



University Faculty Details Page on DU Web-site

Title	Prof.	First Name	Sri Ram	Last Name	Khanna	Photograph
Designation	Professor					
Department	Commerce					
Address (Campus)	Dept of Commerce, Delhi School of Economics, Delhi 110007					
(Residence)	108 Golf Links, New Delhi 110003					
Phone No (Campus)	NA					
(Residence)	011-24641108					
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Education						
Subject	Institution		Year		Details	
Ph.D	Dept. of Commerce Delhi School of Economics Univ of Delhi		1980		Thesis topic: Export Marketing of Non Traditional Items	
M. Com 1st class:	Shri Ram College of Commerce Univ of Delhi		1975		Subjects: specialisation in Marketing, Business Law, Operations Research and Computer Programming,	
LL.B.	Faculty of Law, Univ of Delhi		1987		Subjects: International Trade Law, Business and Taxation Laws and International Law	
Career Profile						
Organisation / Institution		Designation		Duration		Role
Department of Commerce, University of Delhi.		Head of Dept		1, July 2002 to 30 th June 2005		Restructuring of of B.Com, B. Com (Hons), M.Com, MIB and MHROD Courses
Faculty of Commerce and Business, University of Delhi		Dean of Faculty		2005		
Department of Commerce, University of Delhi.		Appointed as Professor		Since September 1997		Teaching and Reserch
Centre for International Business Studies at Texas A & M University, College Station, USA.		Visiting Professor		May to July 1996		Teaching
Ministry of Environment, Govt. of India.		Part-time Consultant		23 Jan. '90 to 22 July '91		for advice on policy formulation (2 terms-6 months each) on Eco-Friendly Products and Environmental Laws

Department of Commerce, University of Delhi.	Appointed Reader	Sept 1987 to Sept. 1997	Teaching of M.Com ; Design of MIB Programme
Department of Commerce, University of Delhi.	Appointed Lecturer	Sept.1982 to Sept. 1987	Teaching of M. Com and design of PGDIM program
Bhagat Singh College, University of Delhi, Delhi,	Lecturer in Commerce	Sept.1977 to Sept. 1982	Teachng of B. Com.(Hons) and M. Com
Department of Commerce, University of Delhi.	UGC Junior Research fellow	Jan. 1976 to Sept. 29, 1977	Full time doctoral Reserch

Research Interests / Specialization

- 1. Consumers Affairs 2.Governance and Social Responsibility 3. Marketing Research 4. International Business 5. Internernational Trade in Textiles**

Teaching Experience (Subjects/Courses Taught)

International Marketing, International Business Management, Marketing Research, Int'l Business Environment and law, Consumers Affairs, Legal dimensions of International Business

Honors & Awards

- Participated as an expert at the special session of Intergovernmental Group of Experts on Competition and policy and dialogue on Revision of UN guidelines on Consumer Protection .
UNCTAD . 11-12 July 2013, Switzerland(Geneva).
- Member of the Official Indian delegation to **the ISO Working Group on Social Responsibility** meetings held in **Lisbon(2006) , Sydney (2007), Vienna(2007), Santiago (2008) , Quebec (2009) and Copenhagen(2010)** for development of **ISO 26000 on Social Responsibility of Organisations.**
- Member of the Official Indian delegation to **the ISO COPOLCO meeting held in New Delhi in May 2009 , Bali (Indonesia) in May 2010 , London (UK)in May,2011, Fiji in May @012 and malta In May 2013 and official spokesman of the Indian delegation. Attended Chairs Group COPOLCO meeting as member of Indian delegation in Dec 2009 at Geneva (Switzerland) and in October2011.**
- Received Indian Merchant Chamber (Mumbai) **Award for Outstanding Contribution in Promotion of Saving, Consumer Protection and Export Performance** on 26 April 2001
- Member of Committee to **Draft Consumers Protection Act,1986**,Ministry of Civil Supplies, Govt of India, 1985-86

Publications (LAST FIVE YEARS)

Books / Monographs

<u>YEAR</u>	<u>TITLE</u>	<u>Publisher</u>	<u>Co-author</u>
<u>2014</u>	"Assessment of Quality of E - Commerce Service in India"	Voice Society	., Hemant, U Priyanka, B. Priyanka, J
<u>2013</u>	" Assesment of Quality of Servcie and	Voice Society	Paramjit Sin

