

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)



Final Year Internship Report

Software Engineer Trainee

Submitted By:

Rajan Amarnath

0901CS181077

Faculty Mentor:

Arun Kumar

Assistant Professor

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE

GWALIOR - 474005 (MP) est. 1957

MAY-JUNE 2022

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)



NEWGEN SOFTWARE

A final year internship report submitted in partial fulfilment of the requirement for the degree of

BACHELOR OF TECHNOLOGY

in

COMPUTER SCIENCE AND ENGINEERING

Submitted by:

Rajan Amarnath

0901CS181077

Internship Faculty Mentor:

Rohan Kumar Sudan, Manager University Relations - NewGenesis

Submitted to:

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE

GWALIOR - 474005 (MP) est. 1957

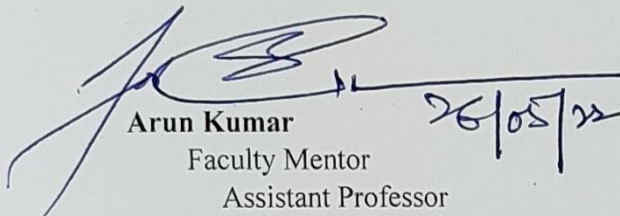
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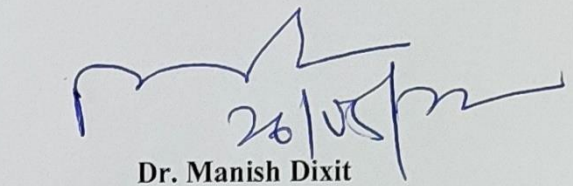
CERTIFICATE

This is certified that **Rajan Amarnath** (0901CS181077) has submitted the Internship report titled **Software Engineer Trainee** of the work he has done under the mentorship of **Arun Kumar**, in partial fulfilment of the requirement for the award of degree of Bachelor of Technology in Computer Science and Engineering from Madhav Institute of Technology and Science, Gwalior.



Arun Kumar
Faculty Mentor
Assistant Professor
Computer Science and Engineering

26/05/22



Dr. Manish Dixit
Professor and Head,
Computer Science and Engineering

Dr. Manish Dixit
Professor & HOD
Department of CSE
M.I.T.S. Gwalior

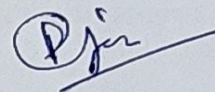
26/05/22

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR
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DECLARATION

I hereby declare that the work being presented in this Internship report, for the partial fulfilment of requirement for the award of the degree of Bachelor of Technology in CSE at Madhav Institute of Technology & Science, Gwalior is an authenticated and original record of my work under the mentorship of **Arun Kumar, Assistant Professor**, Department of CSE.

I declare that I have not submitted the matter embodied in this report for the award of any degree or diploma anywhere else.



Rajan Amarnath
0901CS181077

IV Year,
Computer Science and Engineering

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

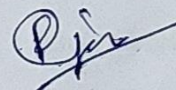
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ACKNOWLEDGEMENT

The full semester internship has proved to be pivotal to my career. I am thankful to my institute, **Madhav Institute of Technology and Science** to allow me to continue my disciplinary/interdisciplinary internship as a curriculum requirement, under the provisions of the Flexible Curriculum Scheme (based on the AICTE Model Curriculum 2018), approved by the Academic Council of the institute. I extend my gratitude to the Director of the institute, **Dr. R. K. Pandit** and Dean Academics, **Dr. Manjaree Pandit** for this.

I would sincerely like to thank my department, **Department of Computer Science and Engineering**, for **allowing** me to explore this internship. I humbly thank **Dr. Manish Dixit**, Professor and Head, Department of Computer Science and Engineering, for his continued support during the course of this engagement, which eased the process and formalities involved.

I am sincerely thankful to my faculty mentors. I am grateful to the guidance of **Arun Kumar**, Assistant Professor, Department of Computer Science and Engineering, for his continued support and close mentoring throughout the internship. I am also very thankful to the faculty and staff of the department.



Rajan Amarnath
0901CS181077

IV Year,
Computer Science and Engineering

ABSTRACT

AN INTERNSHIP REPORT FOR FINAL YEAR EVALUATION

This internship report describes the internship progress till now at the Newgen Software Technologies Limited, Mumbai. Newgen Software is a product-based organisation and some of its products are OmniScan, OmniDocs, iBPS. Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

About the Organization:

Newgen Software is a globally recognized provider of Low Code Automation Platform for Digital Transformation. The company has been recognized by distinguished analyst firms including Gartner, Forrester, Frost and Sullivan, and IDC. It has been positioned in the Magic Quadrants for Intelligent Business Process Management (iBPM), Enterprise Content Management (ECM), Customer Communication Management (CCM) and BPM-Platform-Based Case Management frameworks.

Newgen is certified for ISO 9001:2008, ISO 27001:2013, CMMi Development (v1.3) Level 3 and CMMi Services (v1.3) Level 3.

