

NAME: **DR. CHANDANA GOSWAMI**
DATE OF BIRTH: 13/10/1964

ADDRESS FOR CORRESPONDENCE:

Dr. Chandana Goswami
1C/9/A1, REGENT PARADISE
Ghoramara, Bishnu Rabha Path
Guwahati 781028

EMAIL: chandana Goswami@rediffmail.com

EDUCATIONAL QUALIFICATIONS:

Degree	Year	Institute	Div / Class	Major area of study
FDP	2001	Indian Institute of Management (A)		A study of e-finance activities with special reference to online trading
PhD	1999	Gauhati University		Management Information System
MBA	1989	Gauhati University	1 st	Finance and Personnel Management
B.Sc.	1985	Gauhati University	2nd	Mathematics
Pre-University	1983	Gauhati University	1 st	Science
New SSC	1980	Gujarat Board of Secondary Education	1 st	

Title of PhD thesis : **Growth of MIS in Oil Companies of Assam; An Evaluation in Comparison with the PSU's of India.**

Additional papers in the FDP program were **Decision Support System and Planning and Implementation of Information Technology.**

POSITIONS HELD:

June 2016 to May 2019 **Dean, School of Management Sciences,** Tezpur University

April 2011 to March 2014 **Director, IQAC,** Tezpur University

April 2009 to 16 August 2022 **Professor,** Dept. of Business Admn., Tezpur University

Opted for VRS August 2022

September 2007 to September 2010 **Head, Dept. of Business Admn.** Tezpur University

January 2002 to March 2009 Associate Professor Tezpur University.

February 1999 to December 2001 Sr. Lecturer Tezpur University.

January 1995 to February 1999 Lecturer Tezpur University.

August 1991 to January 1995 Part-time lecturer Gauhati University

(against leave vacancy)

Total of 30 years of teaching daytime and executive MBA programs.

COURSES TAUGHT :

- General Management
- Financial Management

Working Capital Management and Capital Budgeting

- Financial Institutions and Financial Markets
- Advanced Financial Management
- Business Communication and Negotiation

SUPERVISORY WORK:

- **Produced twelve PhDs**
- Annually supervised summer trainees

ADDITIONAL SERVICES provided to home institution:

Had mentee students

Took care of final placements of MBA students for a three year period

Teach students about professional etiquette and grooming

Involved in university orientation program for freshers

Delivered talks on how to prepare for placement

Resource person for trainings organized by the TU administration for administrative employees

Resource person for trainings organized by Teaching Learning Centre for academicians

Delivered a lecture for teachers of Kendriya Vidyalaya (campus school)

Involved in developing campus schools

Involved in NAAC visits of the university

Delivered lectures in programs organized by university students (NSS)

Organized **lecture series by former Ambassadors of India**, sponsored by Ministry of External Affairs

Investigated into an unruly situation caused by students in the campus

Assisted a girl student to file a sexual harassment complaint in the organization where she had undergone internship

Was a member of the Internal Complaint Committee of Tezpur University

Involved with **ICC and Disciplinary Committee** of the university from time to time

Administrative Involvement:

- ✓ Member of Academic Council
- ✓ Member Research Council
- ✓ Coordinator , NAAC Steering Committee 2010
- ✓ Member Departmental Advisory Committee, Departmental Research Committee
- ✓ Ex-Chairman's Nominee, Kendriya Vidyalaya (Central University Tezpur)
- ✓ Ex-Director, IQAC
- ✓ Ex-Head, Dept. of Business Administration
- ✓ Ex-Dean, School of Management Sciences
- ✓ **Member of Academic Council of Cotton University, Assam**
- ✓ **Governor's nominee for Assam Women's University**
- ✓ **Member of the Court of Cotton University, Assam**

PUBLICATIONS:

Academic Content created on YouTube

https://www.youtube.com/channel/UCLShfZiDerfE9_OCRVxmKVA

“Rural Urban Divide in Technology Usage of Consumers in Banking Industry: A Study in Assam” Co-authored with **Kamaleshwar Boro**

Towards Excellence, Volume 14, Issue 4, Dec 2022, Publisher UGC-HUMAN RESOURCE DEVELOPMENT CENTRE GUJARAT UNIVERSITY

