




Faculty Details Proforma



Title	Dr.	First Name	VANDANA	Last Name	DAHIYA	Photograph
Designation		Associate Professor				
Address		Shaheed Bhagat Singh College, Sheikh Sarai Phase-II, New Delhi-110017				
Date of Birth						
Phone No Office		011-29250306				
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Email		vandana.dahiya@sbs.du.ac.in				
Web-Page						
Educational Qualifications						
Degree		Institution			Year	
B.Com.(H)		Jesus & Mary College, Delhi University			1996	
M.Com.		Chaudhary Charan Singh University, Meerut			2003	
UGC/CSIR-NET		UGC- NET in Commerce			2004	
Ph.D.		Centre for Management Studies, Jamia Millia Islamia, New Delhi			2021	
B.Ed.		Central Institute of Education, Delhi University			1999	
Career Profile						
<ul style="list-style-type: none"> Associate Professor, Department of Commerce, Shaheed Bhagat Singh College, University of Delhi (January 2021- till date). Assistant Professor, Department of Commerce, Shaheed Bhagat Singh College, University of Delhi (September 2005 - December 2020). 						
Areas of Interest / Specialization						
Taxation, Marketing, Customer Relationship Management, Accounting						
Papers Taught						
<ul style="list-style-type: none"> Income Tax Law and Practice Cost Accounting Management Accounting Leadership and Team Management Personal Selling and Salesmanship 						

- Financial Accounting
- Principles of Marketing
- Business Analytics

Research Publications

Article Name	Publication Type (UGC Care/ Scopus/ Web of science etc.)	Journal Name	ISSN No	Volume	Year	URL	DOI
Strategic Human Resource Challenges in Indian Industries: A Conceptual and Contemporary Analysis	Peer reviewed	Shanlax International Journal of Management	P-ISSN 2321-4643 E-ISSN 2581-9402	Vol. 12, No. 4	2025	https://orcid.org/000-0001-5437-7805	https://doi.org/10.34293/management.v12i4.8714
Financial Outcomes Hypothesized Through Serially Mediated Combination of eCRM, eSERVICE Quality and Relationship Quality: A Digitalisation Aspect in Modern Retail Banking	Scopus	Risk Governance & Control: Financial Markets & Institutions	P-ISSN 2077-429X E-ISSN 2077-4303	Vol. 14, No. 4	2024	https://doi.org/10.2495/rgecv14i4p7	https://doi.org/10.2495/rgecv14i4p7

A Study on Women Entrepreneurship Trend: Visualization and Bibliometric Analysis	UGC CARE	IPE Journal of Management	ISSN: 2249-9040	Vol. 14, No. 1 (9)	Jan-Jun 2024		
Role of Service Quality in Customer Satisfaction: A Comparative Analysis of Private and Public Sector Banks in India	UGC CARE	IITM Journal of Business Studies, Annual Journal of Institute of Innovation and Technology	ISSN: 2393-9451	Vol. 7, No.1	Jan-Dec 2020		
Role of E-Banking in Building Customer Loyalty: An approach to Model Building	UGC CARE	Our Heritage Journal	ISSN: 0474-9030	Vol.68, No.30	Feb. 2020		
Globalisation and Violation of Human Rights	Peer reviewed	Journal of Business Studies, A journal of Department of Commerce, Shaheed Bhagat Singh College	ISSN 0975-0150	Vol. IV	2011-12		

Conference/ workshop Organized

Conference Co-ordinator at the International Conference on the topic “Synergising Industry 5.0 and Responsible Growth-A Pathway to Global Innovations” (February, 2024)

Session Co-ordinator

- 12th International Conference on Advances in Business & Management on the topic “Sustainable Business Transformation: Driving Innovation & Impact Through Technology” (18th & 19th February, 2025).

- International E-Conference on Advances in Business & Management (20th & 21st January, 2022).
- International E-Conference on Advances in Business & Management (4th -6th March, 2021)
- International Conference on the topic “Resilient Approaches for New World Order & Viksit Bharat” (September 25, 2023)

Convener of Scientific Committee

- 10th International Conference on Advances in Business & Management on the topic “Business Practices in the Era of Sustainable Development Goals 2030 and new Technologies (10th & 11th November 2022).
- International “E-Conference on Advances in Business & Management” 2022.

Member of Organising Committee of National Seminar/ Conference

- “Resilient Approaches for New World Order & Viksit Bharat” held in September, 2023
- “Business & Management” held in February, 2019
- “FDI in India: Response and Challenges” held in November 2012
- “Mergers and Acquisitions- Issues, Opportunities and Challenges” held in January 2012
- “Financial Sector Reforms in India: The Road Ahead” held in January 2011.
- “Corporate Laws: Contemporary Issues” held in December 2009.

Association with Professional Bodies

Life membership of Indian Accounting Association (Delhi Chapter)

Administrative Assignments/ Other Activities

- Liaison Officer (SC/ST) and a member of Student Grievance Redressal Committee (SGRC) at Shaheed Bhagat Singh College.
- Co-convener for the guidelines meeting for B.Com.(H) Sem-V “Income Tax Law and Practice”(2024-25)
- Editor-in- chief, Journal of Business Studies, (2023-24) & (2024-25)
- Co-convener of Time Table Committee (2023-24) & Finance & Investment Society (2022-23)
- Convener, Admissions B. Com. (Hons) (2019-20) & Garden Committee (2022-23).
- Member of Library Committee, Department Representative (2022-23) & (2021-22).
- Member of COMSOC (2023-24 & 2024-25), Functions Committee (2021-22).
- Member of Commerce Department Time Table & Workload Committee (2012-13) & (2019-20) and Attendance Committee (2012-13).