Newgen has wholly owned subsidiaries across the United States, Canada, United Kingdom, United Arab Emirates & Singapore.

Internship:

Some of the products I have worked on are OmniDocs, OmniScan, OmniApp, iBPS. These products are used for creation of various applications, storage management, scanning purposes, retrieval and archival, rights management and various other purposes

TABLE OF CONTENTS

TITLE	PAGE NO.
Institute Internship Certificate	i
Declaration	ii
Acknowledgement	iii
Abstract	iv
List of figures	
List Of Abbreviation	
Chapter 1: Internship Overview	1
1.1 Introduction	1
1.2 Objective and Scope	1
1.3 Internship Features	1
1.4 System Requirement	2
1.4.1 VM	2
1.4.2 OmniScan	2
1.4.3 OmniApp	2
1.4.4 OmniDocs	3
1.4.5 Of services - Servers	3
1.4.6 MS SQL	3
1.4.7 Assigned IP and Port	3
Chapter 2: Project	4
2.1 Objective	4
2.2 Solution Scope	4
Chapter 3: Preliminary Design	5
3.1 Process Flow	5
3.2 IFORM Designing	5
3.3 MDM	6
3.4 Reports	7
3.5 Database	8
3.6 Triggers	8
Chapter 4: Final Analysis and Design	9

4.1 Results	9
4.1.1 Workflow	9
4.1.2 IFORM	9
4.1.3 Email	10
4.1.4 Server	11
4.2 Application	11
4.3 Problem Faced	11
4.4 Limitations	12
4.5 Conclusion	12
References	13
Appendices	14
Internship Certificate Proof from Industry	22

LIST OF FIGURES

Figure Number	Figure caption	Page No.
1	Process Flow	5
2	iForm Section View	6
3	iForm Column	6
4	MDM	7
5	Report	7
6	External Table Fields	8
7	Email Triggers	8
8	Work Flow	9
9	iForm	10
10	Email	10
11	Server	11

LIST OF ABBREVIATIONS

Abbreviation	Description
BD	Branch Discrepancy
BAM	Business Activity Monitor
BRD	Business Requirement Document
DMS	Document Management System
iBPS	Intelligent Business Process Suite
IBSSW	Implementing Business Solutions - Simulation Workshop
IEEP	Implementation Engineer Enablement Program
MDM	Master Data Management
NBSO	Newgen Broad Spectrum Orientation
NCM	National Credit Manager
NSM	National Sale Manager
NQS	Newgen Quality System
OD	OmniDocs
OF	OmniFlow
OS	OmniScan
RCU	Risk Control Unit
RM	Regional Manager
SRS	Software Requirement Specification
TAT	Turn Around Time
VM	Virtual Machine

Chapter 1: INTERNSHIP OVERVIEW

1.1 Introduction:

The internship started with one-week orientation program i.e., NBSO. In NBSO, I interacted with colleagues and seniors. I learnt about newgen policies, work culture, company legacy. It was followed by IEEP training. In this training, I was taught about Newgen Products. After IEEP training, I attended the IBSSW workshop. IBSSW workshop includes a project. It was a team project. The team was provided with an SRS. Our task was to transform the SRS into an application using Newgen products.

1.2 Objectives and Scope:

One of the core reasons and purposes of this internship was to give exposure of a job and industry. Internship provides a clear idea of strengths, weaknesses, likes, and dislikes. Knowing that I have hands-on experience will make me more confident in my job.

1.3 Internship Features:

NBSO: It was a one-week long orientation program. We were introduced with Newgen policies, work culture, company legacy. Welcome Session & Interaction with Delivery Leaders, Code of Ethics & Business Conduct, Network of System Support, Goal Setting & Goal Assessment, Learning & Development, CSR Engagement, Newgen Culture and Value System, Campus to Corporate, Position Insight & Interaction with Delivery Leader are some of the sessions organized under NBSO.

IEEP: This program was oriented towards building technical competency for Implementation teams at Newgen around Newgen products (OmniDocs, iBPS, OmniScan). This program includes Blended Learning Methodology encompassing “Teach Me, Show Me, Let Me Try” attained through:

- ✓ Fusion of Agile and Practice-based Learning Dynamics
- ✓ Self-Paced eLearning [SPeL] Track with multiple Step-by-Step Course Modules
- ✓ Each Course Module includes learning videos, pdfs, and recordings of live sessions for self-study
- ✓ Requisite Hands-On under the guidance of Tech Buddy.

IBSSW: This course executed in the workshop mode with assessment / assignments and exposure to simulated project implementation environment. It was designed to benefit the participants by:

- Giving them a feel of real time project execution.
- Enabling them to understand working environment during project implementation.
- Getting hands-on opportunities to explore Newgen products capabilities further.

NQS: The objective of Newgen Quality System Orientation was to get conversant/ refresh the Newgen Quality Standards pertaining to Software Project and bring its entire participant towards a common platform. Following are the parts of this workshop:

- How to fill timesheets.
- Get familiar with THECOMPASS.