“Antecedents of E-Referrals: A Study of Mobile Banking Applications” Co-authored with **Sharmistha Bhattacharyya**

IITM Journal of Business Studies, Vol 9, Issue 1, Jan – Dec 2021, 63 -69

“Factors and Motivation of Fraud in the Corporate Sector : A Literature Review” Co-authored with **Shivam Kakati**

Journal of Commerce & Accounting Research, 8 (3) 2019, 86-96
[<http://publishingindia.com/jcar/>]

“The Concept of Youth Tourism as a Distinct Tourism Market Segment: A Review of Literature” Co-authored with **A A Saikia**

Asian Journal of Multidimensional Research, 8(5), 2019, 137-149

Technology Based Banking Behaviour of Urban Customers : An Empirical Study in Kamrup Metro Districts of Assam, India. Co-authored with **Kamaleshwar Boro**

Asian Journal of Research in Banking and Finance , 8(4), 2018, 20-47

“MSME Financing Gaps : Research Review 1995-2017” Co-authored with **Maumita Choudhury**

Small Enterprises Development, Management & Extension Journal (Sedme), 3(44), 2017, 1-26.

“Problems and Prospects of Informal Enterprises : A Study of Street Vendors and Home Based Enterprises in Assam (India)” , Co-authored with **Rumia Begum,**

International Journal of Entrepreneurship and Development Studies (IJEDS), 5(1), 2017, 33-52.

“Gaps in MSME financing in Assam: The MSME side”, Co-authored with **Maumita Choudhury**

International Journal of Applied Management Research, Vol. 3, No. 1 & 2, (2016) 23-47

“Examining the Feasibility of Financial Inclusion of Street Vendor” Co-authored with **Rumia Begum,**

Book chapter in ‘Financial Inclusion and Inclusive Development’ (Editors: Debabrata Das and Anjan Bhuyan) Mittal Publications, 2016, 265-293

“Micro-credit and Informal Entrepreneurship: A Linkage Towards Achieving Sustainable livelihood”, Co-authored with **Rumia Begum**

Conference proceedings of National Seminar on ‘Achieving Sustainable Rural Livelihood through Financial Interventions and Skilling India with Special Reference to North East Region’, organized by Dept. of Business Administration, Tezpur University, 2016, 243-253

“Perception of SMEs of Assam towards Institutional Credit”

International Journal of Entrepreneurship & Development Studies, Vol 3, No 3 (2015), 257-273

“Creativity Assessment Of Teenaged School Children: Evidence from Assam, India” Co-authored with **Lakhimi Phukon**

Paper presented at International Conference on Business, Management and Governance – ICBMG 2014. 17 – 18 December 2014, Las Vegas, USA

"Moving From Informal to Formal Sector: A Study of Street Vendors in Assam, India", Co-authored with **Rumia Begum**

Paper presented at ISLE Conference 2014, 18 - 20 December 2014, BITS Ranchi, India

“A Study of Home-Based Enterprises and Street Vendors of Assam (India)” Co-authored with **Rumia Begum**

International Journal of Economic Policy in Emerging Economies, 2016 Vol.9 No.3, pp.290 – 323 (ONLINE)

“Business Economics of Street Vending” Co-authored with **Rumia Begum**

Journal of Research, Extension and Development, Vol. 3, No. 1, Sept 2014, 41-43

“Credit Preference of Micro and Small Enterprises of Assam (India)”

Review of Integrative Business and Economics Research, 3(2), 321-332.

“Comparison of Two Important Segments of Urban Informal Sector: Home-Based Enterprise and Street Vendors of Assam (India)” Co-authored with **Rumia Begum**

Paper presented at **SIBR 2014 Bangkok Conference, June 5th - 7th, 2014, Bangkok, Thailand**, published in conference proceedings.

“Understanding Creativity Level of Students of 10th and 12th Standard: Evidence from Assam, India.” Co-authored with **Lakhimi Phukan**

Review of Integrative Business and Economics Research, 3(2), 358-377

“Examining the Feasibility of Financial Inclusion of Street Vendors” Co-authored with **Rumia Begum**

Paper presented at the ICSSR sponsored National Seminar on Financial Inclusion and Inclusive Growth, Tezpur University, Tezpur, India. (2013, October).

