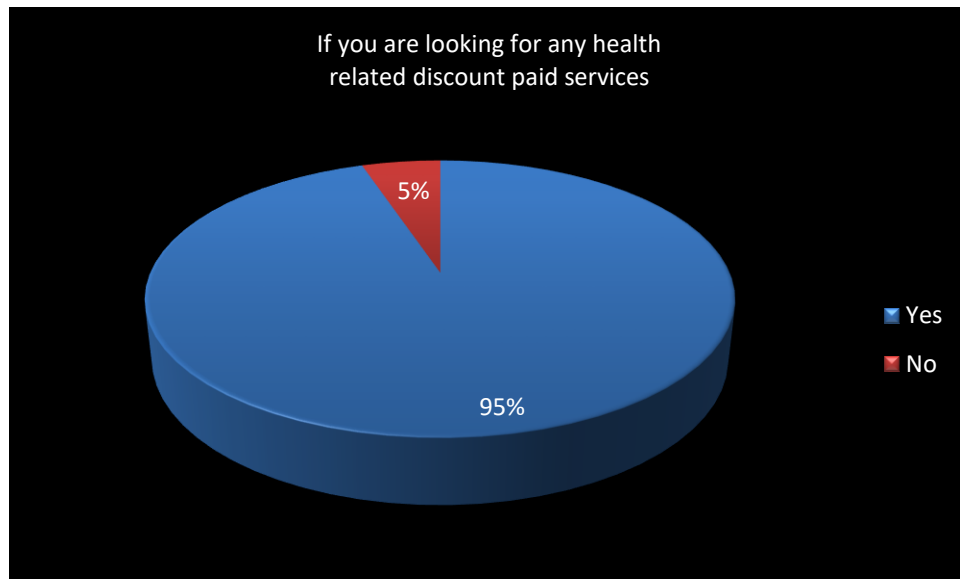
### Observation:-

**Respondent** give 96% good rating to the overall positive Changes in their life.



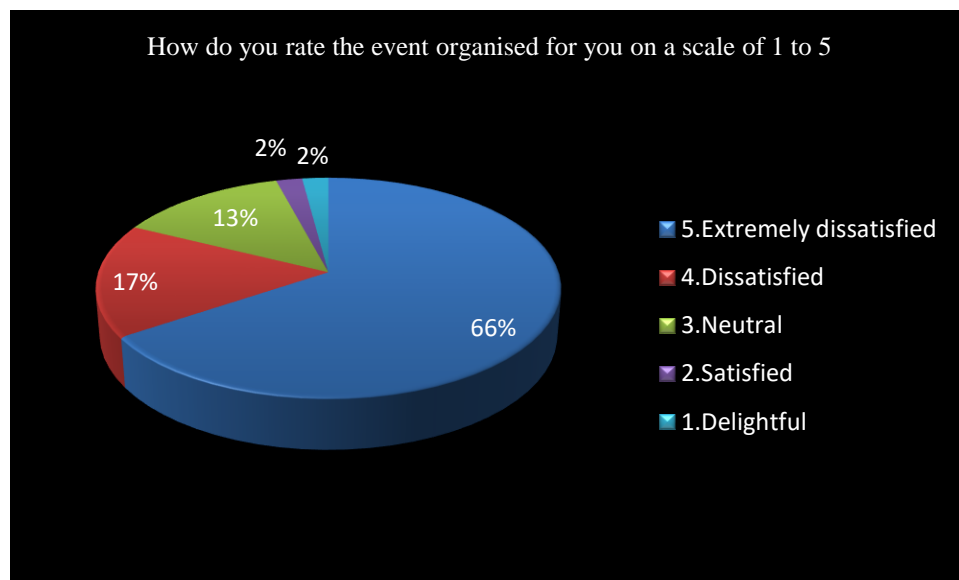
### Observation:-

**Respondent** give 91% good rating to the overall implementation life their life.



**Observation:-**

**Respondent** give 95% good rating to the overall want discounted services.



**Observation:-**

**Respondent** give 66% good rating to the overall satisfied person in the camp organize by Vipul.

## **Limitation**

- Unable to reach in all branches of vipul.
- Short Sample size and limited time.
- Client willing to approach headquarter only. Gurgaon.
- Client choice on vendors.

## **Conclusion**

- Corporate wants more camps on their primes.
- Most of all employees are willing to attend the wellness camps.
- Most of the employees are well conscious about their health.
- Most of the employees want discounted paid services.
- Increase the vendor and vipul wellness team relation.

## **Recommendation**

- Broker and RM should inform about the camp before 10 to 15 days prior of the tentative date.
- Broker and RM should take 2 or 3 option of the vendor from corporate end.
- In the time of wellness camp introduce Medhealth card.
- Corporate HR should share the camp details among employees, so participation will be increase and more people get benefit from wellness camps.
- Basic requirement like communication, cab services facility provide quality should be increase.

## **References**

- Optimizing Voluntary Strategy via Realigned TPA Engagement and Targeted Investments. Cognizan step. 2014
- Workplace Wellness Programs Study by RAND Corporation April 2013.
- Website of the Vipul Group.
- Website of the Vipul Medcorp TPA Pvt.Ltd.

