

BIO-DATA

A. Personal Information:

- i) Name : **DR. RAJU ROY**
- ii) Designation : Assistant Professor
- iii) Department : Banking
- iv) Contract No : 94351 81734
- v) E-Mail : Rajuckbcc@gmail.com

B. Academic Qualification:

Sl.No	Degree	Institution	Year
1.	M.com	Gauhati University	1994(95)
<u>2</u>	M.com	IDOL	2012
<u>3</u>	LL.B	Gauhati University	2000
4	Ph.D	Gauhati University	2017
5	NET	UGC	2000

C. **Area of Specialisation** : Financial Management, Finance

D. **Professional Experience** : 15 years

E. **Courses Taught** : Banking, Finance and Law.

F. **Awards/Fellowship/Achievements** : Ph.D Awards

G. Research, Scholarly, Professional Activities:

i) Research Publication in Journals:

Sl.No	Name of Journal	Title of the Paper	Issue	Year	Page No
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1.	“Research Promoter” –A Peer Reviewed Journal of Business, Humanities and Social Science,	“Customer Perception towards innovative Services and regulatory measures: A Study in Banks with special reference to Jorhat District of Assam.	Vol – IV: No-IV	2014	Pp .326-338
2.	Indian Journal of New Dimensions	Assessing Service Quality Dimension in India public sector and Private Sector Bank.	Vol.VI Issue-I.	JAN-JUNE 2016	Pp. 47-56
3.	Jamshedpur Research Review	“Customer Satisfaction on Innovative Service and Regulatory Measures: A study in banks”	Vol.IV Issue XXIII.	September- November 2017	Pp.74-82
4.	Multi-disciplinary International – An Remarking An Analisation	Service Quality And Customer Satisfaction: A Study of Selected Public Sector Banks in Jorhat District of Assam	Vol-4,Issue-3,	June-2019	(E-84-E87)
5.	International Journal of management Studies	An Analysis of the Dynamics of Tourism Sector: A Study on Jorhat District of Assam Tourism	Vol-VI, Special Issue 6	June-2019	P-66-68
6.	Cognition Multidisciplinary Research	Service Quality and its Impact on Customer’s satisfaction: A study of State Bank of India with special reference to Jorhat District of Assam	Vol.-I, Issue-I	Jan-2021	P 150-162

- ii) Book Published : Nil
- iii) Chapters in Book Published : Nil
- iv) Papers Presented in conference

Sl.No	Title of the paper	Name of Conference	Date/Year
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1	Service Quality and its Impact on Customer Satisfaction: A study in Banks	66 th AICC-Indian Commerce Association- Bangalore University	Dec.5 th to 7 th , 2013
2	Perception of Service Quality and its Impact on Micro Finance Institutions	Swami Shukdevananda 6 th International Seminar-Shahjahanpur-UP	March 02 nd & 03 rd , 2014
3.	Services Marketing of Bank Products-Emerging Challenges and its Issues	67 th AICC- Indian Commerce Association- KIIT University	27 th to 29 th December, 2014
4.	Customer Satisfaction Towards Third Party Products of Banks- A Study with special reference to Jorhat District	3 rd National Conference of North East India Commerce and Management Association (NEICMA) Department of Commerce J.B.College (Autonomous)	5 th and 6 th October, 2018
5.	The Relationship Between Customer Satisfaction and Third Party Products: A Study in Banks.	4 th National Conference of North East India Commerce and Management Association (NEICMA) Centre for Management Studies, Dibrugarh University,Dibrugarh.	27 th & 28 th September,2019.

v) Invited Talks/Chairperson in Meeting: Nil

vi) Workshop /STC

	Topic	Organised	Duration	Sponsored	Date
1	“Motivating Teachers For Acquiring Classroom Skills: Teaching, Learning and Evaluation”	Bahona College	1 Day	Self	23 rd June 2009
2	“Solid Waste: Problems and Management”	D.C.B.Girls’ College.	2 Days	UGC Sponsored National	27 th & 28 th March 2012.
3	Research Methodology In Social Sciences	IQAC, Jorhat College	2 Days	UGC Sponsored National	11 th & 12 th April, 2012.
4	Pedagogy, Question Paper Setting and Evaluation in Semester System	IQAC, C.K.B.College.Teok	6 th Days	UGC Sponsored National	8 th to 13 th Sept.2015.
5	“Implementation of CBCS in Undergraduate Courses”	D.C.B.Girls’ College.	1 Day	Self	25 th June 2016
6	Faculty Development Programme	Kaziranga University	10Days	NIMAT	18 th – 29 th March,2019
7	Human Rights	UGC,HRDC, GauhatiUniversity	7 days	-	12 th to 18 th November,2018

8.	Faculty Development Programme(e-Content Development and Use of ICT	CKB Commerce College,Jorhat	15(Fifteen) days	Self	25 th of October 2019 to 14 th of November 2019
9	FDP on Moodle Learning Management System(Online)	J.B. College(Autonomous)	7 Days	Self	25 th June to 1 st July2020
10	International Workshop on Research Methodology	Department of Commerce, Assam University	7 Days	Self	13 th to 18 th July 2020
11	Research Methodologies from Social Sciences &Humanities	Tamil Nadu Teacher Education University, RaipurChhatisgarh	7 Days	Self	8 th to 14 th October 2020

vii) Project Completed:

Title of Project	Funding Agency	Grant Amount	Duration
Service Quality and its Impact on customer's Satisfaction: A study in Banks	UGC (NERO)	2,90,000	2years

viii) Other Social Activities:

ix) Membership in Different Institution: Life Member of NEICMA,

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CKB Commerce College,
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