“A Scientometric Analysis of Literature on Performance Assessment of Microfinance Institutions (1995-2010)” Co-authored with **Arup Roy**

International Journal of Commerce and Management, Emerald 2013, Vol. 23 Iss: 2, pp.148 - 174.

“Pedagogical Changes For Sustainability: Focusing On Moral Hazards”

Paper presented at AIMS Convention, Hyderabad, 25 – 27 August 2012, published in conference proceedings

“Tracing the Path to Universal Banking : The Indian Scenario” Co-authored with **Nilanjana Deb**

The Journal of Nepalese Business Studies, Vol. VII No.1, December 2010/11, pp17- 30

“Microfinance Institutions (MFIs): A Study On Its Dynamics In A District Of Assam” Co-authored with **Arup Roy and Sujit Sikidar**

In J U Ahmed, D. Bhagat and G Singaiah edited ‘ Microfinance Revolution in India’, New Central Book Agency (P) Ltd, 2011, Page No. 165 - 179

“Analysis of a Water Supply Service in Tezpur Agglomeration Area” Co-authored with **Jatjiban Bora**

Presidency Journal of Management Thought & Research , ISSN 2229-5275, Vol. 1 No. 2, July-December 2011

“Role of Organizational Structure in Facilitating Marketing” Co-authored with **Simmoy Goswami;**

Global Business and Management Research: An International Journal, ISSN: 1947-5667, Vol 2 No. 2&3, April 1, 2010

“Transition Of Indian Commercial Banks Towards Universal Banking” Co-authored with **Nilanjana Deb,**

Paper presented at the 4th International Research Conference on Management and Finance 2009, Organised by Faculty of Management & Finance, University of Colombo, December 2009

“Role Of Stakeholders In Promoting Eco-Tourism”, Co-authored with **Pranab Jyoti Patar;**

International Journal of Tourism and Travel, ISSN No. 09742603, Vol 2 No. 1, 2009, pp 57 - 67

Designing a Knowledge Management Portal for Academics, Co-authored with **Heera Barpujary,**

In Alok Bansal, Yogeshwari Phatak, I C Gupta & Rajendra Jain edited ‘Transcending Horizons Through Innovative Global Practices’, Excel Publications, 2009, Page No. 509-523

Knowledge Management in India: A case study of an Indian Bank,

The Journal of Nepalese Business Studies, Vol. V No. 1, December 2008, pp 37-49

Leveraging knowledge for individual and organizational gain

Paper presented at APROS 11, 11th International Colloquium organized by Victoria University, Melbourne, Australia, December 2005

Managing the Technical and Professional workforce : Can Knowledge Management be the answer ?

* Paper presented at the International Conference organized by Nirma Institute of Management, Ahmedabad, January 2004.

How does Internet Stock Trading in India work?

Vikalpa, Volume 28, Number 1, January-March 2003

E-finance : Quos Vadis

Paper accepted at the AIMS conference held at IIM(B) in August 2000

Entrepreneurship Education : Bridging the gap between the dreamers and the doers

* Paper presented at the national seminar on entrepreneurship development organised by the Indian Institute of Entrepreneurship, Gauhati , December 1998

Information availability and accessibility - the role of MIS

49th FID congress (International conference) organised by INSDOC, New Delhi, October 1998

Management of power projects in the NE region [Co-author **S S Sarkar**]

AIMS convention organised by IGNOU, New Delhi, 1998

Organizational Dynamics and Managerial excellence

Udyog Pragati Vol. XIX, No. 1. Jan-Mar 1996

MIS in transition

* Paper presented at AIMS convention organised by MDI Gurgaon, 1994

[* These papers have been included in edited books.]