<u>2013</u>	Consumer satisfaction of health Insurance" " Assesment f Quality and Consumer Satisfaction of Automobile Free Servcies (passenger cars"	VOICE Society	Paramjit Singh
<u>2012</u>	"Consumer Satisfaction with Quality of Banking Services"		
<u>2012</u>	"Consumer Satisfaction and Assesment of Quality of Service in Super Specialty Hospitals- A Study"	VOICE Society	Paramjit Singh
<u>2012</u>	"Consumer Satisfaction and Assesment of Quality of Service in Home Loans- A study"	VOICE Society	Paramjit Singh
<u>2010</u>	"Consumer Satisfaction with Quality of Services- Domestic Airlines"	VOICE Society	Paramjit Singh
<u>2008</u>	"Consumer Satisfaction with Quality of Broadband Services"	VOICE Society	Paramjit Singh
<u>2008</u>	"Consumer Satisfaction with Quality of Mobile Services"	VOICE Society	Paramjit Singh
<u>2007</u>	"Consumer Affairs"	Universities Publishers/Orient Longmans ,2007 on behalf of University of Delhi	Savita Hanspal,Sheetal Kapoor and H.K.Awasthi
<u>2006</u>	"Assessment of quality of service and customer satisfaction in banking sector"	Voice Society	Paramjit Singh
<u>2004</u>	"Financial Markets in India and Protection of Investors".	New Century Publications	
<u>2003</u>	"Food Standards and Safety in a Globalised World – The Impact of WTO and Codex"	New Century Publications	

In Indexed/ Peer Reviewed Journals

<u>Year of Publication</u>	<u>Title</u>	<u>Journal</u>	<u>Co-Author</u>
2015	Measuring Quality of Service of E-Commerce in India.	. In <i>Global Conference on Managing in Recovering Markets</i> . Paper presented at GCMRM MDI, Gurgaon. 11-13 March ISBN No.: 978-81-929149-3-0	Joshie,P.
2015	Reflections of UN Guidelines on Consumer Protection on Consumer Detriment, Government Policy & Regulation, Global Challenges for Consumer Protection-	Proceedings of International Forum on "Justice & Consumer Rights:	

		UN Guide lines for Consumer Protection ",Wuhan University Press, Wuhan, China 2015 (Pages 22- 28)(ISBN 978-7- 307- 14953-3)	
2015	Financial Consumer Protection: Need, Issues & Framework, Global Challenges for Consumer Protection	-do- (P. 99-121)	Goel, I.
2014	Financial Education as a tool to achieve Financial Literacy. Zenith International	Journal of Multidisci plinary Research, Vol 4 Issue XI,2015 Pages 72- 79 (ISSN 2231- 5780)	Goel, I.
Dec 2013	Sustainability Claims and Practices : HUL Case Study .	Indian Journal of Applied Research. Impact Factor: 0.8215. Vol 3 No.12 , dec2013 . ISSN (Print): 2249555X	Ankita kashyap
Oct. 2012	"An evaluation of Quality of Service of Indian Banks from Consumer Perspective and Consumer Satisfaction".	Contemporary Challenges for the Indian Banking Sector(Spl Volume), Institute of Public Enterprise, Hyderabad,	Paramjit Singh
March-April 2007	"Trends in US Textile and Clothing Imports".	Textile Outlook International , Textiles	

		Intelligence Ltd.
July-August 2006	"Trends in EU Textile and Clothing Imports "	UK
, May-June 2006	"Trends in Japanese Textile and Clothing Imports"	-do-
March-April 2006	"Trends in US Textile and Clothing Imports"	-do-
January – February 2006	"Cotton and the WTO: What Has Been Achieved?"	-do-
2 nd Quarter 2005.	"Prospects for India's Man - Made Fibre Industry"	Technical Textile Markets, Textiles Intelligence Ltd.
		UK
July-August 2005.	"Trends in EU Textile and Clothing Imports" .	Textile Outlook International , Textiles Intelligence Ltd.
		UK
May-June 2005	"Trends in Japanese Textile and Clothing Imports"	-do-
March-April 2005	"Trends in US Textile and Clothing Imports"	-do-
July-August 2004	"Trends in EU Textile and Clothing Imports" ,	-do-
May-June 2004	"Trends in Japanese Textile and Clothing Imports"	-do-
March-April 2004	"Trends in US Textile and Clothing Imports"	-do-
Jan-Feb 2004	"Profile of Four Leading Indian Apparel Exporters: Gokuldass Export, Poppys, Orient Craft & Jyoti Apparels" .	-do-
May-June 2003	"Trends in US Textile and Clothing Imports"	-do-
January- February 2003	"Profiles of Arvind Mills, GTN Textiles, and Vardhman"	-do-

Articles Over seventy articles published . Include over 50 articles in international journals including **Textile Outlook International of The Economist Intelligence Unit(EIU) London, JIBE (Malaysia), Journal of World Trade (Geneva), World Bank Papers, Columbia Journal of World Business**

Conference Presentations (International)

Participated/Presented in international workshops/conferences held in

Asia: Thailand, Singapore, Phillipines, Hong Kong, Japan, S.Korea, China, Pakistan, Malaysia,Nepal, Taiwan; **Indonesia.**

Europe: UK, France, Germany, Holland, Italy, Ireland, Belgium, Sweden, Portugal, Switzerland, Spain and Finland.

Americas:USA, Canada, Chile, Brazil and Bolivia

Africa: Kenya, S. Africa and Ghana ;

Australia

National Conference and Workshop:

Coordinator Energy Labelling Workshop. Shakti Foundation, Statesman House, New Delhi 29 June 2010

National Roundtable on 'Corporate Governance and Social Responsibility' : Organised by Business and Community Foundation, National Consumer Helpline and VOICE at India International Centre Annexe, Monady, 9th March , 2009 as Workshop Coordinator

Total Publication Profile optional

Books Nine in addition to 23 reports of major research projects sponsored by Union Ministry of Consumer Affairs, Ministry of Corporate Affairs, Ministry of Textiles, FICCI, University of Birmingham(UK), AEPC, Comitextil (Brussels), Oxfam, AEMA.ATMI (USA)

In Indexed/ Peer Reviewed Journals

: Over 50

Articles

about 20 other article

Conference Presentations

Organised 12 national conference/workshops and one international workshop

Public Service / University Service / Consulting Activity

NEW PROJECT

National Consumer Helpline Project awarded by Govt of India: Rs 32 mn over 2005-09 to provide citizens information, advise and guidance on their individual consumer problems with corporations in relations to defective products and deficiency in services through a Computer Telephony Interface (CTI) system.

The national Consumers Helpline Project was extended for a further period of three years with a grant of RS 30 mn from 2010 to 2013 in march 2010. It concluded in March 2014 after 9 years of operation.

Post Doctoral Research

- Completed Post-Doctoral Research Project "**Competitive Position of the Indian Textile and Clothing Industry in Open Trade Regime**". Phase I completed Oct.1990 and Phase II completed 1993. Sponsored by the Ministry of Textiles, Govt. of India with Research Grant.
- Completed Post-Doctoral Research Project "**Impact of the EEC (1992) Single Market Program on Indo-**

EEC Textile Trade” sponsored by the Ministry of Textiles, Government of India with Research Grant in Nov. 1989.

- Completed Post-Doctoral Research Project **“Behavioural Response of Apparel Exporting Firms under QR’s”** sponsored by ICRIER/Ministry of Commerce, Government of India with research grant in Sept.1988
- Completed Post Doctoral Research Project **“Impact of Quantitative Restrictions on Indian Apparel Industry”** sponsored by ICRIER with research grant in 1987.
- Completed Post-Doctoral Research Project on **“Trade Barriers and their Impact on Manufactured Exports from India”** for Asian Development Bank, Manila with research grant in Dec. 1986.

Professional Societies Memberships

Academy of International Business (USA)

Projects (Major Grants / Collaborations)

- **Completed** National level Study with national sample of 4000 respondents on **“Consumer Satisfaction with Quality of Airline Services”** for Consumer Voice with sponsorship from Ministry of Consumer Affairs, Govt of India, March 2010
- **Completed** National level Study with sample of 1500 households on **“Consumer Satisfaction with Quality of Broadband Services”** for Consumer Voice with sponsorship from Ministry of Consumer Affairs, Govt of India, May 2008
- **Completed** National level Study with sample of 4500 households on **“Consumer Satisfaction with Quality of Mobile Services”** for Consumer Voice with sponsorship from Ministry of Consumer Affairs, Govt of India, April 2008.
- **Completed** National level study with sample of 3100 households on **“Assessment of quality of service and customer satisfaction in banking sector”** for Consumer Voice with sponsorship from Ministry of Consumer Affairs, Govt of India, March 2006.
- **Completed:** Study on **“Problem of Small Investors and Measures to Safeguard their Plights”** – Research Study Sponsored by: Department of Company Affairs, Ministry of Finance, Govt. of India, 2004, India.
- **Completed:** Study on **“E-Commerce Opportunities in the Indian Ocean Rim (RIM) Region – A Study Conducted for Federation of Indian Chambers of Commerce and Industry (FICCI)”**, 2003, India.
- **Completed:** Study on **“Competitive Challenges before Indian Textile and Clothing Industry”**. National Institute of Fashion Technology / Ministry of Textiles. March 2000.
- **Completed** Study on **“Import Potential for Textiles and Clothing in Indian Market”** Co-authored with ECS, Washington for ATMI (USA), 1999.
- **Completed** Study on **“Role of Fashion Designers in the Future Growth of the Indian Apparel Industry”**, National Institute of Fashion Technology, Ministry of Textiles, October, 1998.
- **Completed** Study on **“The Role of Government in Adjusting Economies - The case of Indian Textiles and Clothing sector - The University of Birmingham (UK)**, May 1996.

- **Completed** report on **“Strategy for Quantum Jump in Apparel Exports over IX Plan Period”** - The Apparel Export Promotion Council, March 1996.
- **Completed** study on **“The Market for Carpets in India”** for **Comitextil, Brussels** - Sponsored by European Commission in Jan. 1996.
- **Completed** study on **“The Market for Wool Yarn for Knitwear”** for **Comitextil, Brussels** - Sponsored by European Commission in Dec. 1995.
- **Completed a study on “The Market for European Textiles in India” for COMITEXTIL/EURATEX, Brussels - sponsored by the European Commission in Sept.1995**
- **Completed** a study on **“Economic Liberalisation and Its Impact on Competition in the Indian Market”**, August, 1993.
- **Completed** a study on **“The Indian Textile Complex in Transition: Focus on Structural Adjustment in a Large Industry in a Developing Economy”** for **Federation of Indian Chambers of Commerce & Industry (USAID)** (Sponsored Project with **NCAER** as Academic Advisor). July, 1993.
- **Completed** a study on **“Strengthening India’s Handloom Industry: A case for painless adjustment”** for **Oxfam**, May 1993.
- **Completed** a study on **“Opportunities for Investment in the Indian Textiles and Clothing Industry”** for **International Business Division of ITC Ltd.**, June 1992.
- **Completed** study on **“1992 Crisis in the Indian Garment Export Industry”** sponsored by **Apparel Exporters and Manufacturers Association (AEMA)** and executed as collaborative project with Prof. R.K. Pandey, Prof. K.N. Mehrotra, and Prof. Bibek Debroy as part of research team, June 1992.

Other Details

AWARDS, APPOINTMENTS ,POSITIONS HELD

- Appointed member of National Mirror Committee(NMC) on COPOLCO and as Convenor NMC panel at Bureau of Indian Standards.
- Hony Managing Editor of monthly english and monthly hindi magazine “ Consumer Voice” published from new Delhi by Voice Society (www.consumer-voice.org)
- Appointed as a member of **Bureau of Indian Standards (BIS)** to represent consumer organisation by Gazette notification of Ministry of Consumer Affairs, Govt of India for two years 2007-09.
- Special Invitee to **the Multi-Media Committee of Ministry of Consumer Affairs**, Govt. of India , 2006 to 2009
- Appointed Member of the **Competition Advisory Committee of Competition, Commission of India (CCI)**, Feb., 2004
- Director, **Consumer International**, London, UK 2000 to 2007.
- Member: **Central Consumers Protection Council (CCPC), Govt. of India**, 2000-2006.
- Director, **Life Insurance Corporation of India (LIC)**, January 2001 to January 2003, Mumbai, India.
- Chairman: **Board Committee on Review of Citizens Charter**, LIC of India 2002-03.
- Member: **Committee to Review working of BIS 2001-2003**, Bureau of Indian Standards, New Delhi, India.
- Member: **Committee on Transparency and Governance**, Consumer International, London, UK, 2000-2002.