1.4 System Requirement:

1.4.1 VM: VM is a virtual environment that functions as a virtual computer system with its own CPU, memory, network interface, and storage, created on a physical hardware system. VMs are isolated from the rest of the system and multiple VMs can exist on a single piece of hardware, like a server.

1.4.2 OmniScan: OmniScan is an advanced document scanning solution which helps businesses accelerate processes by capturing data and converting it into actionable business information. It can scan large volume of documents and is also capable of digitizing the documents with higher compression rate. It uses image enhancement, data extraction and verification.

1.4.3 OmniApp: OmniApp is a graphical user interface used to register applications, components, component instances, external applications and views. It displays a list of component instances associated with user's view. Every user is associated with a view which contains the list of component instances added in it.

Using OmniApp, a registered user is able to perform the following operations –

- 1.Register applications
- 2.Register components
- 3.Register external applications
- 4.Register views
- 5.Change settings
- 6.Set themes
- 7.View audit log
- 8.Manage User's Profile Settings

1.4.4 OmniDocs: OmniDocs is an Enterprise Document Management platform. As a Document Management System (DMS) it is used for creating documents, capturing already created documents,

managing these documents, delivering documents through different mediums and archiving bulk documents.

1.4.5 Of services – Servers: It is a platform where we can register services like mailing agent, SMS agent, calling agent.

1.4.6 MS SQL: Microsoft SQL Server is a relational database management system developed by Microsoft. It is a software product used for storing and retrieving data as requested by other software applications which may run either on the same computer or on another computer across a network.

1.4.7 Assigned IP and Port: Through the assigned IP we were able to access the internet as well as work on VM.

Chapter 2: PROJECT

2.1 Objective:

- The project was about discrepancies that occur in the banking system.
- Discrepancy is defined as a difference or inconsistency.
- Currently All the branches are sending the Discrepancy by Mails to the RM and sending daily MIS to the Central Team.
- Central Team daily merging all Discrepancy data with single file.
- It is very time taking process as it is very difficult to track raised discrepancy details.
- For automation of this, single workflow was created under Newgen application to raise the discrepancy to RM, with auto mail function. Also, discrepancy masters were created with product mapping.
- If Decision is not made in the given time reminder emails will be triggered.
- It will help to enable easy tracking and TAT monitoring of transactions on daily basis.

2.2 Solution Scope:

Below functionality are part of delivery:

1. End to end workflow for tracking purpose
2. Email trigger functionality
3. Master maintenance control through frontend access
4. Reports

Chapter 3: PRELIMINARY DESIGN

3.1 Process Flow:

BPMN provides a platform to design a process for bridging the gap between business process design and process implementation. BPMN View provides a Toolbox that has all the activities as per the basic BPM notations. This toolbox aids in designing a complete process by the user. Following are the activities in the BPMN View Toolbox: Task Templates are used to create ad-hoc activities or tasks. These tasks can be defined and assigned to users during runtime. The tasks can be made optional or mandatory. Many tasks can be associated with a single work desk indicating where a particular Process will start. Activities are defined as Process flow. Activity is used when the work in the Process cannot be broken down to a finer level of detail.

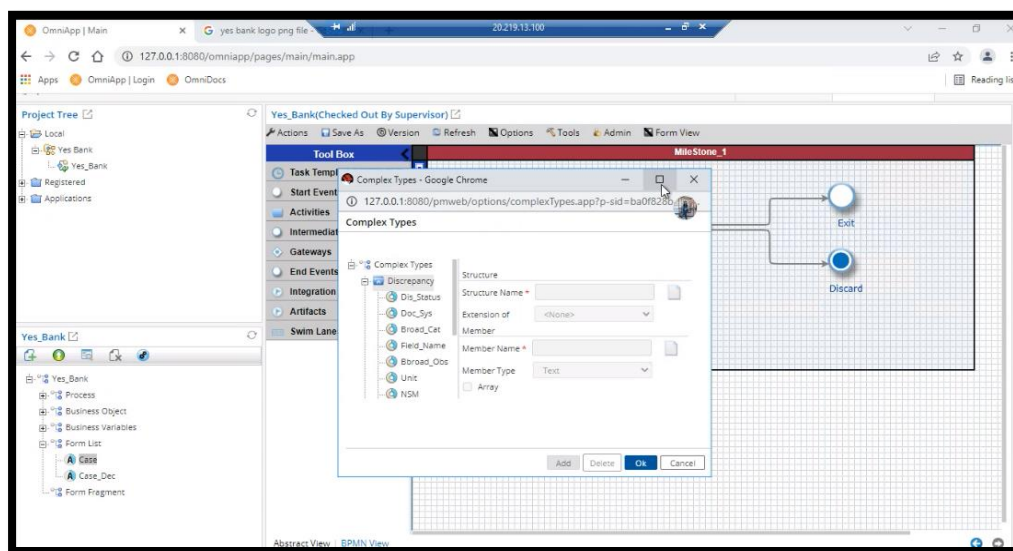


Fig – 1: Process Flow

3.2 IForm Designing:

Below are the images of iForm designer. From here I was able to customize the look and feel of the form controls. Customization can be done on font style, size, colour, underline, background, etc.

