



# Dr. Carvalho Faustina Cicila

## CONTACT

All Saints College  
Trivandrum

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## WORK EXPERIENCE

### Department of Commerce, All Saints' College Trivandrum

Assistant Professor

8 years of Experience

Specialisation-Banking , Ethics

## QUALIFICATIONS

PhD in commerce Titled Customer Grievance Redressal Mechanism in the Banking sector- The Role of Ombudsman ,  
University of Kerala

M.Com University Rank holder ( Third Rank)

## PUBLICATIONS AND PRESENTATIONS

### 1. International Publications

Emerging Role of Business towards Society in the 21st century, International Journal of Multidisciplinary Research  
in March 2014, Volume 2, Issue 12(IV), ISSN 2277-9302, Page 66-68

Indian Banking In The Competitive Era, International Research Journal of Commerce, Business and Social  
Sciences, Vol. III, Issue 4 (I), July 2014, ISSN: 2277 – 9310, page

Social Banking Through Inclusion –A Paradigm Shift, International Research Journal of Commerce, Business and  
Social Sciences, Vol. IV, Issue 12(III), August 2014, ISSN: 2277 – 9310, page 30-33

Grievance Handling Mechanism In Banks- An Overview, International Research Journal of Commerce, Business  
and Social Sciences, VOL IV ISSUE 3(1)JUNE 2015, ISSN 22779310

Conceptual Framework Of Workplace Spirituality-An Overview, International Journal of Business, Management  
and Social Sciences, vol.IV, Issue 12(III) August 2015 ,ISSN 2249-7463, Page 57-61.

Dynamics of Banking In India, International Journal of Business, Management and Social Sciences,  
Vol.IV, Issue 12(III) August 2015 ISSN 2249-7463, Page 88-90.

Published an article Titled E-Banking Products And Services And Its Implications Under Banking Ombudsman Scheme, MIRROR, Peer referred International Research Journal of Commerce, Management and Social Sciences, Vol.8 No.2A, Issue March 2018 ISSN 2249-8117, Page 237-241( UGC approved 64272)

Published an article Titled Complaint Redressal: The Role Of Ombudsman In The Insurance Sector, International research journal of multidisciplinary research UGC recognized UGC no.42329 Impact factor 4.118, Volume II December 2018 ISSN 2278-2311 Page 8-11

### **National Publications**

A study on Employee Motivation and Organizational Commitment, Management Researcher, October-December 2011, Volume XVIII, ISSN 2230-8431, Page 69-81

Published an article Titled Customer Grievance Redressal Mechanism In The Banking Sector :Key Issues And Concerns , NISMA a journal for from faculty of Management Studies special issue on Banking Sector , Vol.XNo 1 ,Issue March 2018 ISSN 0973-3957,Page 24-29

Published a paper titled Budgetary allocation to Education Sector-An Overview in a national journal -Studies in Indian Place Names,the journal is indexed peer reviewed and listed in UGC care list

### 2. Presentations

### 3. International Seminar

- Corporate Social Responsibility: Emerging Issues And Future Concerns, ICSSR Sponsored International Seminar organised by Bon Secours College Tamil Nadu held on 7 and 8 February 2014. The paper was published in the proceeding book of the conference with ISBN:978-81-928799-2-5.
- Financial Liberalisation And Rural Credit, International interdisciplinary Conference on changes, challenges and consequences in Commerce, management , Engineering, Technology and social Sciences held on 15 March 2014 at Pune, India.
- Emerging Role of Business toward society in the 21st Century, International research Colloquium on Contemporary issues in commerce, management ,engineering and social sciences organized by the Global open university Nagaland and International Association of Academicians and Researchers, held 29 March 2014 at Hyderabad.
- Grievance Handling Mechanism In Banks –An Overview, International Multidisciplinary Research Conference held on 30th June 2015 in MCCIA Pune
- Social Banking Through Inclusion –A Paradigm Shift, International Conference on Recent Trends in commerce ,management social sciences and humanities held on 10 August 2015 at Pune
- Conceptual Framework Of Workplace Spirituality-An Overview, International Conference held on 22 and 23 August 2015,at Pune.
- Presented a paper titled Complaint Redressal: Role of Ombudsman in the Insurance sector at an international seminar conducted by Swami Vivekananda Association of Science and Humanities on 22nd December 2018

### 1. National Seminar

- Presented a paper titled Entrepreneurship And Dynamics Of Business Environment, National seminar held at Bon Secours College, Tamil Nadu on 20 and 21 February 2014
- Presented a paper titled Implementation of IFRS in the Banking Sector held in All Saints' College on 16 and 17 January 2015
- Presented a paper titled Customer Perception Of Quality Of E-Banking Services And Response To The Grievance Redressal Process. at a national seminar held at St. Jerome,s College Anandhanadarkudy Kanyakumari District on March 9 2018.
- Presented a paper titled Customer Evaluation Of Banking Grievance Redressal Experience: Implication For Relationship Management .at a National seminar held at Sree Narayana College on March 14 2018.
- Presented a paper titled GST Grievances and Complaint Redressal Options – An Overview .at a National seminar held at Mannaniya College of Arts and sciences, Pangode Thiruvananthapuram on March 16 and 17 2018.

- Presented a paper titled INGRAM –Digital Approach to Complaint Redressal a National seminar held at NSS Hindu College Changanacherry, Mahatma Gandhi University in October 2018
- Presented a paper Incorporating Ethics in Everyday Classroom Practices: A Perspective held at All Saints' College Trivandrum on 29 and 30 July 2019
- Presented a paper titled FinTech Innovations and its impact on Banking Sector for a National seminar held in St. Thomas College Kozhencherry Kerala on 20 and 21 January 2020
- Presented a paper Expanding Horizons of FinTech innovations in India -An Overview at St Xavier's College Palayamkottai held on 27 January 2020
- Presented a paper titled Budgetary allocation to Education Sector-An Overview held in All saints college on 14 February 2020

1.

## WEBINARS

Statistical Application Using SPSS National FDP Shsun Knowledge centre Jain College for Women May 16-17

Education GenNext: Perspectives, opportunities and challenges National webinar St Teresa institute of Education Mumbai May 19-20

Outcome-based education -challenges and opportunities National webinar Kuriakose Elias College Mannanam May 21

Entrepreneurship: creating the business Short term course Vivekanandha college of Arts and science for women held from May 15-22

Introduction to Stress Management Short Term course Vivekanandha college of Arts and science for women May 15-22

Creating Tech-Savvy Teachers for future classrooms National FDP St Teresa institute of Education Mumbai From 6th -10 June 2020

SEIZING THE OPPORTUNITIES IN THE STOCK MARKET. STRATAGEMS AND SETBACKS National webinar Mar Ivanios College 19th JUNE 2020

Strategies to enhance the quality of research in the context of NAAC and NIRF" National All Saints' College Trivandrum on 5th June 2020

'Importance of e-Reading on Pandemic Periods', National webinar All Saints' College Trivandrum 25-Jun-20

"INFERENCE FOR CONTINUOUS DATA USING SPSS" national webinar All Saints' College Trivandrum June 27, 2020

Tracing the History of Pandemics" National webinar All Saints' College Trivandrum 19th July, 2020.

POST PANDEMIC OPPORTUNITIES AND CHALLENGES IN TRAVEL AND TOURISM National MAJLIS ARTS AND SCIENCE COLLEGE PURAMANNUR 22 July, 2020.

Impact of Covid -19 on Banking Sector international webinar All Saints' College Trivandrum 01-Aug-20

Digital Information Marketing Strategy, international webinar All Saints' College Trivandrum 11-Aug-20

Significance of Behavioural Finance in Business the international webinar, Sree Narayana College, Sivagiri, Varkala 11th August 2020.

"Covid Pandemic and Indian Economy" National webinar All Saints' College Trivandrum 21st August 2020.

on UN Sustainable Development Goals (SDG's) international webinar All Saints' College Trivandrum 02-Oct-20

Intellectual Property Rights and Protection National webinar All Saints' College Trivandrum November 20

Designing and Process of Writing Research Papers in High-Quality Scopus Index International Journal Online FDP

School of Education Sharda University 7-11 December

Locating Human Rights: Trajectories and Discourses International Conference All Saints' College December 11 and 12

## **COURSES**

Completed Life Coaching Certificate course

Completed -The Complete Personal Development course