



Dr. Raju Roy

B.Sc. (Hons.), PGDMM, MBA, UGC NET, Ph.D.

Communication Address:

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SYNOPSIS

- Working in Centre for Distance and Online Education, University of North Bengal as Deputy Director.
- Worked for five years as Director In-charge (additional responsibility).
- Extensive work experience in administration, HR and operations.
- Handling Training & Development, Staff Management, and MIS.
- Certified Lead Auditor of ISO 9001 (Quality management system); ISO 14001 (Environmental management system); ISO 22000 (Food safety management system); ISO 45001 (Occupational health and safety management systems).
- HACCP (Hazard analysis and critical control point system), and Six Sigma Green Belt.

ACADEMIC CREDENTIALS

1.	All India Secondary School Examination (AISSE)	Kendriya Vidyalaya Central Board of Secondary Education (CBSE)
2.	All India Senior School Certificate Examination (AISSCE)	Kendriya Vidyalaya Central Board of Secondary Education (CBSE)
3.	B.Sc. (Hons. in Anthropology)	G. C. College Assam University (A Central University)
4.	MBA (Human Resource Management)	Indira Gandhi National Open University (IGNOU), New Delhi
5.	PGDMM (Post-Graduation Diploma in Marketing Management)	Assam University (A Central University)
6.	NET (National Eligibility Test)	University Grants Commission (UGC), New Delhi

PH.D. DETAILS

1.	Ph.D. (Business Administration)	Assam University (A Central University) Topic: A study on implementation of quality management system in select corporate organisations in North Bengal. Status: Ph.D. awarded.
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WORK EXPERIENCE

September, 2009 to till date with Centre for Distance and Online Education, University of North Bengal as Deputy Director

1. Academics/ Academic Administrator
2. Conducting and monitoring, online admission, orientation, online classes, personal contract programme (PCP), curriculum & syllabus preparation, re-registration, learner support services, examinations, utilization of advances and so on.
3. A member of CDOE, NBU Standing Committee and support in conducting Standing Committee, PG and UG Subject Expert Committee and CIQA meetings.
4. Attending Interface meetings, Standing Appellate Committee meetings etc. in relation to the programme recognition of CDOE, NBU.
5. Monitoring and updating CDOE NBU programme compliance as per UGC ODL Regulations 2020.
6. NAAC, NIRF, MoE Govt. of India, DHE Govt. of WB data handling and delivery.
7. Conducted sessions on HRM; marketing; quality management system; manpower handling and public assistance during disaster management and others.

8. Monitoring digital studio for recoding of lectures for virtual learning.
9. Supervision of Learner Support Centres (LSC's).
10. Coordinating production, and dispatch of study materials.
11. Organized and participated workshops and seminars.
12. Liaison between learners, teachers and different departments of the university.

September 2007 to August 2009 with Anandaloke Hospital & Neurosciences Centre as Manager – HR & IR

1. Implementation of standard operating procedures, conducted internal audits, MR Meetings, training of staff, formulation & implementation of HR policies.
2. Monitoring the Scientific Waste Disposal Methods in the Hospital.
3. Training & Development: Organized Patient Education Program; Employee Awareness Program and Clinical Meets for Doctor.
4. Staff Management: Attendance and Time Keeping, Wage and Salary Administration, Performance Appraisal & Roster of staff.
5. Administration: Communication with Doctors, Patient & others, communication with Local Administration, Government (WBSEB, BSNL, Municipality, Pollution Control Board) and Semi Government bodies, Corporate Tie Ups, Housekeeping, Third party insurance handling, Record Keeping of Equipment Maintenance and others.
6. Organized Medical Camps.

November 2005 – August 2007 with Dishari Health Point (P) Ltd. As Chief Manager

1. Management Representative - ISO 9001 Certification of Dishari Health Point (P) Ltd. Malda, West Bengal (Quality Management System - BSI & UKAS).
2. Member of core team - NABL Accreditation - Pathology Laboratory.
3. Operation and MIS.
4. Administration and HR.
5. Training & Development.
6. Staff Management.
7. Organized Medical Camps.

July 1999 – October 2005 at Suraksha Diagnostic & Eye Research (P) Ltd., Siliguri a unit of 'Suraksha Hospital, Kolkata' as Administrative Executive / Floor Manager.

1. Monitoring the performance of the entire Floor/s & Front Office, handling outdoor patients, Cash Collection.

PREVIOUS ASSIGNMENTS

- December 1996 – June 1999: Speed Track (P) Ltd as Branch Manager.
- March 1996 - November 1996: Cadila Health Care (P) Ltd as Trainee Medical Representative.

TRAINING & WORKSHOPS

1. Participated in workshop namely Re-engineering Hospitals for Sustainability, organized by Medica Synergie Pvt. Ltd, Kolkata. Attended on February 18, 2007 at Durgapur (West Bengal).
2. Participated in workshop namely Industrial, Commercial & Residential Fire Safety, organized by 'Indian Chamber of Commerce' on August 18, 2008 at Siliguri (West Bengal).
3. Participated in national workshop namely Quantitative Analysis in Business and Management, organized by Department of Commerce, University of North Bengal (funded by UGC) on February 26–27, 2010 at Siliguri (West Bengal).
4. Organized state level workshop namely Initiatives on Quality Assurance in Distance Mode of Higher Education under Directorate of Distance Education, University of North Bengal (funded by Distance Education Council, IGNOU, New Delhi) on 25-26 June 2010 at Siliguri (West Bengal).
5. Organized national workshop namely Open Educational Resources for Distance Mode of Learning under Directorate of Distance Education, University of North Bengal (funded by Distance Education Council, IGNOU, New Delhi) on 11-12 March 2011 at Siliguri (West Bengal).
6. Presented the paper namely 'A study on the implementation of Quality Management System in Healthcare' on 21-23.12.2017 at Amrut Mody School of Management, Ahmedabad University, Ahmedabad.

7. Participated in a 'National Level Workshop for Dual Mode Universities' on December 18, 2019, organized by National Assessment and Accreditation Council (NAAC), Bengaluru.
8. Participated in a meet on 'Feedback and Mentoring for Assessment and Accreditation of DDEs' on 01.10.2019, organized by Commonwealth Educational Media Centre for Asia (CEMCA), New Delhi at NSOU, Kolkata.
9. Organized and presented paper in National Seminar namely 'Inclusive Growth through Open and Distance Learning: Strategy and Policy perspectives for Higher Education' organized by Centre for Distance and Online Education, University of North Bengal (CDOE NBU) in collaboration with Maulana Abul Kalam Azad Institute of Asian Studies (MAKAIAS) during December 8-9, 2022 at CDOE NBU.
10. Organized National Workshops on "Capacity building for faculty members and other academics on Open Educational Resources" and "Development of OER Policy for the University" organized by Centre for Distance and Online Education, University of North Bengal (CDOE NBU) in collaboration with Commonwealth Educational Media Centre for Asia (CEMCA) from May 30, 2023 to June 2, 2023 at CDOE, NBU.

ATTAINMENT

1. Certified ISO 9001:2015 Quality Management Systems Lead Auditor.
2. ISO 9001:2008 - Quality Lead Auditor Course - organized by International Training Institute - Qualification of Standard – successfully completed.
3. Certified ISO 14001 (EMS) Lead Auditor.
4. Certified ISO 22000 Food Safety Management Systems Lead Auditor.
5. Certified ISO 45001 (OH&SMS) Lead Auditor
6. Integrated Management. ISO 9001& ISO 14001 & ISO 45001 Course successfully completed.
7. HACCP-Hazard Analysis & Critical Control Point Certification Course successfully completed.
8. Six Sigma Green Belt - organized by SOC & OR Unit, Indian Statistical Institute, Kolkata on 23-28.09.2016 at Assam University, Silchar.
9. Post Graduate Diploma in Computer Application (PGDCA).
10. Management Representative - ISO 9001 of Dishari Health Point (P) Ltd. Malda (Quality Management System – BSI, UKAS).
11. Management Representative - ISO 9001 of Anandaloke Hospital and Neuroscience Center, Siliguri (Quality Management System – MS Certification).

PUBLICATIONS

JOURNAL:

1. Roy, R., & Ghose, D. (2016). Quality Management System in Operations of Companies: A Case Study of North Bengal. *International Journal of Business and Management Invention*, 5(2), 31-37.
2. Roy, R., & Ghose, D. (2016). Quality Management System (ISO 9001) and Environmental Quality Management System (ISO 14001): Towards an integrated model. *IOSR Journal of Business and Management*, 18(10), 09-20. doi:10.9790/487x-1810020920
3. Roy, R., & Ghose, D. (2016). Changeover from ISO 9001: 2008 to the Revised Standard ISO 9001:2015: The Case of the North Bengal. *Quest Journals*, 4(10), 89-93.
4. Roy, R., & Ghose, D. (2017). Implementation of Hazard Analysis Critical Control Point (HACCP) in blending and bottling plant of beverages. *IJREAS*, 7(6), 230-248.
5. Roy, R., & Ghose, D. (2017). Implication of Operations Management in Travel, Tourism and Hospitality Industry. In L. S. Sharma (Ed.), *Branding North East India for Tourism Destination: Issues and Challenges* (pp. 153-169). New Delhi, India: Ruby Press Co.
6. Roy, R., & Ghose, D. (2018). The Role of Quality Management System in Patient Satisfaction and its Benefits: A Study on Healthcare Sector of North Bengal. *International Journal of Management Studies*, 3(4), 126. doi:10.18843/ijms/v5i3(4)/13
7. Roy, R., & Ghose, D. (2018). A study on awareness level regarding Quality Management System in the select corporate organisations in North Bengal, presented at Inspiria Excellence Series Multidisciplinary Conference on Future Paradigms in Industry, Inspiria Knowledge Campus, Siliguri (ICFPI-2018). Nov 01-02, 2018. *International Journal for Research in Engineering Application & Management*.
8. Ghose, D., & Roy, R. (2020). ISO 9001 based Quality Management System's understanding in selected non-certified West Bengal, India organisations. *Journal of Critical Reviews*, 7(6), 744-748. doi:10.31838/jcr.07.06.131
9. Roy, R., & Ghose, D. (2020). The Quality Management System implemented in select certified

organisations in West Bengal, India: Current status and the tendency. *The International Journal of Analytical and Experimental Modal Analysis*, 12(11), 23-36. doi: 18.0002.ijaema.2020.v12i11.200001.01568590124.

BOOKS:

1. Roy, R. (2013). *Green Hospitality Management and Eco Hotels*. Anmol Publications Pvt. Ltd., New Delhi
2. Roy, R. (2014). *Training Manual for Human Resource Management*. Anmol Publications Pvt. Ltd., New Delhi.
3. Roy, R. & Ghose, D. (2022). *Quality Management System - perspective, preparedness, and current status of the Indian industry*. Book Rivers Press, Lucknow, Uttar Pradesh.

ADDITIONAL INFORMATION

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