Also, I have set custom input patterns where validations can be created on what pattern of values does a particular form control accept for fields like Email, Mobile Number etc.

I used event handling where specific actions can be defined to be triggered based on user action happening on the form at runtime.

I also linked fields with database to populate various type of form fields directly from the MDM module or a third-party database.

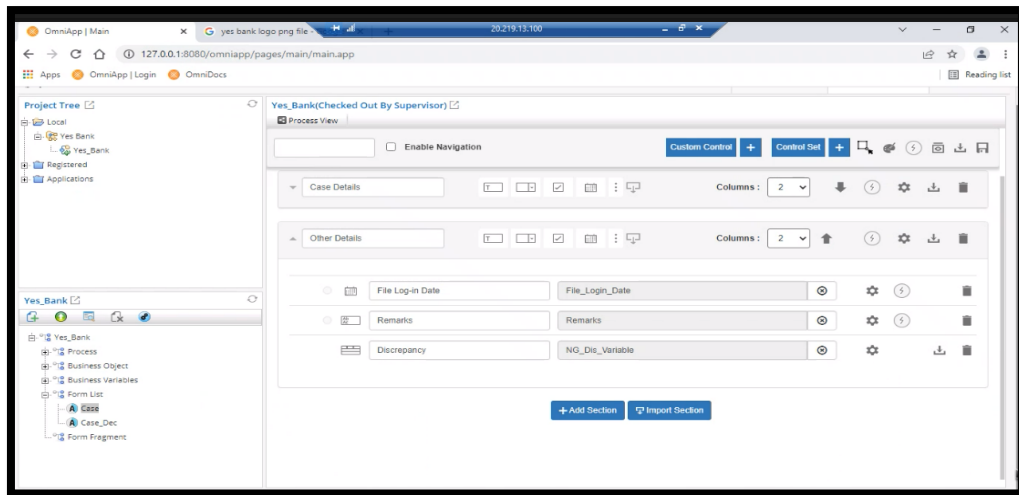


Fig – 2: iForm Section View

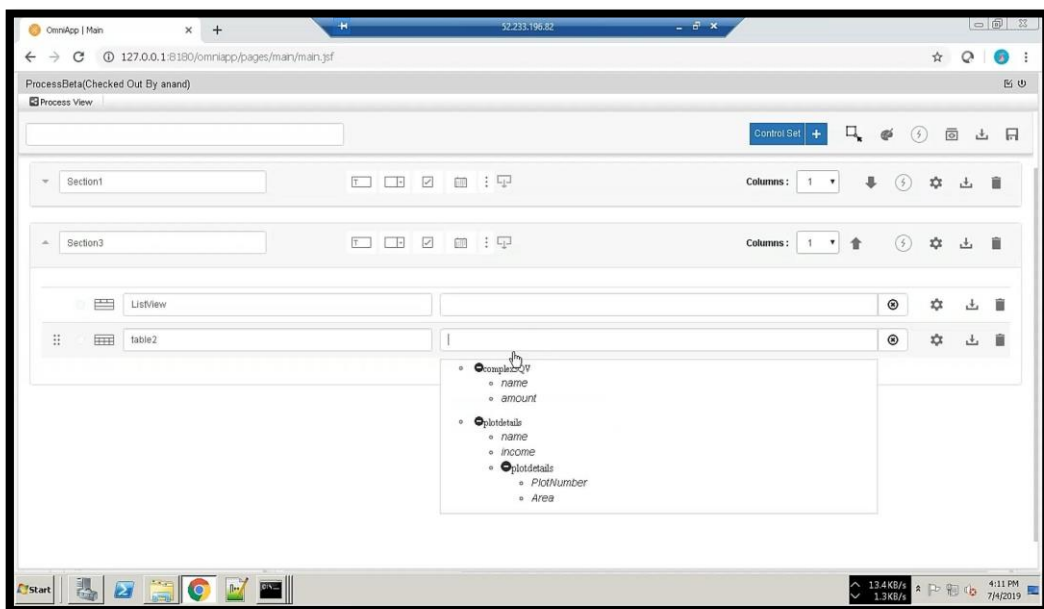


Fig – 3: iForm Column

3.3 MDM:

It is a platform independent web-based tool, using which I performed database management operations on my cabinets.

I used to add, modify the tables and their fields.

In the image below there are tables shown that I created in this project.