## Annexure

### Questionnaire format

**Feedback Time**  
Your feedback helps us to improve our service

Name : \_\_\_\_\_

Age : \_\_\_\_\_

Gender : \_\_\_\_\_

**Q1. How do you rate the event organized for you on a scale of 1 to 5?**

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5

**Q2. If not satisfied, what out of the following is the reason?**

☐ Vendor Quality not good in terms of hygiene  
☐ The vendor quality not good in terms of expertise  
☐ The theme of the program was not suitable as per the audience  
☐ The program was not managed well  
☐ You were not taken care of well

**Q3. Do you think the wellness programme will bring any positive change in your life?**

☐ Yes      ☐ No

**Q4. Will you implement life changes suggested during the camp?**

☐ Yes      ☐ No

**Q5. Do you personally enjoy participating in the program?**

☐ Yes      ☐ No

**Q6. If you are looking for any health related discount paid services?**

☐ Yes      ☐ No

**Any Query**

**Any Suggestion for us to improve upon**

Picture used

Picture 1



Picture 2



Picture 3



Picture 4



Picture 4





Picture 5



Pie chart used

Chart 1

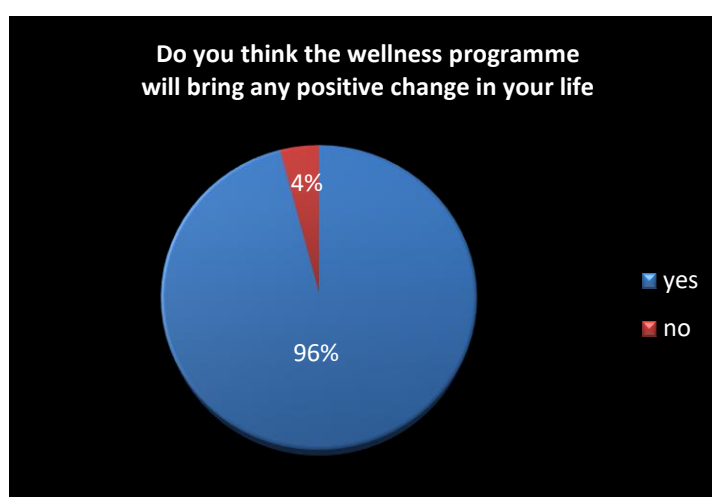


Chart 2

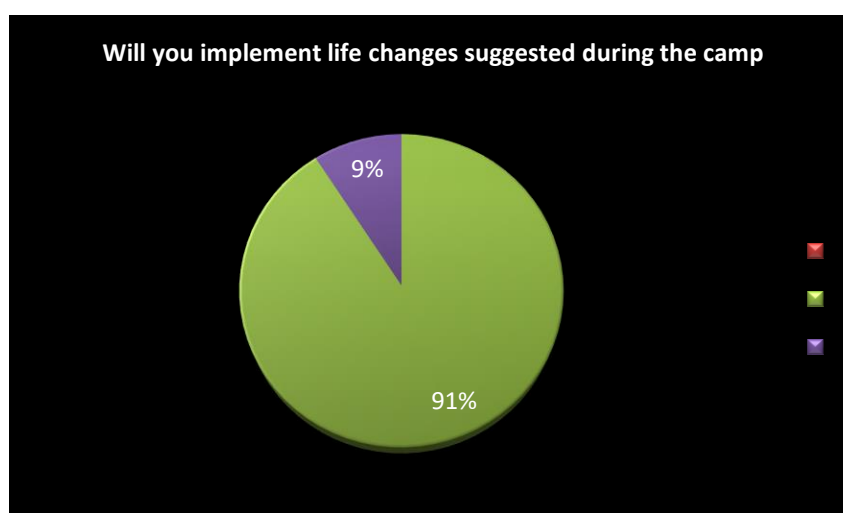


Chart 3

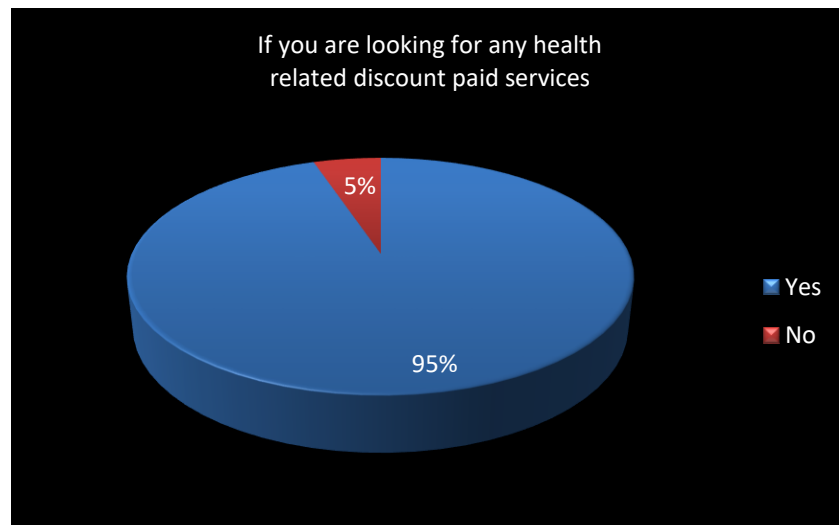


Chart 4

