


Curriculum Vitae

Title	Dr	First Name	MAMTA	Last Name	BHUSHAN	
Designation	ASSOCIATE PROFESSOR					
Department	COMMERCE					
Institutional Email Address	mbhushan@knc.du.ac.in					
EDUCATIONAL QUALIFICATIONS						
Degree	Institution	Year	Details			
PhD	Department of EAFM, University of Rajasthan, (Jaipur)	2020	Thesis: Service Quality Expectation and Perception of Public and Private Life Insurance Sector in India: A Comparative Study.			
MPhil	Department of Commerce, Delhi School of Economics, University of Delhi	2006	Dissertation: Ratio Analysis in India-An Empirical study of Selected Manufacturing Companies.			
M.Com	Shaheed Bhagat Singh College, University of Delhi	1998	Accounting and Finance			
B. Com (Hons)	Kamala Nehru College, University of Delhi	1996	Commerce and Management			
D.S.S.C.E(Class XII)	CBSE	1993	Commerce			
D.S.S.E(Class X)	CBSE	1991	All			

NET Exam	University Grant Commission, (UGC)	Dec 1998	Commerce
CAREER PROFILE			
Organisation / Institution	Designation	Duration	Role
Kamala Nehru College, Delhi University	Assistant Professor	31.07.2000-31.07.2006	Teaching and Mentor Every year, guiding and acting as a mentor for 4 to 5 students of B.Com. (Hons) 3rd Year for project work. As Association in charge organized various co-curricular activities for student.
Kamala Nehru College, Delhi University	Assistant Professor (in sr. scale)	1.08.2006-3.02.2016	Teaching and Reserech Teacher in charge- 1 April 2007-31 March 2009
Kamala Nehru College, Delhi University	Associate Professor	4.02.2016 -Till Now	Teaching and Reserech Teacher in charge- April 2023-Till Now
AREA OF INTEREST: Financial Accounting, Corporate accounting, Cost Accounting, Auditing, Income Tax and HRM			
TEACHING EXPERIENCE: (Total Teaching Experience 24 years)			
(Subjects/Courses taught)			
<ol style="list-style-type: none"> 1. Financial Accounting, 2. Corporate accounting, 3. Cost Accounting, 4. Auditing, 5. Income Tax 6. HRM 			

HONORS & AWARDS

1. Merit Certificate: Received a merit certificate from CBSE Board and Delhi Govt. for outstanding academic performance and for being among the top 0.1 percent of successful candidates in D.S.S.C.E 1993 in ECONOMICS (95 Marks)
2. Certificate of Merit from Shaheed Bhagat Singh college for being First in M. Com final for the year 1997-98
3. Best paper presentation award (Second) for Day - 1 in 12th International Multidisciplinary Conference on Innovations, Achievements & Challenges In & Global Economy, Commerce & Management, Technology Digital World (IMCIAC-2022) Organized on by Maharishi Arvind Institute of Science & Management Approved By AICTE, New Delhi & Affiliated to Rajasthan Technical University, Kota & University of Rajasthan, and Inspira Research Association- IRA, Jaipur

PUBLICATION DETAILS

Books:

Chapter published in book:

- Chapter titled 'GST: Issues and Impact on Indian Banking Sector' in book Governance Reforms and Development in India (ISBN 978-81-937067-2-5) published by INSPIRA (Jaipur Rajasthan India), May 2018
- Chapter titled 'A Study on Customers' Expectation: Perception Score on Service Quality in ICICI Prudential Life Insurance Company' in book Emerging Trends and Innovations in Modern Management (ISBN 978-81-937067-9-4) published by INSPIRA (Jaipur Rajasthan India) December 2018.
- Chapter titled 'Impact of Marketing Strategies of fast-food industry on Consumer 'GST: Issues and Impact on Indian Banking Sector' in book Interdisciplinary Research initiatives -Analyses, innovation, and Reflections (ISBN: 978-81-76505-63-5 published by Star Publication Pvt Ltd (Delhi) 2022.
- Chapter titled 'Service Quality and Customer Satisfaction: Empirical Evidence from the public Life insurance sector in Delhi NCR in book Changing perspectives of Commerce and Management (ISBN 978-81—19079-60-5) published by Bharti Publication (Delhi) 2023

Journal Articles (in Refereed/ Peer Reviewed and UGC approved Journals)

- Amit Kumar Sahu and Mamta Bhushan (2014). A Study on Tax Evasion and Shadow Economy: Causes and Effects. *ACADEMICIA*, Vol 4 Issue-11, 203-210 (Peer reviewed)
- Mamta Bhushan (2016). Corporate Social Responsibility Spending and Disclosure in India. *Akados*, X, 50-58 (Peer reviewed)
- Mamta Bhushan (2018). Impact of Goods and Services Tax in India. *Akados*, XII 105-128 (UGC approved in the year 2018)

- Mamta Bhushan (2018) Customers' Expectations and Perceptions of Service Quality of Life Insurance Corporation of India. *Effulgence Referred*, volume 16, 1-10 (UGC approved in the year 2018)
- Jyoti Bhoj, Akanksha Khurana & Mamta Bhushan (2016). SEBI: Achievements Problems and Emerging Challenges. *Indian Journal of Applied Research*, Vol 6(4), 118-120 (Peer reviewed)

Papers presented in Seminars/conferences:

- Customers' Expectations and Perceptions of Service Quality of Life Insurance Corporation of India' at International Conference on 'Advances in Management & Decision Sciences' Organised by School of Management, Gautam Buddha University, Gautam Budh Nagar, Greater Noida, Uttar Pradesh (India) on 30.12.2017
- GST: Issues and Impact on Indian Banking Sector at International Conference on Modern Management Strategies E-Commerce and Global Economy-In Indian Context Organised by Inspira Research Association (IRA) and LBS PG College Jaipur, at LBS PG College, University of Rajasthan, Jaipur, India on 6.2.2018
- A Study on Corporate Social Responsibility of Life Insurance Corporation of India and ICICIC Prudential Life Insurance company at International Conference Business, Economics & Sustainable Development Organized by the Department of Business and Sustainability, TERI School of Advance Studies, Delhi on 22.2.2018
- A study on Customers' Expectation-Perception Score on Service Quality in ICICI Prudential Life Insurance Company' at National Conference Emerging Trends and Scope in Digital Banking, Cashless Economy & Innovation in Commerce and Modern Management Organized by Inspira Research Association (IRA) and Shri Bhawani Niketan Girls PG College at Shri Bhawani Niketan Girls PG College, University of Rajasthan, Jaipur on 29.9.2018
- Corporate Social Responsibility in Life Insurance Sector with special reference to LIC of India and ICICI Prudential Life Insurance Company at UGC Sponsored National Seminar Changing Business Environment in India: Challenges & Opportunities organized by SPM College for Women, University of Delhi on 29.2.2020
- A Study of Service Quality of Insurance Industry in Delhi NCR at 12th International Multidisciplinary Conference on Innovations, Achievements & Challenges In & Global Economy, Commerce & Management, Technology Digital World (IMCIAC-Virtual 2022) Organized on 25 and 26 February 2022 by Maharishi Arvind Institute of Science & Management Approved By AICTE, New Delhi & Affiliated to Rajasthan Technical University, Kota & University of Rajasthan, and Inspira Research Association- IRA, Jaipur.

NATIONAL WORKSHOPS AND SEMINARS ORGANIZED:

- Organised two days UGC sponsored National Seminar on Banking in India; thrust and Challenges on 24th & 25th January 2008.
- Organized 72 Hours Application course in “Tally Software in Accounting “2007-08
- Organised Five days workshops on consumer affairs 18-23 Aug 2008
- Two Days FDP on Enhancing Research Skills held on 4-5 August 2021

Talks/Lectures:

- Seminar on “Food safety and standard”, 16 Aug 2007
- Talk on “Defective goods and deficiency in service 13 Sept 2007
- Seminar on “Financial Literacy” 30th July 2009
- Organized a lecture on “Corporate Governance Failure -A case study of Satyam Ltd” 19th Nov 2009
- A Talk on “Role of CSR in Business” 9th Nov 2010
- A Talk on “Quality and standardization- Role of BIS 24th March 2011
- Cyber Space, Crimes and Security 11 sept 2019
- Discussion on “Misleading Advertisement” on 31st July, 2014
- Set Up Help Desk in the months of September and October 2013, made a questionnaire and tried to guide the students on how to seek redressal on common problems
- A lecture by JP Yadav, HOD, Delhi school of Economics on ‘New Companies Act 2013 and Corporate Governance’ on September, 2014

Participation as Resource Person:

- Research mentor under the Research and Innovation Cell, Kamala Nehru College, Mentored 2 students.
- Invited as Guest of Honor in the convocation by institute of Insurance and banking in the year 2008
- Member of sub committee ‘Accounting’ for formulation of undergraduate curriculum framework (UGCF) -2022 based on National Education Policy (NEP)-2020 held at Department of Commerce, Faculty of commerce and business, University of Delhi on April-and may 2022.

OTHER DETAILS**Preparation of Teaching Material:**

Written two lessons on Custom Law I&II for BA Program Application Course on Tax Management in OCT 2006

Research Projects:

Membership in Professional Bodies:

1. Life time member of Indian Accounting Association, Delhi Chapter
2. Life time member of Indian commerce Association, Delhi Chapter

Orientation and Refresher Courses:

- 1. Four-week Orientation programme on 'Higher Education' organised by CPDHE, DU in 2005
- 2. Three-week refresher course on 'Lesson writing' organised by CPDHE, DU in 2006
- 3. Three weeks refresher course in Commerce and business Management held on 22nd October to 12th November 2013 at Academic Staff College Jamia Millia Islamia, New Delhi. During course I present the paper on IFRS.
- 4. Three weeks special summer school held on 16th May to 5th June 2014 at Academic Staff College Jamia Millia Islamia, New Delhi. During course I present the paper on CSR.
- **Faculty Development Program**
- UGC National work shop on Research and data Analysis organised by Kamala Nehru College on 29-30 July August 2011
- UGC- National seminar on 'Merger and Acquisition in global scenario' organised by Kamala Nehru College on 17-18 August 2012
- FDP on 'Computerised Accounting System using Tally -ERP 9' 2018 organised by DDU and Tally Education Private Ltd in association with Indian Accounting Association Delhi Chapter on 6 August 2015
- FDP on 'Anti Plagiarism and Reference Management Tools' organised by IQAC, KNC in collaboration with Dr B.R. Ambedkar Central Library, JNU on 18 August 2017.
- One-week online FDP on "Research Methodology held on 16 -23 May 2018 organised by Pandit M.M. Malviya National Mission on Teachers and Teaching MHRD, Government of India /Teaching Learning Centre Ramanujan College, DU
- One week FDP on Research Methodology 11th -17 October 2018 organised by IQAC PGDAV College, University of Delhi
- One-week online FDP on "Research Methodology Tools and Techniques held on 4th -11 June 2020 organised by Pandit M.M. Malviya National Mission on Teachers and Teaching MHRD, Government of India / ARSD college, DU in collaboration with TLC Ramanujan College, DU

- One week Online National FDP on “Learning Management System (Moodle) for Online Teaching Learning” held on 11th -17October 2020 organised by Guru Angad Dev Teaching Learning Centre, a center under PMMMNMTT, MHRD, Government of India
- One week Online National FDP on Moocs Development held on 21th -27October 2020 organised by Pandit M.M. Malviya National Mission on Teachers and Teaching MHRD, Government of India / TLC Ramanujan College, DU
- 7 days online National Level Workshop on Research Methodology held on 4th -11 June 2020 organised by Punjab Commerce and Management Association in Collaboration with Khalsa College for Women, Civil Lines Ludhiana
- One day FDP on Anti –Plagiarism & Reference Management Tools held on 18 August.2017 Organized by IQAC, Kamala Nehru College, University of Delhi in collaboration with Dr. B.R. Ambedkar Central Library, JNU
- Two days’ workshop on Goods and Services Tax (GST) held on 29-30 August 2017 Organized by Skill Development Cell of Shyam Lal College (DU)
- Two Days FDP on Enhancing Research Skills held on 4-5 August 2021 Organized by department of Commerce, Kamala Nehru college
- One Week (Online) Interdisciplinary Faculty Development Programme on ‘Creation and development of MOOCs while managing online classes’ held on 24-31 August 2021 Organized by Keshav Mahavidyalaya, University of Delhi in collaboration with Mahatma Hansraj Faculty Development Centre Hansraj College, University of Delhi

Field Work:

- Visits with students to Indian schools to create consumer awareness among school students on 12th Sept 2007
- Visits with students and faculty members to Scope Auditorium to attend National Consumer Day 23rd Dec 2008 and 23rd Dec 2010
- Industrial Trip to Parle-G Factory Bahadurgarh for third years students to understand the production process.