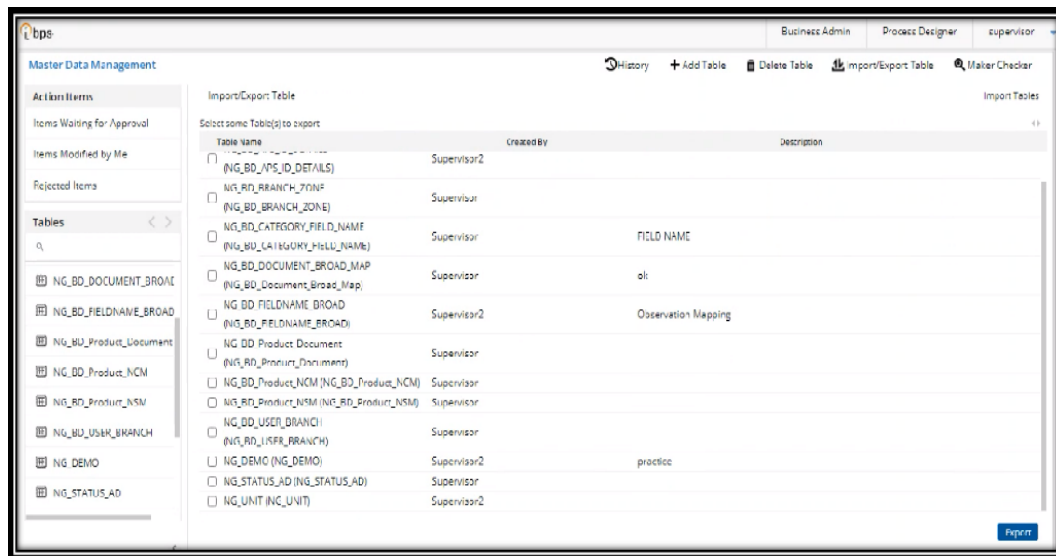


Fig – 4: MDM

3.4 Reports:

Below is the image of BAM it is used to create reports which provides a real-time summary of business activities.

From here I created a report to view detailed activity of any change performed by any user between specific dates by selecting –

- i. From date- date from which user want to view activity.
- ii. To date- date up to which user want to view activity.

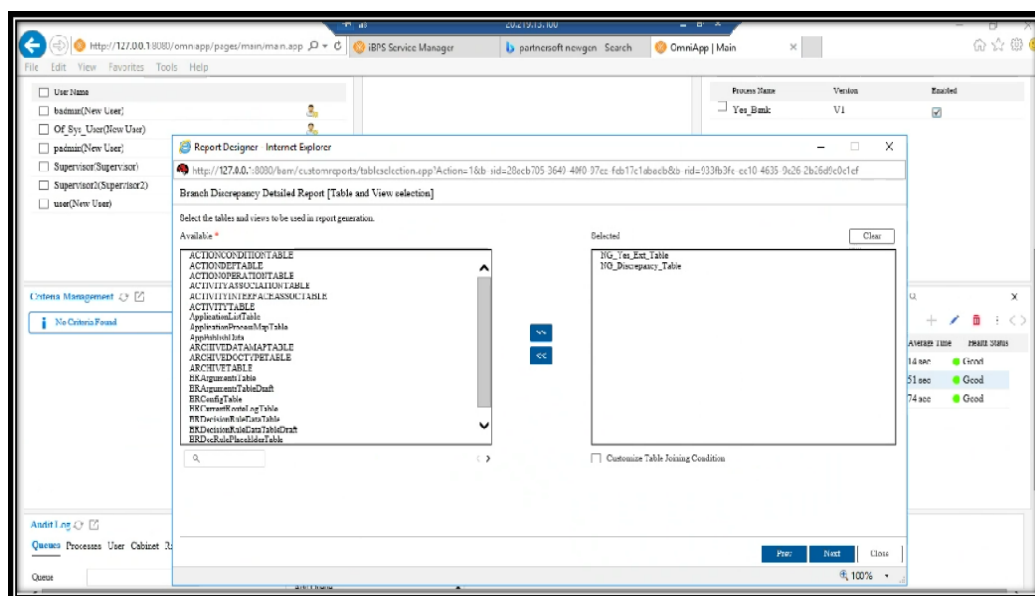


Fig – 5: Report

3.5 Database:

This is the external table that I created to store the field values from the iForm after it is submitted by user. Also, the iForm field values on the next workstep will be fetched from this table.

