




**INSTITUTE OF HOME ECONOMICS**  
**UNIVERSITY OF DELHI**



<b>Name</b>	<b>Dr. Renu Arora</b>	
<b>Designation</b>	Associate Professor	
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**Educational Qualifications:**

- Ph.D. (Home Science), University of Delhi, 1998.
- PGDBA, Annamalai University, 1991.
- MSc. (Home Science) with specialization in Home Management, M.S. University of Baroda, 1981.
- B.Ed., Punjab University, 1979.
- BSc. (Home Science), University of Delhi, 1978.

**Teaching experience:** 38 Years

**Subjects/Papers Taught**

- Personal Finance and Consumer Studies
- Entrepreneurship Development
- Interior Design and Decoration
- Basics of Design Application
- Resources and sustainable Development
- Resource Management
- Human Resource Management
- Training and Development
- Facilities and Services Management

**Awards received**

- Awarded best paper presentation titled, “Sustainable Economic Development of Rural Women-An Innovative Strategy.” Published in National Seminar on Sustainable Development: A Collective Vision organized by IHE New Delhi from 31st Oct-1st Nov, 2011.
- Awarded second best paper presentation titled “Group Dynamics in Self-Help Groups-An Effective Strategy for Empowerment of Women. Platinum Jubilee International Conference Excellence in Home-science: Contemporary Issues from Oct. 4-6, 2007 organized by Lady Irwin College New Delhi from 4-6 Oct. 2007.
- Awarded best paper presentation titled, “Entrepreneurial Attributes of members of Self-Help Groups in Haryana State under SGSY”, in National Seminar on Livelihood Security and Extension

Education Perspectives from March 9-11, 2006 at Jawahar Lal Nehru Krishi Vishwavidyalaya Jabalpur organized by Society of Extension Education.

- Awarded second best paper titled, “Women Entrepreneurs under Swaranjayanti Gram Swarojgar Yojana - Case studies” in National Meeting on Micro-enterprise Promotion in Rural India organized by IIT New Delhi and ISAP from Nov. 18-19, 2004. p. 56.

### **Research Interest/Specialization**

Dr. Renu Arora has been teaching in the Institute for more than 38 years. She has done her Ph.D. in the area of consumer protection from University of Delhi in the year 1997. She has guided a number of postgraduate dissertations jointly with Foods and Nutrition faculty members. Also, she has supervised many doctoral researches in the area of Women empowerment, Environmental sustainability, Banking and Finance, Consumer Behavior and Marketing, Ergonomics, Indoor Environmental Quality Management and other Consumer related issues. She has published books titled, “Consumer Grievances Redressal” sponsored by ICSSR and “Customer satisfaction for banking services – A comparative analysis” published by Lambert Academic Publishing. She also edited books in the area of Consumerism. She has also worked on a research project in the area of consumer protection funded by Consumer Welfare Fund, Government of India. She has undertaken a number of other major and minor research projects funded by UGC on income generation activities, consumer redressal mechanism and ergonomics. A research project was undertaken on Classroom illuminance funded by Research council, University Delhi. Two innovative research projects were also undertaken in the area of Household Furnishing: A Consumer Perspective and another on Indoor Air Quality. She has published and presented number of papers at various national and international forums. She was the Course Coordinator for the Short-Term Certificate Courses on Event Management, Human Resource Management and Interior Design and Decoration. Presently she is also the coordinator of the ‘Eco-club’ at the Institute, supported by Ministry of Environment, Government of India and is actively involved in a number of environment related activities. She was also a member of Delhi State Consumer Protection Council, Government of India, and an associate member of VOICE - Volunteer Consumer Organisation. As a resource person, she is actively associated with various national bodies such as UGC, NCERT, IGNOU, SCERT and NIOS. She has contributed in designing and revising the course curriculum, writing books and developing study materials. She also acted as resource person at National level NET examination and also as a moderator for reviewing the question paper of the course of Diploma in Event Management at IGNOU. She is also invited as the resource person in other universities for reviewing the Research Proposal of Ph.D. candidates and chairing their sessions at the National seminar.

