

Rapporteur Report

**XVI ANNUAL INTERNATIONAL CONFERENCE ON
“GOVERNANCE: CHANGING PARADIGMS”
JANUARY 03 - 04, 2015 AT INDIA HABITAT CENTRE, NEW DELHI, INDIA.**

THE XVI Annual International Conference organized under the joint auspices of Delhi School of Professional Studies and Research (DSPSR), [Approved by All India Council for Technical Education (AICTE), Ministry of HRD, Government of India, New Delhi; Affiliated to GGS Indraprastha University, Dwarka, New Delhi, and Accredited as a premier college by Accreditation Services for International Colleges (ASIC), UK; American University Accreditation Council (AUAC), USA]; Sri Aurobindo College (E), a constituent college of University of Delhi, Delhi; Rotary Club of Delhi Maurya; Rotaract Club of DSPSR; Divine Education Trust, Korba (C.G.); and Divine International Group of Institutions, Gwalior (M.P.), sponsored by Indian Council of Social Science Research (ICSSR), Petronet LNG Ltd., and Oriental Bank of Commerce.

Inaugural Session

January, 03, 2015, 10:00 a.m. to 1:00 p.m.

Venue: Gulmohar Hall, India Habitat Centre, Lodhi Road, New Delhi.

Chairperson: *Prof. B.P. Singh, Chairman, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi; and Affiliated to GGS Indraprastha University, New Delhi, India.*

Chief Guest: *Dr. Swami Parthasarathy, Commission Member & Indian Special Envoy De' Premiere, BRICS.*

Guest of Honour: *Prof. R.P Hooda, Former Vice -Chancellor, MD University, Rohtak.*

Rtn. Sanjay Khanna, District Governor, Rotary International District 3010.

Rtn. J.K. Gaur, District Governor Elect, Rotary International District 3010.

Dr. Prashant Kumar, Principal, Sri Aurobindo College (E), University of Delhi, Delhi.

Dr. Anil Kumar Singh, Associate Professor, Sri Aurobindo College (E), University of Delhi, Delhi.

Welcome and Theme Address: *Dr. Ajay Kumar Singh, Secretary General, Organizing Committee.*

Vote of Thanks: *Rtn. Mukesh Gupta, President, Rotary Club of Delhi Maurya, Rotary International District 3010.*

Prof. Durlav Sarkar, Professor & Director, Delhi School of Professional Studies and Research; Convener, Organizing Committee.

Coordinator: *Ms. Shipra Singh, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.*

Rapporteur Report: Sixteenth International Conference

Inaugural session started with the welcome address by Ms. Shipra Singh, followed by lighting of the lamp to mark the beginning of the conference.

Dr. Ajay Kr. Singh, Secretary General, Organizing Committee, to set the tone delivered the welcome and theme address wherein, he wished everyone a happy new year and introduced all the panel members to the delegates present. He further, appraised the topic of XVI International Conference, Governance: Changing Paradigms.

He explained the term governance in its broadest sense, starting from Galaxy to Universe, to planet and lastly how it applies to individual self. He discussed various global issues and national level issues such as: inclusive growth, infrastructure, national disaster, sustainability, corruption, cashless economy, demographic dividend. He shared his dream of having a “global society with one currency, one language”. He also talked about issues relating to corporate governance, role of consciousness & stakeholders. Dr. Ajay Kr. Singh concluded his speech by stating that we need to change our mindset from differentiation to integration, separation to oneness, narrow view to universal view, no connection to connection with all. At end, he raised the slogan in unison with the audience - “I am connected, I am one with the divine”.

Rtn. J.K. Gaur congratulated the Secretary General, Organizing Committee Dr. Ajay Kr. Singh for organizing the XVI International Conference, which confers the young generation, opportunities and thoughts of wisdom for taking the nation towards the peak of progress.

Rtn. Sanjay Khanna, District Governor, Guest of Honor, expressed his thoughts about Corporate Governance. He stressed on the role and importance of youth in our society and contribution of Rotarian’s in various arenas: (i) Eradicating polio from India by 2013-14; (ii) Tie up with Microsoft, where class VIth to XIIth students, are being trained in IT skills, costing Rs. 15 lacs per annum, which is being provided to young children free of cost; (iii) Going beyond that, trained people from NIIT get placed in 500 MNC’s with the help of Rotarians.

He appealed to the young audience to come along for community service, which will change their personality and help them grow.

Prof. R.P Hooda, former Vice- Chancellor, MD University, with no political affinities, he referred the quote once mentioned by Indian Prime Minister; Mr. Narendra Modi, during his election campaign- “Less Government and More of Governance.” Governance at all levels needs to be ensured and the process of decision making should be made more speedy.

With reference to government, “Developmental Governance” needs to be looked upon, in terms of execution, implementation and effectiveness. He concluded stating that the mindsets needs to be transformed, in order to transform governance towards achieving goal of sustainable development.

Dr. Prashant Kumar, Principal, Sri Aurobindo College (E), University of Delhi, Delhi, discussed the elements of good governance, which includes no discrimination on the basis of gender, religion, race, accessibility of governance to the weakest section.

Dr. Anil Kr. Singh, Associate Professor, Sri Aurobindo College (E), University of Delhi, Delhi, started with Prof. Hooda’s comment signifying change and transformation. He discussed the need for corporate governance, citing examples from the real world like- Coal scam, 2G Scam, Scam in Cricket, Failure of MCX.

Dr. Swami Parthasarthy, Chief Guest of the session started his speech by defining governance as a mechanism of organizing, amplifying, and constraining. He highlighted the importance of Governance

and stated that different people have different meanings for governance. He further explained that in India, it represents a group of people; in US, it represents a system; and in Scandinavia, it represents a person.

He stressed that mindset needs to be changed. He quoted “Change your attitude, and you will become the master of the change. Be a victor, not a victim.” He explained that the right attitude is: “what can I do for the nation?” instead of, “what the state or government or organization does for me?”

He also added that governance is a movement which should involve transition of governance of corporations from the hands of investors of capital to the hands of financial experts, and separation of decision making process.

He concluded by citing that Corruption is nothing, but malgovernance; with which, even Lokpal can't help.

Prof. B.P. Singh, Chairman, Delhi School of Professional Studies and Research, addressed all the panel members, delegates, faculty members, students and media members. From the philosophical thought on governance by Dr. Parthasarthy, Prof. Singh concentrated his speech on the governance for the student niche.

He explained the three pillars or the operational actors of governance- State, Market, and the Civil Society. He stressed that “Every day, every month, every quarter, every year” the people should be vigilant, rather than waiting for “five years”, with reference to the governance at the central level.

He pointed out that various lopsided policies of government like MGNREGA are proving hindrance in the process of good governance. He bitterly mentioned that its security of the job without accountability (or performance, which is acting as villain in India.

Release of Delhi Business Review

Delhi Business Review (DBR): An International Journal of Society for Human Transformation and Research (SHTR), Vol. 15, No. 2, July-December, ISSN: 0972-222X, was released officially by all the present luminaries on the dais.

Release of Book titled “Business Excellence through Corporate Leadership” authored by Rtn. Subash Jagota.

Conferring of “Honoris Causa Professor Award”

In view of recognizing the contribution of academicians in 2014, Mr. Satish **Visavadia** and Ms. Neeta Rajput, Director, ICE Academy, London, UK, were presented with the “Honoris Causa Professor Award” by Dr. Swami Parthasarathy, the Chief Guest of the session.