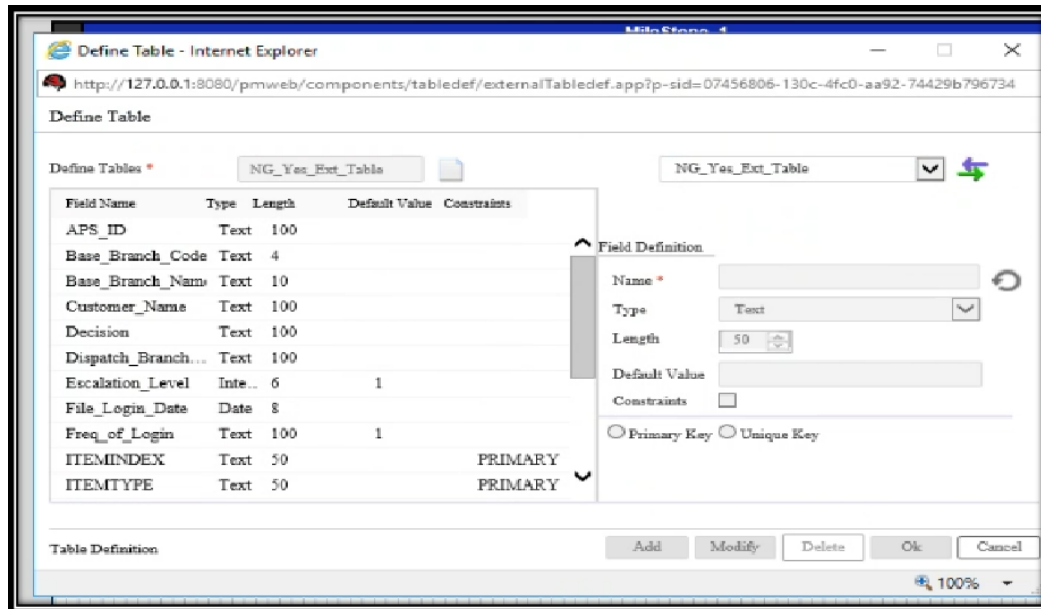


Fig – 6: External Table Fields

3.6 Triggers:

I have created four mail triggers which will acts as reminder for the user at a particular workdesk in case of no action is performed by him/her within required time.

Auto_MT1 will be triggered after 5 days of inactivity.

Auto_MT2 will be triggered after 10 days of inactivity.

Auto_MT3 will be triggered after 20 days of inactivity.

Auto_MT4 will be triggered after 40 days of inactivity.

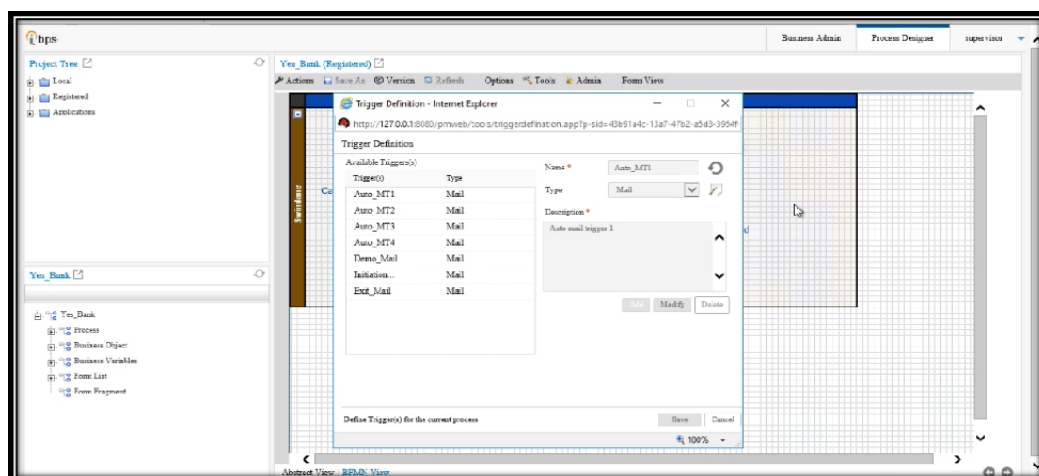


Fig – 7: Email Triggers

Chapter 4: FINAL ANALYSIS AND DESIGN

4.1 Results:

4.1.1 Work Flow:

The workflow of the project is as follows –

- Initially the iForm will be at Case initiation workstep and user will fill the iForm and submit then it will go to Decision Acknowledgment step.
- The person on this desk will check the iForm and will perform changes if required any, if everything will be correct then he will submit the iForm and the form will be successfully exit from the process, else he will reject it and iForm will go to discard, else if no action is performed till 45 days the iForm will auto expire and move to Discard.
- If person on decision acknowledgement desk will not perform any action within required days the reminder mails will be triggered from Escalation workstep.