### **Research Projects**

<i>Title</i>	<i>Funding agency/organization</i>	<i>Duration of Project</i>
Indoor Air Quality Assessment in Selected Schools of Delhi-NCR region’	Research Council, University of Delhi	1 year (2015-16)
Indoor Light and Color Quality: Its impact on Student Health and Performance in selected schools (Green rated and Non-green rated).	Research Council, University of Delhi	1 year (2013-14)
Developing a sourcing database and analyzing the dynamics of Indian home furnishing Industry: Retail and Consumer Perspective.	Innovative Project, University of Delhi	1 year (2013-14)

Children's Anthropometric Profile and Design of School Furniture: A Study in Public Schools in Delhi.	Major Research Project by University Grants Commission	3 year (2007-2010)
Role of voluntary consumer organisations for consumer protection in Delhi.	Minor Research Project by University Grants Commission	1 year (1994-95)
Quilt making as an income generating activities in the village of Vasant Gaon.	Minor Research Project by University Grants Commission	1 year (1987-88)
Effectiveness of redressal system for handling consumer complaints.	Consumer welfare fund, Government of India and Ministry of Food and Civil Supplies	1 year (1987-88)

#### Research papers since 2010 (APA format)

- Singh, P., Arora, R., Goyal, R. (2020). Impact of Lighting on Performance of Students in Delhi Schools. *Lecture Notes in Civil Engineering Indoor Environmental Quality - Select Proceedings of the 1<sup>st</sup> ACIEQ published by Springer Nature Singapore Pte Ltd.*, Vol. 60, 95-108.
- Singh, P., Arora, R., Goyal, R. (2020). Classroom Ventilation and its impact on Concentration and Performance of Students: Evidences from Air-conditioned and Naturally Ventilated Schools of Delhi. *Lecture Notes in Civil Engineering Indoor Environmental Quality - Select Proceedings of the 1<sup>st</sup> ACIEQ published by Springer Nature Singapore Pte Ltd.*, Vol. 60, 125- 137.
- Singh, P., Arora, R. (2018). Indoor Air Quality in Schools: A review Based Study. *International Journal of Engineering and Scientific Research*, 6(3), 139-144.
- Tyagi R., Arora, R. (2018). To study the consumer buying behavior for non-durables: Influence of sources of information.” *International Journal of Home Science*, 4(1), 103-108.
- Singh, P., Arora, R., Goyal, R. (2018). Assessment of Respirable Suspended Particulate Matter (PM<sub>2.5</sub>) in Indian Urban Schools. *9<sup>th</sup> International Conference on Children's Health and the Environment, Abstracts Conference proceedings, Journal of Health and Pollution*, S87-S88.
- Singh, P., Arora, R., Goyal, R. (2017). Indoor Air Quality Assessment in selected schools of Delhi-NCR, India. *International Journal of Applied Home Science*, 4(5 & 6), 389-394.
- Atheya, R., & Arora, R. (2017). Brunt of stress in managing work-life balance of banking sector employees.” *International Journal of Applied Home Science*, 4 (11&12), 1111-1119.
- Singh, S., Arora, R. (2017). Ergonomic Intervention for averting Musculo-skeletal disorders among farm women. *International Peer reviewed Journal of Agricultural Sciences (ICS No. 976 - 6898)*, 61-71.
- Singh, P., Arora, R. (2016). Assessment of Indoor Air Quality in Air-Conditioned and Naturally Ventilated Schools in Delhi. *8<sup>th</sup> International Conference on Children's Health and the Environment, Abstracts Conference proceedings, Journal of Health and Pollution*, S128-S129.
- Singh, P., Arora, R. (2016). Measurement of service quality in Banking industry”. *Asian Journal of Management*, 7 (2), 97- 104.
- Atheya, R., & Arora, R. (2016). Invigorating Intrapreneurship for Organizational Sustainability. *UGC & ICSSR sponsored National conference 'Globalization, Economic Growth and Sustainability'*, 137-143.
- Kaur, B., Chanchal, and Arora, R. (2016). Protective Clothing: Requirement for wet processing of

textiles.” *International Journal of Science Technology and Management*, 5(10), 252-256.