This was followed by acceptance speech of Ms. Neeta Rajput and Mr. Satish Visavadia.

Ms. Neeta Rajput, Director, ICE Academy, London, UK, accepted the award and conveyed her thanks to Dr. Ajay Kr. Singh and Prof. B.P. Singh. With reference to the theme of the seminar, she shared that how governance has helped her in bringing changes in UK through education. She stressed that one has to be a part of the system, in order to transform the system of governance.

Mr. Satish Visavadia, Director, ICE Academy, London, UK, accepted the award and thanked the panel for honoring him. He emphasized the importance of reading, writing and being innovative, conviction in academics and education; in order to achieve excellence in the respective field. He inspired the youth to enhance quality of thinking out of box.

Presentation of Memento

After the initiation of the theme by accomplished academicians, guests, and dignitaries, they were presented mementos as a token of appreciation and memory of organizing committee members.

Vote of Thanks

Rtn. Mukesh Gupta, on behalf of Rotary Club of Delhi Maurya, extended a warm vote of thanks for the lucid and apt presentations made by the distinguished speakers on the dias.

Prof. Durlav Sarkar, on behalf of Delhi School of Professional Studies and Research, also extended a warm welcome and thanks to all the distinguished speakers, sponsors, and team of Delhi School of Professional Studies and Research.

With this, the XVI Annual International Conference was inaugurated. The session ended with National Anthem.

Rapporteurs for the Session:n

- **Ms. Disha Thanai**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Ms. Mani Goswami**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Ms. Sunaina Giri**
PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Mr. Alankrit Saxena**
PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION 1: “E-GOVERNANCE: EMERGING PARADIGMS”

January 04, 2015, 9.30 a.m. to 11.00 a.m.

Venue: Willow, India Habitat Centre, New Delhi.

Session Chair: *Prof. Uday S. Tate, Professor of Marketing, Marshal University, Huntington*

Co-Chair: *Dr. Rana Singh, Assistant Director – Institutional Research Unit, Gulf Medical University, Ajman, UAE.*

Coordinator: *Mr. Indranil Mutsuddi, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.*

Ms. Amrapali Singh, PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The session started with the welcome address by the session coordinator, Mr. Indranil Mutsuddi, and then it was handed over to the session chair and co-chair for further proceedings. Session chair Prof. Uday S. Tate introduced the topic “E-Governance: Emerging Paradigms”, and appraised the guidelines for paper presentation.

TOPIC: “E-GUARANTEEE GOVERNMENT SERVICES-SAKALA”.

Dr. S.V. Kulkarni, HOD and Associate Professor, Department of Political Science C.S.B. Arts, S.M.R.P. Science and G.L.R. Commerce College, Ramdurg, Karnataka.

The paper embraces the challenges encountered in e-governance implementation, as well as the potential opportunities available in the context of Karnataka State. It identifies changes in the structure, functions, and processes of public service delivery, ushering transformation in the system through effectively connecting, engaging, and streamlining the relations among government, businesses, citizens, and other relevant stakeholders. The study analyzes the huge strides made by Karnataka in the field of e-Governance with proactive policies. State’s e-Governance policies envisage speed and transparency in governance and strive for improvement in the quality of life for the common man.

TOPIC: “E-Governance and ICT: A Legal Critique under Information Technology Act, 2000”.

Dr. Amita Verma, Assistant Professor, University Institute of Legal Studies, Panjab University, Chandigarh. Punjab. India.

The study presents a brief history of e-Governance Initiatives and projects in India like those of the Bhoomi project in Karnataka, Lokvani Project in UP, Project Friends in Kerala, Computerized Interstate check posts in Gujarat to name a few. The paper brought up interesting facts relating to important issues as those of legal recognition, retention, and the audit of electronic records, electronic signatures and the use of the same in Government activities. It also highlighted important facts related to the publication of rule, regulation in electronic gazettes, and validity of contracts formed through electronic means.

TOPIC: “ENABLING GOOD GOVERNANCE THROUGH E-GOVERNANCE IN INDIA: MOMENTS FOR RETROSPECTION”.

Dr. Sangit Sarita Dwivedi, Assistant Professor, Bharati College, University of Delhi, New Delhi, India.

Dr. Dwivedi indicated geographical, social, & economic disparities as major barriers for implementation of e-Governance in India. In this context she discussed the concept of good governance and reflected upon important issues of e-Government & e-Governance as facilitators for good governance. The paper gave an overview of e-Governance initiatives in India with special reference to the role of e-Governance in the development of the nation. It also explored various critical issues and e-Governance solutions in India.

TOPIC: “TECHNOLOGY AND GOVERNANCE: ENABLING PARTICIPATORY DEMOCRACY”.

Mr. Aritra Chakrabarty, Research Editor, IRIS Knowledge Foundation, Navi Mumbai, Maharashtra, India.

Mr. Chakrabarty made an attempt to discuss changing paradigms of e-governance with reference to three broad issues, namely, whether ICT had enabled civic engagement and initiated public opinion in the developing economy, whether ICT had succeeded in reversing apparent defects in the nation’s electoral system, and whether ICT lead to the spread of information from the state to the society. The paper highlighted the role of technology in participatory democracy with special reference to ICT and civic engagement and e-democracy in India. In his concluding remarks the author also discussed the roadmap of ICT in Governance.

TOPIC: “STUDY OF E-GOVERNANCE IN FLOURISHING RIGHT TO INFORMATION ACT IN INDIA”.

Mr. Kalpeshkumar L Gupta, Academic Associate – Business Policy, IIM Ahmedabad, Gujarat, India.

Ms. Baijul Parikh, Academic Associate – Information System, IIM Ahmedabad, Gujarat, India.

Mr. Gupta analyzed e-governance and its proper implementation in flourishing RTI Act in India. The paper presented a brief understanding about e-governance and other co-related terms like e-Government and Governance. It also examined recent scenario in e-Governance and RTI Act, 2005 in India, and presented recommendations for better utilization of RTI Act.

Prof. Uday S. Tate & Dr. Rana Singh summarized the inputs from the paper presenters and shared their views on the same.

The session concluded with memento and certificate presentation to the participants by the Session Chair, Prof. Uday S. Tate; Co-Chair, Dr. Rana Singh; and Dr. Ajay Kr. Singh. The Session Chair and the Co-Chair were also honored with memento and certificate by Dr. Ajay Kr. Singh.

Rapporteurs for the Session:

- **Mr. Manpreet Singh**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Ms. Nidhi Priya**
PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION 2: “FOOD SECURITY FOR HUMANITY: CHALLENGES & OPPORTUNITIES”

January 04, 2015, 2.00 p.m. to 3.30 p.m.

Venue: Mapple, India Habitat Centre, New Delhi.

Session Chairperson: Prof. L.S. Singh, Professor of Economics, Head, Department of Economics, Magadh University, Bodhgaya, Bihar, India.

Co-Chairperson: Mr. Vivek Gupta, Associate Vice President, Sreria (India) Ltd.

Coordinator: Ms. Shipra Singh, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Sunaina Giri, Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The coordinator, Ms. Shipra Singh welcomed and introduced all the panel members, before handing over the session to the chairperson for further proceedings.

The Chairperson, Prof. L.S. Singh, initiated the session by elucidating the concept of Food Security Bill. He advocated that small changes in our day to day life style is a crucial turning point which need due attention. He further emphasised that inadequate ware housing and inefficient supply chain is still a major problem, causing thousands of metric tons of food grains lying waste or simply rotting.

TOPIC: “FOOD SECURITY FOR HUMANITY IN INDIA”.

Dr. Satyendra Kumar Singh, Associate Professor, Department of Management,, Divine International Group of Institutions, SADA, Gwalior, Madhya Pradesh, India.

The author highlighted about the wastage of food in India which was about 32 million metric ton. He also talked about availability of food at fair price. He further suggested that NGO and other social activists should take up some sort of initiations in order to collect extra unused cooked foods from ceremonious occasions and arrange to deliver it in hygiene and nutritious form to needy persons living in slums or on the road sides.

TOPIC: “FOOD SECURITY: CHALLENGES & OPPORTUNITIES IN INDIA- AN EXPLORATORY STUDY”.

Dr. Durlav Sarkar, Professor & Director, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Disha Thanai, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The authors highlighted about difference in demand and supply of the food, and also talked about programs and policies in India for food security. They further emphasised that food security can be achieved by closing ‘yield gaps,’ increasing crop and livestock production efficiency, reducing waste in the food supply chain; crop/livestock diversification and integration; conserving crop wild relatives and agro-biodiversity, by adopting greenhouse gas abatement, production boosting technologies in agriculture, and animal husbandry.

TOPIC : “FOOD SECURITY: ISSUES & CHALLENGES”.

Ms. Shipra Singh, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Mr. Puneet Saluja, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The study presented the evolution of the concept of food security. Authors briefed about the four main dimensions of food security, and about food loss and food waste. The paper presented some gloring facts and figures of the world and India in context of food security.

The session ended with the concluding remarks of the session chair and co-chair, wherein they appreciated the presenters and motivated them to get deeper in their research of food security. Later the session coordinator, Ms. Shipra Singh extended the vote of thanks to the dignitaries on the dias and the presenters well as the audience.

Rapporteurs for the Session:

- **Ms. Simran Kaur**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Ms. Nidhi Priya**
PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION 3: “TRANSFORMING GOVERNANCE & LOKPAL IN INDIA”

January 04, 2015, 09.30 a.m. – 01.00 p.m.

Venue: Mapple Room, India Habitat centre, New Delhi.

Session Chair: *Mr. Prasun Chowdhury, Director, Avenir.*

Co-Chair: *Rtn. Col A.T. Gajraj, Retd. From Artillery, Indian Army, India.*

Coordinator: *Ms. Disha Thanai, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.*

The session began with the welcome address by the session coordinator, Ms. Disha Thanai introducing the topic and stating the importance of governance. Further the session was handed over to the Session Chair and Co-Chair.

The Chair enlightened the topic and shared his views to the paper presenters & other delegates present at the venue. He unfolded his personal experience regarding corporate governance, and emphasized that 3 elements are essentially required which are inter-related to each other for maintaining a dynamic balance i.e., (i) Economical/Economics (Business, Government, Private etc.); (ii) Social (Media, Temples, NGOs, Religion bodies, etc.); (iii) Political. At the end, he briefed the topics of paper presenters & invited the one by one to the dais for presentation.

TOPIC: “CORPORATE GOVERNANCE AND THE ROLE AND RESPONSIBILITY OF BOARD OF DIRECTORS IN INDIA WITH SPECIAL FOCUS ON INDEPENDENT DIRECTORS”.

Prof. G.S. Popli, *Professor of Banking and Finance, Delhi School of Business, Vivekananda Institute of Professional Studies, Delhi, India.*

Ms. Rupina Popli, *PGDM Student, Delhi School of Business, Vivekananda Institute of Professional Studies, Delhi, India.*

Ms. Rupina Popli started by explaining that corporate governance is the act or manner of governing a company. Having done comparative study of Corporate Policies and Governance Norms of India, U.K. and U.S. it was found that there is a need to pay more attention on the quality of corporate governance. She said that role and responsibilities of Board of Directors has emerged as an important issue in examining the causes of collapses which has created much debate on what actually is the role of directors in directing and managing their companies. She highlighted that it is the right time to review the role of board of directors and to overhaul the corporate governance in the country by training the new independent directors. She concluded that positive approach to corporate governance leads to development.

TOPIC: “CORPORATE GOVERNANCE IN INDIA: AN EMERGING TREND TOWARDS GLOBAL MARKET ECONOMY”.

Dr. Abha Mittal, *Associate Professor, Maharaja Agrasen College, University of Delhi, Delhi, India*

Ms. Ritika Agarwal, *Assistant Professor, Shyamlal College (M), University of Delhi, Delhi, India.*

Dr. Mittal firstly elaborated that good governance must be SMART i.e., S – Simple; M – Moral; A – Accountable; R – Responsible; T – Transparent.

She added that today’s world is of profit maximization and morality in business is possible only with good governance which is accountable and transparent in nature. She highlighted that it is important

to look at the need of corporate governance, its performance as well as its problems in the Indian context.

TOPIC: “URBAN GOVERNANCE AND SATISFACTION OF CITIZENS OF THANE CITY”.

Ms. H.A. Chande, Assistant Professor, Dept. of Economics, Sheth N.K.T.T. College of Commerce and Sheth J.T.T. College of Arts, Thane, Maharashtra, India.

Dr. Lina R. Thatte, Associate Professor & Head, Dept. of Economics, K.E.T.'s V.G. Vaze College of Arts, Sci. & Com., Mulund (East), Mumbai, India.

Ms. H.A. Chande presented the paper and said that the research has been computed for the city of Thane in Maharashtra state, using the “Urban Governance Index” developed by UN-HABITAT methodology. Calculated UGI as 72 percent implies quite good governance. Their findings as regards citizens’ satisfaction regarding the physical, social and environmental infrastructure provisions, their willingness to pay (WTP) for the enhancement of infrastructure by Thane Municipal Corporation (TMC) and cost benefit analysis of the performance of TMC do not indicate very good governance of the city. She stated that their findings indicate low level of governance of the city as against Computed UN-HABITAT UGI.

She suggested that UNHME needs to include variables which will reflect efficiency of service delivery and also adapt to conditions specific to the country in which the city is situated.

Tea Break: 11 a.m. – 11.30 a.m.

The post tea session was resumed with a warm re-welcoming speech by the session coordinator regarding good governance & lokpal.

Further the session chair motivated the presenters and delegates with his words of wisdom saying that stakeholders of governance must make their actions clean, keeping in mind society and look forward to work for common higher goals. Then he addressed & invited Mr. Mukund Digambar Apte for his presentation.

TOPIC: “GOVERNING A STATE”.

Mr. Mukund Digambar Apte, Motivational Speaker.

The speaker, firstly acknowledged Bhaarateey philosophy, arthshastra, ancient times and vedas for making us learn the ways of governance. He emphasized that basic needs of human life includes Food to sustain his life, Clothing to protect his body from the elements of the nature, and Shelter to protect himself from the wild animals, rain and sun. He highlighted that governing a State means to ensure that all the individuals in the State are getting their basic needs and organization of the State is the Unit created for his convenience and fulfillment of these needs. He emphasized that we need constant guidance of Vedas and spirituality for good governance.

Rtn. Col A.T. Gajraj, the session co-chair inspired the young generation to implement their beliefs in the social systems to be good leaders. He also thanked all the presenters & briefed the session by sharing his experience and views about research papers presented in the session.

Mr. Prasun Chowdhury in the concluding remark thanked the co-chair for delivering an inspiring speech to next generation.

The session chair and co-chair were then honoured with memento and certificate by Dr. Ajay Kr. Singh.

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The session ended with vote of thanks by Ms Disha Thanai.

Rapporteurs for the Session:n

- **Ms. Simple Tandon nee Batra**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.
- **Mr. Krishna Subudhi**
PGDM Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION NO. 4: “NEW COMPANIES ACT 2013 IN INDIA: ISSUES & CHALLENGES”.

January 04, 2015, 11.30 a.m. – 01.00 p.m.

Venue: *Willow Room, India Habitat centre, New Delhi.*

Session Chair: *Prof. Shirin Rathore, Formerly, Dean of Colleges, University of Delhi, Delhi, India.*

Co-Chair: *Mr. Naresh Kumar, Advocate & Visiting Professor, India.*

Coordinator: *Ms. Simran Kaur, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.*

Having welcomed all the presenters, the session coordinator introduced the theme of the session. Then, the Session Chair & Co-Chair were introduced and presented with plant. Having taken their place on the dais, the session was handed over to them for further proceedings. Taking the session ahead Prof. Shirin Rathore briefed the audience about the topic, and appraised the guidelines for paper presentation.

TOPIC: “PUBLIC-PRIVATE PARTNERSHIP VIZ-A-VIZ COMPANIES ACT, 2013”.

Dr. Rajinder Kaur, *Assistant Professor, Department of Law, Panjab University, Chandigarh, Panjab, India.*

Ms. Anudeep Kaur, *Research Scholar, Department of Law, Panjab University, Chandigarh, Panjab, India.*

The paper discusses the concept of P3, and also focuses on one of the basic conditions i.e. Special Purpose Vehicle (‘SPV’) which is floated by the Companies for domicile purposes and to execute such project. It further takes into consideration the analytical study of Section 295 of the Companies Act, 1956 and the new provision i.e. Section 185 the Companies Act, 2013 with special reference to Public-Private Partnership.

TOPIC: “CORPORATE SOCIAL RESPONSIBILITY: A CONSTRUCTIVE STEP UNDER COMPANIES ACT, 2013”.

Dr. Dinesh Kumar, *Assistant Professor, Department of Law, Panjab University, Chandigarh, Panjab, India.*

Mr. Gurjinder Singh, *Student of LL.M, Panjab University, Chandigarh, Panjab, India.*

The paper discussed the concept of CSR as understood in Indian Scenario, and emphasized the impact of new Companies Act 2013 on the CSR policies of Indian companies. It further examined Section 135 along with schedule VII and the categorization of subjects under schedule VII. The presenters highlighted that the scope of CSR in India is very bright and immense especially when government is withdrawing and private players are assuming new roles.

TOPIC: “A STUDY ON IMPLICATIONS OF CSR RULES UNDER COMPANIES ACT, 2013”.

Ms. Mani Goswami, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Neha Manga, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The New Companies Act 2013 has come up with the concept of mandatory CSR and this Act will replace the archaic, almost 60 yrs old Companies Act, 1956. In this light, the paper focused on Companies Act, 2013 & its provision on mandatory spending and disclosure of Corporate Social Responsibility activities. It also discussed the major loopholes in the provision that can prove as a hindrance in its practical applicability.

Rapporteur for the Session:

● **Ms. Mukta Katyal**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION NO. 5 A: “RESEARCH PAPER PRESENTATION ON CONTEMPORARY ISSUES”.

January 4, 2013, 09.30 a.m. to 03:30 p.m.

Venue: Amaltas Hall, India Habitat Centre, New Delhi.

Session Chair: Prof. Nand Dhameja, Professor, Indian Institute of Public Administration, New Delhi, India.

Co-Chair: Dr. Anil Kumar Singh, Associate Professor, Sri Aurobindo College (E), University of Delhi, Delhi, India.

Coordinator: Ms. Mani Goswami, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The Session started with the welcome address by the session coordinators, and then was handed over to the session chair and co- chair, session chair Prof. Nand Dhameja, briefed the topic **Governance: Changing Paradigms.**

TOPIC : “BOD MEMBERS, EARNINGS QUALITY, STOCK OPTION EXPENSING AS PER SFAS 123 (R) IN CEO COMPENSATION”.

Prof. Suneel Maheshwari, Professor, Indiana University of Pennsylvania, United States.

Prof. Maheshwari in his research paper analyze the effect that expensing of CEO stock options has on earning quality when BOD serve as mitigating variable. The paper examines the association between expensing CEO’s stock option compensation as per SFAS 123(R) and enhancement of earning quality when large number of BOD members represents the board.

TOPIC : “UNDERSTANDING OF CONTRACTUAL MATERS BY FIRST TIME CAR BUYERS USING BALON FINANCE IN PRETORIA”.

Dr. Ajay K. Garg, Associate Professor, TUT Business School, Pretoria, South Africa.

The researcher assessed the alignment of Balloon payments offered to customers with in the provisions of the National Credit Act 2005(Act no. 34 of 2005) of south Africa by exploring whether car buyers had

been made aware of and understood the nature of their contractual obligations when they signed a balloon payment agreement. Even the respondents who purchased cars using balloon payment method did not understand the National Credit Act regarding entering in to a balloon payment contract.

TOPIC : “A COMPARATIVE STUDY OF THE PROFITABILITY PERFORMANCE IN THE BANKING SECTOR”.

Dr. Dharmendra Mistry, Associate Professor, Post-Graduate Department of Business Studies, Sardar Patel University.

The researcher emphasized on classifying Indian private sector banks on the basis of their financial characteristics and to measure their financial performance. The Study tends to find out a relationship between return on assets and interest income with operational efficiency and assets utilization and Assets size.

TOPIC : “VISUALIZING ENVIRONMENTAL PERFORMANCE AND FINANCIAL PERFORMANCE: AN ANALYSIS OF FIRMS IN THE US FOOD AND BEVERAGE SUPPLY CHAIN”.

Dr. Dipendra Singh, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando, United States.

Dr. Singh in his research paper analyzed the simultaneous environmental financial performance of the firms in the US food and beverage supply chain. Firms with higher environmental scores performed better financially in the comparison with firms having lower environmental scores.

TOPIC : “INDIAN CAPITAL MARKET: GROWTH, CHALLENGES AND FUTURE”.

Ms Gunjan Malhotra, Assistant Professor, Department of Economics, GGSDS College, Panchkula, Chandigarh, Panjab, India.

Ms Malhotra revealed that with the implementation of reforms in the securities industry, Indian stock markets have stood out in the world ranking. The capital market also poses major challenges as of taming derivatives, regulatory overhang, the demise of proprietary trading, sustained volatility and increased concentration.

TOPIC : “EFFECT OF MERGER ON FINANCIAL PERFORMANCE: A CASE STUDY OF KINGFISHER AIRLINES”.

Ms. Megha Aggarwal, Assistant Professor, FMS-WISDOM, Banasthali Vidyapith, Banasthali, Rajasthan, India.

Ms. Shikha Singh, Research Associate, FMSWISDOM, Banasthali Vidyapith, Banasthali, Rajasthan, India.

The research paper analyzes financial performance of Kingfisher Airlines pre and post merger. The Results reveal the fact the Kingfisher gained no significant benefit after the merger.

TOPIC : “WORKING CAPITAL MANAGEMENT EFFICIENCY: A STUDY ON SOME SELECTED PROPRIETARY TEA ESTATES IN JORHAT DISTRICT OF ASAM”.

Mr. Apurbha Kumar Sharma , Assistant Professor, J. B. College, Jorhat, Assam, India.

Mr. Sharma in his research paper investigates the efficiency of four proprietary tea estates of Jorhat district of Assam for the periods from 2008-09 to 2012-13. The author found that Average Performance

Index was more than 1. In the year 2011-12, Average Utilization Index was more than 1 in the three tea estates out of selected four tea estates.

TOPIC : “ISLAMIC BANKING AND FINANCIAL STABILITY-AN EMPIRICAL EVIDENCE FROM GULF REGION”.

Mr. Mosab I. Tabash, Research Scholar, Faculty of Management Studies (FMS), University of Delhi, Delhi, India.

Mr. Tabash reveals in his paper the relationship between Islamic finance system and financial stability. Islamic finance shows its stability under various financial crises and shocks. Apart from that research reveals that Islamic Banks are holding more liquid assets and are less exposed to liquidity risk.

TOPIC : “FINANCIAL INCLUSION AND FINANCIAL STABILITY: ISSUES, CHALLENGES & THE WAY FORWARD”.

Dr. Rajesh Pal, Associate Professor, Department of Economics, Mahatma Gandhi Kashi Vidyapith, India.

Dr. Pal in his research paper explained that financial instability can hurt even the most advance economies even if there is price and macro economic stability people with low levels of income have no headroom to bear downside risks and their livelihoods can be described by financial stability.

Rapporteur for the Session:

● **Mr. Puneet Saluja**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION 5B : “RESEARCH PAPER PRESENTATION ON CONTEMPORARY ISSUES”.

January 04, 2015, 9:30 a.m. to 3:30 p.m.

Venue: Rudraksha Hall, India Habitat Centre, New Delhi.

Session Chair: Prof. Ravinder Vinayak, Formerly, Dean, Faculty of Commerce, Maharashi Dayanand University, Rohtak, Haryana, India.

Co-Chair: Prof. H.J. Ghoshroy, Formerly, Director and Dean IMSAR, Maharashi Dayanand University, Rohtak, Haryana, India.

Coordinator: Ms. Sakshi Goyal, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The session began with the welcome address by session coordinator, Ms. Sakshi Goyal, and felicitation of the session chair and co-chair. Further, the session was handed over to the session chair, & co-chair for further proceedings.

TOPIC: “NON GOVERNMENTAL SOCIAL RESPONSIBILITY COMMUNICATIONS”.

Prof. Sameer Prasad, Professor, Department of Information Technology and Supply Chain Management, College of Business & Economics, University of Wisconsin-Whitewater, Whitewater, USA.

Ms. Jasmine Tata, School of Business Administration, Loyola University Chicago, Chicago.

Prof. Sameer Prasad in his paper highlighted the development role of NGOs that are accountable to

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the various stakeholders including donors, corporations, governments and communities they serve.

He explained that one mechanism to ensure accountability for NGOs is through Non-Governmental Social Responsibility Communications (NGSRC). He focused on typology and classification of NGOs.

TOPIC: “MALNUTRITION IN RAG-PICKER COMMUNITIES”.

Dr. Tara McCloskey, *George Washington University, USA.*

Dr. Shanta Pathan, *School of Engineering, Trades and Construction, The Open Polytechnic of New Zealand, Wellington, New Zealand.*

Prof. Sameer Prasad, *Professor, Department of Information Technology and Supply Chain Management, College of Business & Economics, University of Wisconsin-Whitewater, Whitewater, USA.*

Prof. Sameer Prasad talked about rag picker communities who are deprived of basic necessities of life. The study proposed linkages between slum characteristics, and educational and health outcomes. The researcher linked operating and living conditions to disease proclivity and identify the link between disease and the level of malnutrition and education. They emphasized the role of Non-Governmental Organizations (NGOs) and that of government agencies role in improving the operating and living conditions in the slums, by providing protection to workers, treating diseases, and making quality education accessible.

TOPIC: “INCLUSIVE GREEN GROWTH: A KEY TO UNLOCK MULTI-DIMENSIONAL PROBLEMS”.

Prof. Rajni Malhotra Dhingra, *Dean and Professor, Vivekananda Law School, New Delhi.*

Prof. Rajni Malhotra Dhingra evaluated and analyzed the development path of India to see whether benefits are available to all the sections of society. She explained that every entity must understand that they have equal but differentiated responsibility to ensure harmony between the two pillars of dignified human existence, and said that universal problem of this dimension can be checked only with the cooperation of all. She talked about constitutional provisions and explained KUZNET curve. She concluded the session by explaining the concept of Inclusive Growth- the answer to all the problems.

TOPIC: “CHALLENGES IN SUSTAINING SELF HELP GROUPS (SHGs) OF RURAL WOMEN- A CASE STUDY OF HARYANA”.

Dr. Manju Panwar, *Head, Dept. of Social Work, B.P.S Women’s University.*

Dr. Manju Panwar elaborated upon multi dimensional phenomenon of poverty which is manifested with low consumption, malnutrition, illiteracy, insecurity, low life-expectancy, powerlessness and low self-esteem. She further explained various challenges faced by SHGs, and talked about various movements in India to increase the women participation in SHGs.

TOPIC: “DEVELOPING AN ENTREPRENEURSHIP CULTURE- AN EFFECTIVE TOOL FOR EMPOWERING WOMEN”.

Dr. Sr. Rosa K.D., *Associate Professor & Research Guide, St. Joseph’s College, Irinjalakuda, Kerala, India.*

Dr. Rosa in her research aimed at making a comparative analysis of the empowerment attained by women through entrepreneurship and other forms of employment. The analysis of the primary data showed that, women are empowered to a great extent through entrepreneurship. Labeling jobs as

male-female jobs, bias regarding women starting and owning business etc., restrict women's entry into many jobs. She concluded the presentation by saying women entrepreneurship can bring in more empowerment for women as well as greater well-being for the societies.

TOPIC: "INTEGRATING APPLIED ETHICS AND SOCIAL RESPONSIBILITY WITH SPECIAL REFERENCE TO BIO- ETHICAL PROBLEMS".

Dr. Mayuri Barman, Assistant Professor, Department of Philosophy, Pandu College, Guwahati, Assam, India.

The Researcher focused on bio ethical issues related to abortion, miscarriage and induced abortion in her research paper. She talked about the situation when abortion is permissible. She concluded by saying Fetus being a member of the biological species 'Homo sapiens' it is wrong to destroy a human being.

TOPIC: MSMEs SECTOR IN NORTH EAST INDIA".

Dr. Chinglen Maisnam (Bobo), Assistant Professor, Department of Economics, Manipur University, Imphal, India.

Dr. Chinglen Maisnam (Bobo) explained the paradox of India becoming super power by 2020. He raised the issue that though India has high income growth but this high income growth cannot convert into human growth. He talked about the situation of MSMEs in North Eastern region of India and various initiatives by state government to enhance their role in development of NER in India.

TOPIC: "ROLE OF DEVELOPMENT BLOCK IN IMPLEMENTATION OF SELF EMPLOYMENT PROGRAMME: AN ANALYTICAL STUDY ON JORHAT DEVELOPMENT BLOCK, BAGHCHUNG, JORHAT (WITH SPECIAL REFERENCE TO SELF EMPLOYMENT PROGRAMME FOR RURAL PEOPLE OF ASSAM)".

Prof. Horeswar Das, Assistant Professor, CKB Commerce College, Jorhat, Assam, India.

Prof. Das talked about rural development in Jorhat district of Assam. He focused on external help which is necessary and appreciated, rural development can be achieved only when the rural people actively participate in the development process. He analyzed the functions of development blocks in implementation of self employment programmes in rural area of Assam.

TOPIC: "CATTLE GRAZING IN SUB-TROPICAL GRASSLAND ECOSYSTEM: EVIDENCE FROM MANIPUR, NE INDIA (NEED FOR SUSTAINABLE GRAZING MANAGEMENT AND GOVERNANCE)".

Dr. T. Indira Devi, Environmental Activist, Imphal, India.

The study assessed the effect of grazing on the soil microbial biomass C, N and P in the soils under the sub-tropical grassland sites in Manipur, N.E. India. She found that grazing by cattle at low intensities can create a favorable environment for sustaining biodiversity due to moderate grazing. She concluded that the maximum value of soil microbial biomass C, N and P increased in moderately grazed site followed by protected site and heavily grazed sites.

TOPIC: "HISTORICAL EVOLUTION OF CIVIL SOCIETY IN CONFLICT RESOLUTION: THE INITIAL DECADE OF NAGA HOHO".

Mrs. Banasree Phukan, Assistant Professor, Department of History, Pandu College, Guwahati, Assam, India.

Mrs. Phukan analyzed the role of civil society in de-escalating conflict using the Naga Hoho as a case study. She had thrown some light on the genesis of the conflict in Nagaland and analyzed the role of Naga Hoho in its formative decade (1994-2003) in resolving the conflict situation in Nagaland.

TOPIC: “THE EMERGING ROLE OF ICT FOR HOLISTIC RURAL DEVELOPMENT”.

Ms. Pooja Paswan, Assistant Professor, Department of Political Science, Jamia Millia Islamia, New Delhi, India.

Ms. Pooja Paswan explained the role of ICT in strengthening rural livelihoods, providing market information and lowering transaction costs of poor farmers and traders. She explained the relationship between ICT and Sustainable Rural Growth. She focused on bridging the digital divide between urban areas/population and rural areas/population.

TOPIC: “ENTREPRENEURSHIP: A STUDY ON ENGAGEMENT LEVEL OF EMPLOYEES IN MANIPUR”.

Mr. M. Sanjoy Singh, Research Scholar, Department of Commerce, Manipur University, Canchipur, Imphal, India.

Mr. L. Kirankumar Singh, Senior Research Fellow, Department of Commerce, Manipur University, Canchipur, Imphal.

The presenters explained the concept of employee engagement. Their research attempts to study about the levels of employee’s satisfaction and influence towards employee engagement and also changing employee demographics variables. Their paper focused on level of engagement possessed by employees manufacturing in Manipur. The concluded that there is significant relationship among service in present enterprise, present position and monthly income on engagement level of employee satisfaction in industries of Kakching block, Manipur.

TOPIC: “SUSTAINABLE DEVELOPMENT THROUGH GOVERNMENT POLICIES: A CASE STUDY OF NALBARI DISTRICT OF ASSAM”.

Ms. Rimki Patgiri, Research Scholar, Department of Political Science, North-Eastern Hill University, Shillong, India.

Ms. Patgiri in her paper examined the extent to which government policies have impacted sustainable development through a case study of MGNREGA in Nalbari District of Assam. She talked about the impact and possibilities of MNERAGA. She explained that implementation of MGNREGA is very poor in Nalbari District, but the programme provides subsistence to the rural poor.

TOPIC: “ECONOMIC EMPOWERMENT BY VALUE ADDITION OF FRUITS AND VEGETABLES IN RURAL SECTORS”.

Ms. NagaLaxmi M. Raman, Project Support Officer, AICPHT & CCM & Ph.D. Research Scholar, Amity Institute of Social Science, Noida, Uttar Pradesh, India.

Ms. Raman examined the economic empowerment of rural sector through the value addition of fruits and vegetables to market the fresh and processed products, information and communication technology skills. She emphasized on the long term vision required for a rural sector, opportunities and challenges faced by them. She found that implementation of a set of postharvest technologies will be cost effective and appropriate for reducing losses and keeping perishable foods fresh longer.

TOPIC: “SHG: A SUSTAINABLE LIVELIHOOD TO PROMOTE SOCIAL ENTREPRENEURSHIP”.

Mr. Tarique Zaryab, *Fellow for Disabled, University Department of IRPM, Tilka Manjhi Bhagalpur University, Bhagalpur, Bihar, India.*

Mr. Tarique Zaryab analyzed SHG to promote as a social entrepreneur. He found that SHG is important to empower rural women and to create income generating capabilities for poor rural women, by providing a sustainable micro enterprise opportunity, and to improve rural living standards through health and hygiene.

TOPIC: “DIFFERENCE BETWEEN CHANGE AND INNOVATION”.

Ms. Vartika Avdhesh, *Student-Researcher, IGNOU, New Delhi and IMT-Ghaziabad, Uttar Pradesh, India.*

The paper highlighted the concept of change and innovation as management is the process of reorganization of something that has already existed and this process creates a change. In the end she explained the difference between Change and Innovation from four different perspectives.

TOPIC: “RURAL SUPPLY MANAGEMENT: AN OVERVIEW OF GROWTH”.

Mr. Varun Gautam, *Research Scholar, IGNOU, New Delhi, India.*

Mr. Gautam talked about the growth of supply chain industry & its problems in rural unorganized sector in India. He aimed to show different structure of social networks – which groves on different positions in terms of achieving common goals, sustaining and developing norms and networks for collective action.

TOPIC: “SMART NEIGHBOURHOOD: A WAY TO SUSTAINABLE DEVELOPMENT”.

Mr. Shashank Shekhar, *Student, Center for Transportation System Indian institute of Technology, Roorkee, Haryana, India.*

Mr. Adarsh Tripathi, *Student, School of Planning and Architecture, Bhopal, Madhya Pradesh, India.*

Mr. Tripathi examined the concept of smart neighborhood. He argued that to be successful, sustainable smart cities policy must avoid the haphazard development and common conventional policies. He explained the principles of neighborhood theory and developed a prototype model of neighborhood planning which leads to smart city in Indian scenario.

Conclusion of Session

At the end, the session chair and the co-chair shared their experience and views about the research papers and honoured the researchers with mementos and certificates.

Rapporteur for the Session:

- **Ms. Bhawna Manyal**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

TECHNICAL SESSION 5C : “RESEARCH PAPER PRESENTATION ON CONTEMPORARY ISSUES”.

January 04, 2015, 9:30 a.m. to 3:30 p.m.

Venue: Amaltas, India Habitat Centre, New Delhi.

Session Chair: *Prof. Ravinder Vinayak, Formerly, Dean, Faculty of Commerce, Maharshi Dayanand University, Rohtak, Haryana, India.*

Session Chair: *Prof. Sanjiv Mittal, Dean, USMS, GGS Indraprastha University, New Delhi, India.*

Co-Chair: *Dr. Narender Kumar Garg, Professor, Head and Dean, Department of Commerce, Maharshi Dayanand University, Rohtak, Haryana, India.*

Coordinator: *Ms. Sima Singh, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.*

TOPIC : “FACTORS IMPACTING HEALTHCARE SATISFACTION OF INSURED AND UNINSURED AMERICANS: AN EMPIRICAL INVESTIGATION”.

Dr. Satish P. Deshpande, *Associate Dean for Operations and Graduate Programs Haworth College of Business, Western Michigan University Kalamazoo, United States.*

Dr. Deshpande presented his empirical study on factors that impact healthcare satisfaction of patients with and without health insurance in the United States. His study increases the understanding of social science researchers and medical providers on how different factors impact satisfaction of insured on the healthcare they receive in the United States. While the results of this study have serious implications for hospital administrators, they also have broader implications for all types of healthcare organizations that deal with the uninsured.

TOPIC : “MEASUREMENT OF SPIRITUALITY: DEVELOPMENT AND VALIDATION OF A QUESTIONNAIRE”.

Dr. Ajay Kr. Singh, *Associate Professor, Department of Commerce, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi. Delhi, India.*

Ms. Shikha Makkar, *PhD, Research Scholar, Department of Commerce, Delhi School of Economics, University of Delhi, Delhi, India.*

The purpose of the study was to define spirituality as a concept, encompassing finding meaning in life, self-actualization and connection with inner self, and the universal whole. In the study they try to identify the dimensions of spirituality, to develop a reliable and valid spirituality scale on the basis of literature review and to validate the Spirituality Questionnaire.

TOPIC : “ASSESSING THE QUALITY OF HEALTH - CARE SERVICES OFFERED BY PRIVATE HOSPITALS IN DELHI NCR: AN EMPIRICAL STUDY USING SERVQUAL MODEL”.

Dr. Manish Madan, *Associate Professor, Rukmini Devi Institute of Advanced Studies, Delhi, India.*

Mr. Nitin Goel, *Assistant Professor, Rukmini Devi Institute of Advanced Studies, Delhi, India.*

Ms. Esha Jain, *Assistant Professor, Department of Management, G.D Goenka University, India.*

Mr. Nitin Goel explained the general problems faced by patients in the private hospitals. He explained the shift in the way health care delivery is being perceived, by both providers and patients. Quality

demanded by patients of health care delivery both for the in-patient services, out-patient services or even preventive care.

TOPIC: “CUSTOMER PREFERENCES AND EXPECTATIONS FOR RETAIL BANKING SERVICES”.

Dr. Supreet Singh, Associate Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Sakshi Goyal, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The study discussed and highlighted the customer preferences and expectations for retail banking services in India, There are various drivers of retail banking in India which contribute in the growth of retail banking. His study explained how customer are made aware and about the various banks, their services available, and the criteria for selecting bank. He elaborated the findings of the paper regarding how banks can enhance customer service.

TOPIC : “AN EMPIRICAL STUDY FOR EXPLORING CUSTOMER SATISFACTION TOWARDS DTH SERVICES USING SERVICE QUALITY DIMENSIONS – A DETAILED STUDY OF DELHI NCR”.

Dr. Manish Madan, Associate Professor, Rukmini Devi Institute of Advanced Studies, Delhi, India.

Dr. Nitin Goel, Associate Professor, Rukmini Devi Institute of Advanced Studies, Delhi, India

Ms. Esha Jain, Assistant Professor, School of Management, G.D. Goenka University, Gurgaon, Haryana, India.

Dr. Goel presented the importance of retaining current customers and attracting potential customers in highly competitive business. By using SERVQUAL, the study explained the level of quality of their service provision, and highlighted areas requiring improvement and where the DTH operator should pay focused attention. The perceptions, of the DTH customers are more inclined towards the consistency in the services provided by the DTH providers.

TOPIC : “ROLE OF TEA INDUSTRY IN RURAL DEVELOPMENT OF ASSAM: ISSUES AND CHALLENGES IN RESPECT OF HUMAN RESOURCES”.

Mrs. Archana Bhattacharjee, Associate Professor, Department of English, Kakojan College, Jorhat, Assam, India.

Mr. Lakhya Pratim Nirmolia, Assistant Professor, Department of History, Kakojan College, Jorhat, Assam, India.

Mrs. Bhattacharjee presented the important role played by the Tea Industry of Assam towards state economy as well as national economy. She also highlighted the prevalent status of the Tea workers working within limitations and the challenges coming their way in the face of globalization.

TOPIC : “CSR PRACTICES IN INDIA: ISSUES AND CHALLENGES”.

Dr. Sunita, Associate Professor in Commerce, Daulat Ram College, University of Delhi, Delhi, India.

As The Companies Act, 1956 is replaced with The Companies Act, 2013 and ‘Corporate Social Responsibilities’ (CSR) has been made mandatory for a particular class of companies, there has to be an

all inclusive growth of the society with the growth of the companies. In her paper she presented the CSR practices followed by different companies. She discussed the best programmes for Corporate Social Responsibility (CSR) by some companies operating in India. She also explained the issues and challenges ahead.

TOPIC : “AN EMPIRICAL STUDY ON FACTORS AFFECTING SATISFACTION OF EMPLOYEES AND THEIR IMPACT ON THE ORGANISATION WITH SPECIAL REFERENCE TO EDUCATION SECTOR”.

Dr. Manish Madan, Associate Professor, Rukmini Devi Institute of Advanced Studies, Delhi, India.

Dr. Nidhi Gupta, Professor & HOD – BBA, Rukmini Devi Institute of Advanced Studies, Delhi, India.

Dr. Gupta talked about the factors affecting satisfaction of employees and their impact on the education Institutions. She discussed how employees working in the Educational Institutions are satisfied in terms of Authority and work culture, relationship with peers, salary and career advancement, involvement and training and rotation of job. She also talked about the general problems faced by employees in the Educational institution.

TOPIC : “HOTEL ONLINE REVIEWS AND THEIR IMPACT ON BOOKING TRANSACTION VALUE”.

Dr. Dipendra Singh, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando, United States.

Dr. Edwin Torres, Rosen College of Hospitality Management, University of Central Florida, Boulevard, Orlando, United States.

Dr. Singh discussed hotel online reviews and their impact on average value of booking transaction value in United States. He explained the impact of consumer-generated feedback on booking transactions, the role of a hotel’s relative ranking on average value of booking transaction, and the impact of the number of reviews on average value of booking transactions. His study showed that there is a positive impact of both online ratings as well as the numbers of reviews on the average size of each booking transaction.

TOPIC : “APPLYING STRUCTURAL EQUATION MODEL (SEM) FOR EXAMINING INFLUENCES OF STORE AND PRODUCT ATTRIBUTES ON PATRONAGE BEHAVIOUR OF SHOPPERS IN BARODA CITY OF GUJARAT STATE”.

Mr. Parag Sunil Shukla, Assistant Professor The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, India.

Prof. (Dr.) Parimal H. Vyas, Professor, The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, India.

Dr. Madhusudan N. Pandya, Assistant Professor, The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, India.

Mr. Parag Sunil Shukla narrated influences of store attributes as well as product attributes on store patronage behaviour of shoppers who were amongst the selected shopping malls located in the Baroda City of the Gujarat State. He discussed how the study used Structural Equation Model to showcase the relationship between selected store and product attributes with overall satisfaction resulting to mall-patronage intentions of shoppers. He explained how it will be useful in formulation of various retail strategies for making value driven offerings to shoppers in near future.

TOPIC : “ORGANIZATIONAL COMMITMENT: A STUDY OF SELECTED IT-BPO COMPANIES”.

Ms. Shweta Pandey, Assistant Professor, Department of Commerce, Maitreyi College, Delhi, India.

The researcher explained the organizational commitment level among employees in IT-BPO companies. This study utilized a survey research method and relied on previously developed standardized tested instruments related to the variables of interest. Her study also showed comparison on the basis of gender, length of service, and level of management. Analysis on the basis of gender revealed that OCMT score was higher for female employees as compared to male employees. Mean scores of OCMT was also analyzed on the basis of level of management and length of service.

TOPIC : “ADVICE TO MANAGEMENT EDUCATORS”.

Ms. Anula Gupta, Assistant Professor, Department of Management Studies, Government Engineering College, Ajmer, Rajasthan, India.

Ms. Gupta insists that seven new courses be introduced in the Management Curriculum to make the Curriculum more exhaustive and overall complete in every sense. She suggested for these Seven Courses of importance and has defended the same by providing multifarious reasons for incorporating them. She recommended the mandatory introduction of these Courses in the Management Curriculum which need serious attention from the Management Educators of today and which ought to be sincerely entertained considering the competitive job scenario of the Indian and Global Corporate and Business Houses.

TOPIC : “ROLE OF STRATEGIC HRM IN TRANSFORMING ENTREPRENEURS INTO MASTERPRENEURS: WHEN SUSTAINABILITY MATTERS THE MOST”.

Ms. Urvashi Bhamboo, Assistant Professor, Banasthali University, India.

The author explained about the ways which help to become a masterpreneur and to deal with business demands, shrinking budgets, enhanced use of social media, new techniques of data analytics. The focused action of any corporate house in line with all the aforesaid aspects will surely transform entrepreneurs to masterpreneur, which is the key to sustain business in such a cut throat competition. New ways specified for being a masterpreneur, which are necessary to manage and align the HR capital with business objectives were discussed in this article.

TOPIC : “EFFECTS OF INTERNATIONAL STUDY TOURS ON ATTITUDE TOWARD DOING BUSINESS GLOBALLY: ASSURANCE OF LEARNING IN EXECUTIVE MBA PROGRAMS”.

Prof. Uday Tate, Professor of Marketing, Marshall University, United States.

Basanna Patagundi, Assistant Professor, Birla Institute of Management, Bangalore, India.

The past two decades have experienced and realized the wave of globalization as pervasive and impactful imperative in the world of academia, and not just in the corporate world. The purpose of this research was to determine if a global tour would have an impact on EMBA students' global awareness and attitude toward doing business globally. It is the opinion of the authors that a global tour should be not only a significant part of EMBA programs, but should also be incorporated in regular MBA (non-executive) curricula.

TOPIC : “AN OVERVIEW OF THE GROWTH AND PERFORMANCE OF SERVICES SECTOR IN INDIA: A POST LIBERALIZATION ANALYSIS”.

Mr. Manish Sood, Assistant Professor - Commerce & Management Faculty Government Degree College, Kullu, Himachal Pradesh, India.

The presenter discussed the growth and performance of services sector in India. While evaluating the performance & contribution of services sector in Indian economy, various economic indicators like, share in national and states' GDP, employment, imports and exports, etc. indicate the effectiveness of the services sector for Indian economy. They have the capacity to generate substantial employment opportunities in the economy as well as increase its per capita income. Without them Indian economy would not have acquired a strong and dominating place on the world platform.

TOPIC : “A STUDY ON TEXT MESSAGING AFFECTS: TEEN LITERACY AND LANGUAGE”.

Ms. Sima Singh, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Divya Gupta, BBA Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Ms. Rashmi Tuteja, BBA Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The study explained how text messaging affects teen literacy and language. As People are depending on cell phones for accomplishing their day to day activities related to their professional and personal lives. Wherever a person goes, he may find that people around him, are always engaged with their cell phone screens, either they are sending messages or receiving it. Basically, author's motto was to find out the positive and negative aspects of text messaging on teenagers and whether it affects the literacy.

TOPIC : “EMPLOYEE RETENTION AND ENGAGEMENT PRACTICES IN THE HEALTHCARE SECTOR: A STUDY ON MEDICA SUPER-SPECIALTY HOSPITAL, KOLKATA”.

Indranil Mutsuddi, Assistant Professor (Management Studies) and Controller of Examinations, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

Mr. Indranil Mutsuddi threw light on employee retention and engagement practices in the healthcare sector. An attempt had been made in the present study to identify the casual factors influencing employee retention and engagement in the healthcare sector with special reference to Medica Super Specialty Hospitals, Kolkata, a leading healthcare service provider and hospital chain in Eastern India. The study establishes a model based on empirical findings depicting interrelationships between employee job engagement and factors like job attractiveness, employee participation, fair compensation and supervisor relations.

TOPIC : “GLOBAL VIEWS ON ORGANISATIONAL COMMITMENT”.

Ms. Bhawna Manyal, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and affiliated to GGS Indraprastha University, New Delhi, India.

The study aims to recognize varied viewpoints on the concept of Organizational Commitment as perceived by different nations across the globe. It collaborated the research work of various studies conducted in India, Spain, Nigeria, United States of America, United Kingdom, Dutch and Singapore on topics

related to Organisational Commitment (OC). It has been proved that one of the essential ingredients of OC is Job Satisfaction irrespective of the nation of the employees. While each country in the sample adds something new to the list of factors affecting OC, it is majorly the attributes of national culture that produces varied degrees of commitment from employees.

TOPIC : “HIS EXCELLENCY DR. KONIJETI ROSAIAH: THE RENOWNED AND REMARKABLE POLITICIAN OF INDIA”.

Dr. Prabhu Kumari Vanama, Assistant Professor, PG Dept. of Historical Studies, Bharathi Women’s College, Chennai, India.

Dr. Vanama spoke about His Excellency Dr. Konijeti Rosaiah. The aim of the paper was to propagate the idea of serving the society and respecting the value system in listening to people hearts. The society needs to be informed about the righteousness of the virtuous people which will sow the seeds of inspiration in the minds of the generations that follow.

TOPIC : “THE BOOT THAT WON THE WORLD CUP 2014”.

Mr. Abbas Qasim, BBA Student, Vivekananda Institute of Professional Studies, Delhi, India.

Ms. Misha Mehta, Assistant Professor, Vivekananda Institute of Professional Studies, Delhi, India.

Mr. Qasim presented the study with an objective to explore the strategy of sports companies, specifically, Nike to enhance their goodwill and market share by capitalizing on the tournaments like FIFA World cup 2014. It depicts how Nike, Inc. has impacted FIFA World cup 2014 and vice versa by means of a comparative analysis between Nike and Adidas with respect to their fan following and brand preference during FIFA World cup 2014.

The analysis of the study can help Nike in establishing relation between its strategies used during FIFA World cup and after effects. In addition this can help the competitors to understand their loopholes and bridge the gap.

Rapporteur for the Session:

● **Dr. Supreet Singh**

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