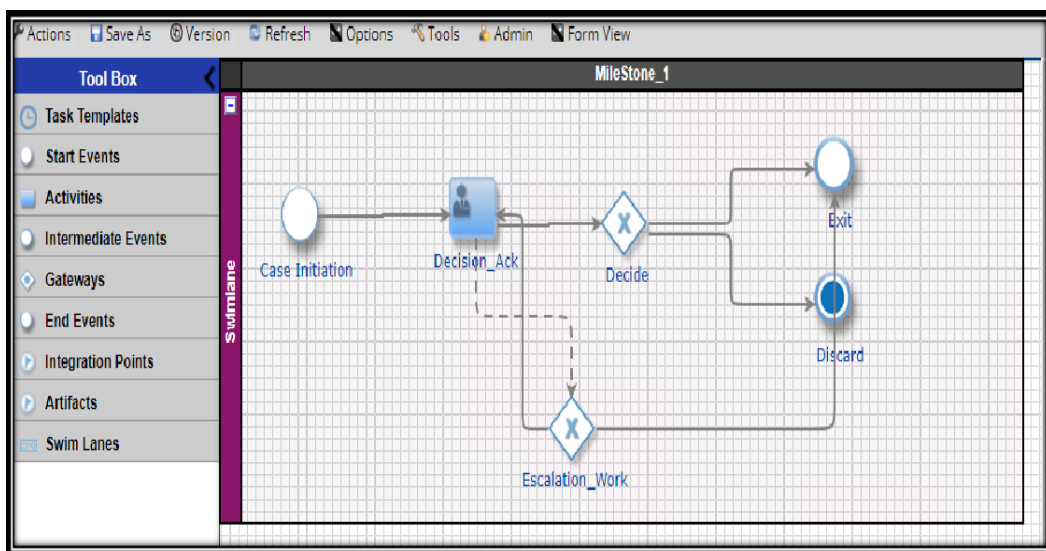


Fig – 8: Work Flow

4.1.2 IForm:

This is the iForm which will flow from Case initiation workstep to Exit/Discard.

User will enter APS ID and all other fields will be auto populated from APS ID with the help of event configuration.

Fig – 9: iForm

4.1.3 Email:

Below is the mail which automatically gets triggered to the person on the Decision Acknowledgement stage whenever a work item is added in his tray.

Case no. Bank-0000000036-process of ABC, APS ID 1 is on Decision Acknowledgement stage

Srashti Gangil <srashti.gangil@newgensoft.com>
Tue 3/1/2022 12:53 PM
To: Ankita Jadhav <ankita.jadhav@newgensoft.com>
Cc: Satyam Yadav <satyam.yadav@newgensoft.com>; Shekhar Gour <shekhar.gour@newgensoft.com>; Sourabh Atariya <sourabh.atariya@newgensoft.com>; Anuj Singh Rajput <anuj.rajput@newgensoft.com>; Ayush Sharma <ayushsharma@newgensoft.com>; Harshal Parkhe <harshal.parkhe@newgensoft.com>; Rajan Amarnath <rajan.amarnath@newgensoft.com>

Dear Sir/Madam,
The WorkItem Bank-0000000036-process raised for 1 has been moved to your tray. Details are as given below:

Customer Name: ABC
Product: AHFL
RM ID: ABC0004165
RM Name: RM 1
RM Email ID: ankita.jadhav@newgen.co.in
Optional RM Email ID: satyam.yadav@newgen.co.in, shekhar.gour@newgen.co.in, sourabh.atariya@newgen.co.in, anuj.rajput@newgen.co.in, ayushsharma@newgen.co.in, harshal.parkhe@newgen.co.in, rajan.amarnath@newgen.co.in

Discrepancy Details:

With Regards,
Newgen

**This is an auto generated mail, please do not reply to this mail directly. **

Fig – 10: Email

4.1.4 Server:

Below is the image of Server Manager, three services are registered here –

- Bank server to deploy the process.
- For sending reminder mails.
- For expiry of workitem after completion of its workflow.

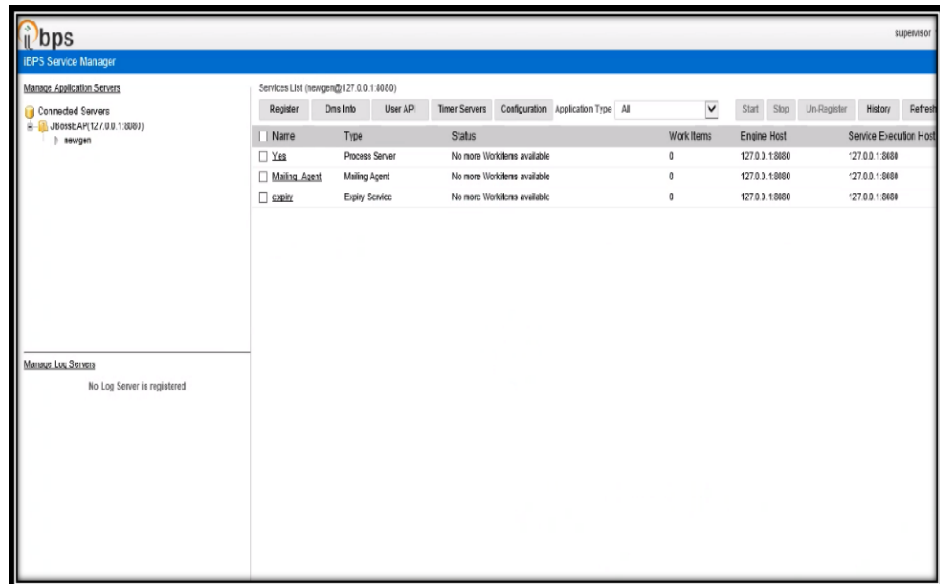


Fig – 11: Server

4.2 Application:

- Banking System
- Account Opening
- Discrepancy check
- Loan Approval

4.3 Problem Faced:

- How to manage mail triggers.
- Difficulty in setting conditions for escalating mail triggers.
- File-login date field value was not getting stored in the database.
- How to map complex types with queue variable.
- How can we fetch all fields with APS id and map the data at the same time.
- How to upload document of specific size and type.
- Database Field deletion and Integrity.