- Kaur, B., Chanchal, and Arora, R. (2016). An eco-friendly approach for wet processing of textiles. *International Journal of Science Technology and Management*, 5(11), 22-28.
- Meghna., Arora, R. (2016). Mismatch of class room furniture and students body dimensions in schools of Delhi. *8th International Conference on Children's Health and the Environment* organized jointly by the International Network on Children’s Health, Environment and Safety (INCHES), the Institute of Environmental Assessment and Water Research (IDAEA) and Spanish Council for Scientific Research (CSIC) in Barcelona, Spain from 14th-16th September 2016.
- Arora, R. (2015, January-March,). Importance of Interior Decoration in Home. *Journal of Civil Engineering and Environmental Technology* (JCEET), Krishi Sanskriti Publications, 2(3), 211-213.
- Singh, S., Arora, R. (2015). IT Enabled banking service: Extent of use by customer”. *Asian Journal of Management*, 6(3).
- Atheya, R., & Arora, R. (2015). Intrapreneurship: Revitalizing organizations through Intra-Corporate Entrepreneurship. *Asian Journal of Research in Business Economics and Management*, 5(3), 1-9.
- Atheya, R., & Arora, R.(2015). Augmenting Intrapreneurship in Learning Organizations. *Advances in Economics and Business Management*, 2(12), 1165-1168.
- Malik, R., Arora, R., & Aggarwal, S. (2015). Consumer Awareness of Consumption of Raw Milk: A Review of Risk and Health Hazards. *Weekly Science Research Journal*, 3(17), November, 1-7.
- Singh, P., Arora, R. (2014, December). Classroom Illuminance: Its impact on Students’ Health Exposure & Concentration Performance. *In Proceedings- International Ergonomics Conference, HWWE*, 704-708.
- Atheya, R., & Arora, R. (2014). Unveiling Work-Life ‘Balance’ as ‘Integration’. *The International Journal of Humanities & Social Studies*. 2(12), Ver. II (December), 162-165.
- Malik, R., Arora, R., Aggarwal, S., Beniwal B.S. (2014). Postmodern consumer research: Introspective review on the study of milk. *AJMS*, 2 (5), 123-129.
- Malik, R., Beniwal B.S., Om, H., Arora, R. (2014). Antacid properties of milk and milk products in comparison to other foods and commonly available antacid pharmacological preparations. *Indian Journal of Dairy Science*, 66 (3), 328-333.
- Singh, S., Arora, R., Ahlawat, S.(2014). Ergonomic Intervention in designing home: A way of safe living. *Indian Farmers*, 1(1), June, 42-48.
- Singh, S., Arora, R. (2014). Customer Satisfaction: A comparison of Public, Private and Foreign Banks regarding their functioning, displays and infrastructural facilities. *International Journal of Marketing, financial services and management research*, 3(8), 38-49.
- Atheya, R., & Arora, R. (2013). Work-life balance (WLB): A cause of concern in banking sector. *International Journal of Research in Commerce, Economics and Management*, 3(10), 42-45.
- Atheya, R., & Arora, R. (2013). Work-life Balance (WLB) in Banking Sector: A Strategic Issue for HRM. *International Journal of Innovative Research and Studies*, 2(10), 610-623.
- Atheya, R., & Arora, R. (2013). Stress and Its Brunt on Employee’s Work-Life Balance (Wlb): A Conceptual Study. *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 19(3), Ver. II PP 01-04.
- Singh, S., Arora, R. (2013).Comparative analysis of service quality factors of online banking services in public, private and foreign banks. *International Journal of Management and Behavioral*

Sciences, Special edition, 182 – 189.

- Tyagi, R. and Arora, R. (2013). To study the consumer buying behavior for durables: Influence of Sources of Information. *International Journal – Indian Journal of Social Development*, 3(2), 141 – 166.
- Meghna., Arora, R. (2012). Anthropometric Considerations for Designing Classroom Furniture in Public Schools in the *International Ergonomics Conference on Humanizing work and work environment 'Ergo 2012: Safety for All'* held at College of Home Science, G.B. Pant University of Agriculture and Technology, Pantnagar, Uttrakhand from 6-8 December 2012.
- Singh, S., Arora, R. (2011). Consumer Satisfaction in Public, Private and Foreign Banks. *International Journal of Agricultural Sciences (ICS No. 976 - 5239)*, Volume 2, 45-46.
- Arora, R. and Meghna. (2011). Short Communication on Ergonomics and School Furniture Safety. *Journal of Institute of Home Economics*. Academic writing of the IHE faculty, Vol. 1, October.

### **Books published/edited**

#### *Books published*

- “Consumer Grievances Redressal” by Manak publications sponsored by ICSSR, 2007, ISBN No: 8178271168.
- “Customer satisfaction for banking services-A comparative analysis”, published by LAP- Lambert Academic Publishing, Germany, 2015, ISBN No: 978-3-659-77414-0.
- “Resource Management : An Introductory Manual” published by R. Gangadharan of Elite Publishing House Pvt. Ltd., Daryaganj, 2013, ISBN No : 978-81-88-901-50-0.

#### *Books edited*

- “Consumer Affairs’ by Universities Press (India) Private Limited/Orient Longmans, on behalf of University of Delhi, Voice Society, 2006, ISBN No: 13:978 81 7371 581 5, 10:81 7371 581 5.

### **Book chapters published/edited**

- “Resource package of awareness and early childhood care and education (ECCE): Manual (English Version)”, published by National council of educational research and training, 2018, ISBN No. 978-93-5292-084-6.
- “Resource package of awareness and early childhood care and education (ECCE): Manual (Hindi Version)”, published by National council of educational research and training, 2018, ISBN No. 978-93-5292-139-3.
- NCERT Book chapter edited during workshop titled “Human Ecology and Family Sciences” Textbooks for class 12<sup>th</sup> (Hindi and English version)” organized by Department of Education in Social Sciences, NCERT, New Delhi, 2014-2015.
- Course writer for the “Activity based Teacher’s Manual” for senior secondary classes published by SCERT, 2012.

### **Association with Professional Societies**

- Member of Home Science Association of India.

- Member of Voluntary Organization in the Interest of Consumer Education.
- Member of Consumer protection council.

**Any other:**

*Professional Consultancy/ Participated as Resource Person:*

- Invited as resource person as a course writer and attended the moderation meeting in IGNOU, School of continuing education to moderate the question papers of different courses of Diploma in event management, 2019.
- Invited as Resource expert by Research degree committee on Home Science for Synopsis Assessment of Research proposal of Ph.D. candidates in 2016 at Dayalbagh Education Institute, Agra, U.P.
- Invited as Resource expert for workshop on NET at National level – CBSE in 2015 at CBSE, New Delhi.
- Invited as a Resource person and chaired the session at National Seminar on “Consumer protection and food safety by Department of Family and Community Sciences, M.S University of Baroda, Vadodara, 2010.
- Invited as Resource person in “Teleconference on Consumer Movement and Emerging Issues and Trends”, at Indira Gandhi Open University, School of Social Sciences, on 17<sup>th</sup> July, 2000.
- Invited as resource person for conducting the training programme for TGT Home science teachers organized by SCERT in 2010.