PROGRAMS ORGANISED:

Organized a two day **NEC sponsored seminar** 15 & 16 Feb 2019, on **Impact of Government Policies**, at Tezpur University

Coordinator of 2 days **Industry-Academia meet** on “Changing Business Scenario in India: New Dimensions” February 2015

Coordinator, 3 days residential **MDP for executives**, Enhancing Competencies for Organizational Effectiveness, at Tezpur University, *December 2012*

IQAC workshop (2 days) at Tezpur University, March 2012

Coordinator, 3 days residential **MDP for executives**, Enhancing Competencies for Organizational Effectiveness, at Tezpur University, *December 2010, December 2009, December 2008*

Coordinator, 3 ½ days residential **MDP for executives**, Enhancing Competencies for Organizational Effectiveness, at Tezpur University, *May 2007*.

Coordinator, 3 day **training program for school teachers** on “Improving class handling effectiveness” at Tezpur University, *July 2006*

Coordinator, 1 day **symposium** on “Reinventing Business” at Tezpur University, *2005*.

Member of the two day national seminar on “Sustainable Growth of Eco-Tourism in the North East” organised jointly by Maulana Abul Kalam Azad Institute of Asian Studies, Kolkata and Tezpur University, *September 2003*

Member of the organising committee of a two day national seminar “Commerce education in the new millenium” organised jointly by Tezpur University and ICAI, *April 2003*

Joint coordinator , 21 day UGC sponsored refresher course for college teachers at Tezpur University, *2002*.

Coordinator, 1 day **symposium** on “Knowledge Management” at *Gauhati, 2002*.

Coordinator, 2 day **workshop** on “Empowering home managers” at Tezpur University, *2001*.

Coordinator, 1 day **symposium** on “Managing business in the new millenium” at Gauhati, *2000*.

Coordinator, 3 day **workshop** on “Management of small business enterprise” at Tezpur University, *1998*.

Coordinator, 1 day **symposium** on “Economic Liberalization: Impact on Indian Industries – A restrospect” at Gauhati, *1998*

Coordinator, 2 day **workshop** on “Organizational Development” at Tezpur University, *1997*.

CONSULTANCY WORK:

- Training for supervisors of Powergrid, January 2023 (Art of communicating effectively)
- Training for executives of Powergrid Dec 2022 (How to communicate, Seven Habits of Steven Covey) 4 programs
- Invited as a resource person for training RBI managers and Canara Bank officials, November 2022 and January 2023, 3 sessions
- leap
- Training on “Changing Role of Women” for women workforce of Oil India Ltd, July 2016
- Training on “Finance for Non-Finance” for managers of Numaligarh Refinery Ltd., October 2014
- Resource person for MDPs for Powergrid [Team Performance Management, Leadership, Habits of effective managers, Networking and Brand Building] July 2014
- Training on “Finance for Non-Finance” for managers of Numaligarh Refinery Ltd., June 2014
- Training on “Women Empowerment” for employees of Oil India Ltd., October 2013
- Training program for staff of Baptist Christian Hospital, January 2013
- Training program for executives of Powergrid at Guwahati, October 2012
- Assessment for **NEEPCO Mariani** regarding compensation paid to landowners, 2012
- Motivational program for non-executives of Assam Cooperative Jute Mill Ltd.2010
- Assessment for **Sarva Sikshya Abhiyan**, 2002

- Training program on Personality Development for non-executives of Powergrid
- Training program on Communications Skills for executives/managers of Powergrid
- Training programs on general management, women empowerment and finance for management executives of Oil India Limited
- Training programs organised by the District Industries Centre and the Small Industries Service Institute of Tezpur.

Other academic activities:

- Act as resource person for NEP sensitization for different MMTTC's across the country
- Participated in the Webinar On "E- procurement of Goods and Services, and related Govt. of India Financial Rules" Held On 16 December 2020 organized by National Productivity Council, India.
- Delivered a talk on "Psychological, Behaviourial and Personality Development for Engineering students" on 21 February 2020, at GIMT Tezpur.
- **Attended two discussions on the new draft National Education Policy 2019**, organized by All Assam Students Union (in June 2019) and Director of Higher Education, Govt. of Assam (in July 2019)
- **Attended the three week LEAP (Leadership for Academicians Program)** organized by IIT-BHU and Penn State University USA during Feb-March 2019, **sponsored by Govt. of India**
- **NAAC Peer Team Visits**
- **Chaired a session** in the National Seminar on "Achieving Sustainable Rural Livelihood through Financial Interventions and Skilling India with Special Reference to the North Eastern Region" 4 and 5 March, 2016, **Tezpur University.**
- **Conducted case study workshop** for MBA students of NEHU (Tura Campus), 9 – 11 April 2015
- **Attended** four day program on "**Six Sigma: Green Belt Certification**" jointly organized by ISI Bangalore and Tezpur University, 26 – 29 March 2015.
- **Invited by IOCL**, Digboi Refinery, to deliver a talk on the valedictory function of Productivity Week, 18 February, 2015.
- **Attended** a one day program on "**Anti-plagiarism measures**" jointly organized by Inflibnet and Tezpur University, on 28 November 2014.
- **Attended** a three day program on "**Advanced Data Analysis**" at Tezpur University, 28-30 July, 2014
- **Chaired a session in the international conference SIBR 2014 Bangkok Conference**, June 5th - 7th, 2014, Bangkok, **Thailand**
- **Attended** 2 day program on "**Structured Equation Modelling**" at **NIT Calicut**, 25 – 26 April, 2014
- **External examiner of PhD defense** at IIT Guwahati, March 2014 / at SRM University, Chennai, February 2014
- **Member of UGC inspection team** for a private university of Meghalaya, February 2014.
- Invited by UGC as an **expert for evaluating Major/Minor Research Projects**, New Delhi, January 2014
- **Invited as a speaker** on the occasion of International Women's Day, organized by WIPS **Oil India Ltd.**, March 2013
- **Invited as resource person** by Gargaon College, Sibsagar, for IQAC workshop, November 2012

- **Attended the Assessors Training of NAAC at Bangalore, June 22 – 23 2012**
- **Delivered a talk** on “Communication “ at a SDP organized by GIMT Gauhati, May 7, 2012
- **Delivered a talk** on “Qualitative Research Methodology” at Jorhat Amalgamted College, Jorhat, April 12, 2012.
- **Attended the World Accreditation Summit, New Delhi, March 2012**
- **Invited by UGC as an expert for evaluating Major/Minor Research Projects**, New Delhi, February 2012
- Invited by UGC as an expert for evaluating Major/Minor Research Projects, New Delhi, November 2011
- **Invited as an expert, by Dibrugarh University**, for selection of lecturer, January 2011
- **Participated in a training program for senior women administrators in higher education** organized by National University for Education Planning and Administration, New Delhi, September 13 to 17, 2010
- **Invited as an expert, by Gauhati University**, for selection of lecturer, March 2010
- Invited as a **resource person** for UGC sponsored workshop on “Women Managers in Higher Education”, organized by Gauhati University, January 2010, organized by Darrang College, January 2009, organized by Tezpur University, February 2009, organized by Cotton College, December 2008.
- **Attended a 3 day MDP** on “Improving Communication and Interpersonal Effectiveness” at Indian Institute of Management, Calcutta, 20 – 22 October 2008.
- Participated in a UGC sponsored “**Training for Trainers**” workshop on “Capacity Building for Women managers in Higher Education” organized by Gauhati University, 30 March – 4 April 2008
- Invited as a **visiting faculty** by Rajiv Gandhi University, for Managerial Communication, November 2006
- **Participated** in a UGC sponsored sensitisation workshop on “Capacity Building for Women managers in Higher Education” at Tezpur University, October 2006
- **Invited as an expert** by Rajiv Gandhi University, for MBA student selection, August 2006 and 2007
- **Invited as an expert** by Centre for Management Studies, Dibrugarh University, for selection of lecturer, May 2006
- **Recipient of British Chevening Fellowship, 2004**, for the program “Women in Leadership and Management”; organized by **Bradford University, UK**
- Summer training project viva of MBA students of Gauhati University in 2002 and 2003
- Guest lecture for Agri-business management students at Assam Agriculture University , 22-23 November 2002.

COMMUNITY SERVICE

Took sessions on empowerment for the underprivileged women (organized by Women’s Study Centre)

Was a Board Member of an NGO ‘ Seven Sisters Development Assistance’ Guwahati, Assam
Mentor in Margdarshak Advisory Services