4.4 Limitations:

- This project is created specifically for banks which are clients of Newgen. Outside Newgen network it can't be used.
- This implementation will be done on top of Newgen OmniFlow product suite; thus, the implementation has dependency on OmniFlow product suite.
- Any change in the existing process flow during the development phase is not part of the scope.

4.5 Conclusion:

This document is primarily intended for Yes Bank business & technical users group & Newgen implementation team. The Bank users will provide sign off on this SRS document.



REFERENCES:

- https://partners.newgensoft.com/?post_type=playbook&p=4967
- https://partners.newgensoft.com/?redirect_to=/learning-track/ieep-newgen-ibpm-products-insight-track-i-of-viii-nbpi-ti/
- https://partners.newgensoft.com/?post_type=learning_track&p=2519
- https://partners.newgensoft.com/?post_type=learning_track&p=2502
- https://partners.newgensoft.com/?post_type=learning_track&p=2516
- https://partners.newgensoft.com/?post_type=learn&p=2523

APPENDICES:



FPR – 1

FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR

Name of student	Rajan Amanath		Department	API Mumbai	
Industry/Organization	Newgen Software		Date/Duration		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work			✓		
Behaviour/Discipline/Team work				✓	
Sincerity/Hard work				✓	
Comment on nature of work done/Area/Topic	Under product training for 3 months starting 17th Jan 2022 on ECM, CRM, LCM				
OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT				
Name of Industry Mentor	Rohan Sudan				
Signature of Industry Mentor	 				

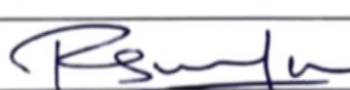

Receiving Date		Name of Faculty Mentor		Sign	
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FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR

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Sincerity/Hard work				✓	
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OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/✓VERY GOOD/EXCELLENT				
Name of Industry Mentor	Roham Sudan				
Signature of Industry Mentor	 				

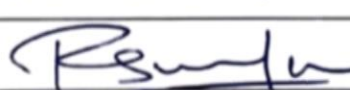

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OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT				
Name of Industry Mentor	Loham Sudan				
Signature of Industry Mentor	 				

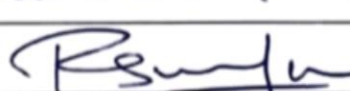

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Signature of Industry Mentor	 				

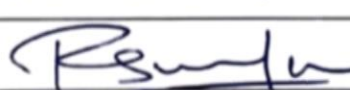

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Punctuality/Timely completion of assigned work				✓	
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Name of Industry Mentor	Roham Sudan				
Signature of Industry Mentor	 				


Receiving Date		Name of Faculty Mentor		Sign	
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FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR

Name of student	Rajan Amaanath		Department	API Mumbai	
Industry/Organization	Newgen Software		Date/Duration		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work			✓		
Behaviour/Discipline/Team work				✓	
Sincerity/Hard work				✓	
Comment on nature of work done/Area/Topic	Under product training for 3 months starting 17th Jan 2022 on ECM, CRM, LCM				
OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT				
Name of Industry Mentor	Loham Sudan				
Signature of Industry Mentor	 				

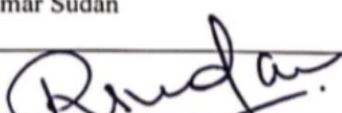
Receiving Date		Name of Faculty Mentor		Sign	
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FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR

Name of student	RAJAN AMARWATH		Department	API MUMBAI	
Industry/Organization	Newgen Software		Date/Duration	Jan 2022-June 2022	
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work					✓
Comment on nature of work done/Area/Topic	They are working on Newgen products in ECM,BPM,CCM platforms wherein they have to do the implementation on client side majorly in java and database.				
OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT ✓				
Name of Industry Mentor	Rohan Kumar Sudan				
Signature of Industry Mentor					

Receiving Date		Name of Faculty Mentor		Sign	
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FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR

Name of student	RAJAN AMARWATH		Department	API MUMBAI	
Industry/Organization	Newgen Software		Date/Duration	Jan 2022-June 2022	
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work					✓
Comment on nature of work done/Area/Topic	They are working on Newgen products in ECM,BPM,CCM platforms wherein they have to do the implementation on client side majorly in java and database.				
OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT ✓				
Name of Industry Mentor	Rohan Kumar Sudan				
Signature of Industry Mentor					

Receiving Date		Name of Faculty Mentor		Sign	
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Email CERTIFICATE:

