



May 2009

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Opening of the 10 Insurance Books by Mr. J. Hari Narayan, Chairman, IRDA.

Dear Users,

We are pleased to circulate Vol 2 Issue 3 of the Newsletter. Ten Insurance Books authored by Dr. K. C. Mishra, Director and Faculty members, NIA, Published during the month is the main attraction of this issue. Bibliographic details of the publications will be useful for the Insurance Industry professionals, students, academicians and researchers. Librarian's Column took the opportunity to market 'reading' as well as 'writing' [authorship] activity in view of 'World Book and Copyright Day' on 23 April 2009. Winners of the Best Library User Award for the year 2008-09 deserve to occupy the space in this issue. New Arrivals and Current Awareness Service will update you as usual.

We are thankful to users who responded by valuable feedback and encouraged for further issues.

Chief Librarian
Alma Mater Library

Newspapers Speaks

News and Articles from various newspapers pertaining to Financial Crisis insurance industry are selected for this column. Full text news & articles available on [NIA Dspace](#) (Access limited to NIA campus)

NIA in NEWS

25-Mar-2009

Dealing with depletion by Sakal Times:
Newspaper: Sakal Times

25 April 2009

EC had advised candidates to go for terror insurance: NIA by Express India
Newspaper: Express India

Article

25 Feb 2009

Insurance for Knee-replacement, Is it Worth it? by Debjoy Sengupta & Writankar Mukherjee
Newspaper: Economic Times

6 Mar 2009

Redefining insurance sector in times of slowdown by Venkatesh Mysore
Newspaper: Economic Times

7 Mar 2009

Renewing your policy? Do it for right reasons by Preeti Kulkarni
Newspaper: Economic Times

12 Mar 2009

Premiums may show an uptrend in a few months by Nandini Goswami
Newspaper: DNA
Is your home loan insurance really free with the loan? By Dharamsi Khyati
Newspaper: DNA

24 Mar 2009,

How much insurance is good enough for you? by Sanjeev Sinha
Newspaper: Economic Times

2 April 2009

Happy with low yields? Go for assured return policies by Business Standard
Newspaper: Business Standard

6 Apr 2009

Now get insurance cover, instantly! by Sanjeev Sinha : Economic Times
Newspaper: Economic Times

17 Apr 2009

Insurance or Reserves?: Only ready access to hard currency credit will dissuade Asian countries from stockpiling FX by Jaimini Bhagwati: Business Standard
Newspaper: Business Standard

19 April 2009

Unemployment insurance by Tinesh Bhasin: Business Standard
Newspaper: Business Standard

28 April 2009

India long, China short in insurance by Nandini Goswami : DNA
Newspaper: DNA

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Current Awareness List

This is the list of articles from Journals received during the last two months. An individual entry contains bibliographic information pertaining to the article. The entries are arranged according to the broad subject headings.

STRESS MANAGEMENT

1. **Executive health: Stress management** *Indian Management*, 48(4), 2009(April): 56-62

INSURANCE LAW

2. Das, M.K.
Reality of the defence for insurer in motor TP claims: *Insurance Times*, 29(2), 2009(February): 31- 33
MOTOR VEHICLE ACT; M.V.ACT; INSURANCE CASES; INSURANCE LAW.

INSURANCE

3. Agarwal, A.
Adding value to the client: Customization of products: *IRDA Journal*, 7(2), 2009(February): 17-20
INSURANCE PRODUCTS; CUSTOMER RELATIONSHIP MANAGEMENT; CRM;
TARIFFS.
4. Bhattacharya, A.
Titbits of weather insurance for protecting various risk exposures of Indian crops & events: *Insurance Times*, 29(2), 2009(February): 23-30
WEATHER INSURANCE; RISK; CROP INSURANCE; AGRICULTURAL RISK.
5. Chatterjee, A.
Treating customers fairly: Yes, we can: *IRDA Journal*, 7(3), 2009(March): 22-26
CUSTOMER RELATIONSHIP MANAGEMENT; CRM; COMPLAINT HANDLING.
6. Contreras, M.
Saluting Women in Insurance: Etching their mark in insurance: *Asia Insurance Review*, 2009(March): 94-96
WOMEN MANAGERS; INSURANCE INDUSTRY; WOMEN PROFESSIONALS.
7. Ismail, A.B.
Issues in the takaful and retakaful industry: *Fair Review*, 150, 2008: 27-34
TAKAFUL INSURANCE; RETAKAFUL INDUSTRY; ISLAMIC INSURANCE.
8. Khandelwal, R.
Fairness and transparency: Through CSR approach: *IRDA Journal*, 7(3), 2009(March): 35-37
CSR; CORPORATE SOCIAL RESPONSIBILITY; CUSTOMER SATISFACTION;INSURERS.
9. Mallela, R.
The world of riders: Adding value: *Insurance Chronicle*, 9(4), 2009(April): 39-43
RIDERS; PRODUCT INNOVATION; INSURANCE PRODUCTS; RIDER DIVERSITY
INSURANCE RIDERS.
10. Mishra, K.C.

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Fit & proper: Asia Insurance Post, 9(7), 2009(February): 31-32
KCM; IRDA; INSURANCE REGULATOR.

11. Neale, F.R.
Dynamics of the Market for Medical Malpractice Insurance: Journal of Risk & Insurance, 76(1), 2009(March): 221-247
MEDICAL MALPRACTICE; INSURER'S LOSSES
12. Parekh, A.
Tariff abolition: Advantages of calibrated approach: IRDA Journal, 7(2), 2009(February): 15-16
TARIFFING; TARIFF ABOLITION; INTERNATIONAL TRENDS.
13. Ramadoss, M.
Impact of second phase of detariffing: Customer friendly policies: IRDA Journal, 7(2), 2009(February): 12-14
DETARRIFFING; POLICY WORDING; ADD ON COVERS.
14. Suresh, M.
Recipe for successful life insurance business: Treat your customers fairly : IRDA Journal, 7(3), 2009(March): 27-29
LIFE INSURANCE; CUSTOMER SERVICE; CRM.

INSURANCE MARKETING

15. Slavin, Al.
Crashing the party: Best's Review, 109(10), 2009(February): 24-27
ONLINE MARKETING; INSURANCE MARKETING; SOCIAL WEB; INSURANCE TECHNOLOGY.

RISK MANAGEMENT

16. Bessant, D.
10 most important qualities of a well-protected facility: Asia Insurance Review, 2009(March): 82-84
RISK MANAGEMENT; NATURAL HAZARDS; LOSS PREVENTION.
17. Kedia, S.
Risk management solutions for customers: Detariffing sets the tone: IRDA Journal, 7(2), 2009(February): 21-25
RISK MANAGEMENT; DETARRIFFING; CRM; TOTAL COST OF RISK.
18. Muller, H.
The best of ERM: Insurance Chronicle, 9(4), 2009(April): 45-50
ERM; ENTERPRISE RISK MANAGEMENT; RISK MANAGEMENT.
19. Oza, A.
Consumer education in insurance: Towards correct risk perception: IRDA Journal, 7(3), 2009(March): 30-32
CONSUMER EDUCATION; INSURANCE EDUCATION; RISK MANAGEMENT.
20. Stulz, R.M.
6 ways to companies mismanage risk: Harvard Business Review, 4(3), 2009(March): 68-76
RISK MISMANAGEMENT; RISK MANAGEMENT; RISKS.
21. Tucci, J.
Establishing risk management programme for insurance companies: Insurance Chronicle, 9(2), 2009(February): 49-54
RISK MANAGEMENT; INSURANCE COMPANIES; INSURANCE INDUSTRY.

GENERAL INSURANCE

22. Raghu Ram, D.
Note on reliability of electronic equipment for insurance purposes: Insurance Times, 29(2), 2009(February): 34-35, 37
ELECTRONIC EQUIPMENTS RELIABILITY; INSURANCE POLICY; ELECTRONIC FAILURES.
23. Ranger, J.
Energy, Oil and Gas: Managing the insurance of the oil and gas: Industry: Seeking a platform for profits Asia Insurance Review, 2009(March): 72-73
ENERGY INSURANCE; OIL & GAS INDUSTRY; OIL & GAS UNDERWRITERS.
24. Rao, G.V.
Business Trends: Asia Insurance Post, 9(7), 2009(February): 28-30
INSURANCE BUSINESS; BUSINESS TRENDS; GENERAL INSURANCE; NON LIFE INSURERS.
25. Rao, G.V.
Managerial effectiveness in non-life insurance companies: Insurance Chronicle, 9(4), 2009(April): 19-24
NON LIFE INSURANCE COMPANIES; GENERAL INSURANCE; MANAGERIAL EFFECTIVENESS.

DISASTER INSURANCE

26. Bose, J.
An overview of TRIA, TRIEA and TRIREA: Insurance Chronicle, 9(2), 2009(February): 24-33
TERRORISM RISK INSURANCE ACT; TERRORISM ACT; TERRORISM INSURANCE; NBCR.
27. Chaudhari, S.
The cost of climate change: IRDA Journal, 7(2), 2009(February): 26-27
CLIMATE CHANGE; NATURAL CATASTROPHES; NATURAL DISASTERS.
28. Rao, T.S.R.
Terrorism insurance: Time for a closer look: Insurance Chronicle, 9(2), 2009(February): 17-23
TERRORISM INSURANCE; TERRORISM RISK; TERRORISM POOL.

MARINE INSURANCE

29. Vaishnav, N.D.
Importance of documents in marine hull claims: Insurance Times, 29(2), 2009(February): 21-22
MARINE INSURANCE; MARINE HULL CLAIMS; DOCUMENTS.

LIFE INSURANCE

30. George, H. and Sawhney, T.G.
The Post-Millennial Metamorphosis in Life Underwriting: Insurance Chronicle, 9(2), 2009(February): 62-67
LIFE INSURANCE; LIFE UNDERWRITING; TELEUNDERWRITING.
31. Mishra, K.C. and Mishra, S.
Modern developments and practices in the technology of life insurance underwriting: Fair Review, 150, 2008: 15-21
LIFE INSURANCE; INSURANCE UNDERWRITING; INSURANCE TECHNOLOGY.
32. Sankaramuthukumar, S. and Laxmanan, S.
Designing life: Asia Insurance Post, 9(7), 2009(February): 57-59
LIFE INSURERS; LIFE INSURANCE; DEATH CLAIMS SETTLEMENT; INSURANCE CLAIMS.
33. Sathe, N.
Life Insurance: recent developments, present position and future prospects: Yogakshema, 53(3), 2009(March): 10-14

LIFE INSURANCE; PRODUCT INNOVATION; FUTURE SCENARIO.

HEALTH INSURANCE

34. Asia Insurance Post

Healthcare journey: Asia Insurance Post, 9(7), 2009(February): 37-49

HEALTHCARE INDUSTRY; HEALTH INSURANCE; TPAs; THIRD PARTY ADMINISTRATOR

35. Davidoff, T.

Housing, Health, and Annuities: Journal of Risk & Insurance, 76(1), 2009(March): 31-52

HEALTH INSURANCE; ANNUITIES; LONG TERM CARE INSURANCE.

36. McShane, M.K. and Cox, L.A.

Issuance Decisions and Strategic Focus: The Case of Long-Term Care Insurance: Journal of Risk & Insurance, 76(1), 2009(March): 87-108

LONG TERM CARE INSURANCE; HEALTH INSURANCE; .

37. Raju, G.N. Bhaskar

Pilot study on morbidity rates: Interesting observations to the fore : IRDA Journal, 7(2), 2009(February): 28-38

MORBIDITY RATES; HEALTH INSURANCE; HOSPITAL ADMISSIONS.

38. Rao, G.V.

Health woes: Asia Insurance Post, 9(7), 2009(February): 49-51

HEALTH INSURANCE; TPAs; THIRD PARTY ADMINISTRATOR.

39. Venugopal, R.

Health insurance in India: Insurance Chronicle, 9(2), 2009(February): 55-61

HEALTH INSURANCE; HEALTHCARE; HEALTH PRODUCTS.

40. Venugopal, R.

Health insurance in India: Yogakshema, 53(1), 2009(January): 40-45

HEALTH INSURANCE; HEALTH PRODUCTS; HEALTHCARE.

LIABILITY INSURANCE

41. Rao, G.V.

General liability insurance: Its future prospects: Insurance Chronicle, 9(2), 2009(February): 34-37

LIABILITY INSURANCE; PROPERTY INSURANCE; LIABILITY PREMIUMS.

MICRO INSURANCE

42. Sahay, N.

Micro-insurance: Risk management tool for the poor : Insurance Chronicle, 9(2), 2009(February): 38-43

MICRO INSURANCE; MICROINSURANCE; MMICROFINANCE.

43. Venugopal, R.

Micro insurance in India: A macro look: Insurance Chronicle, 9(4), 2009(April): 25-28

MICRO INSURANCE; MICROINSURANCE; MODELS.

BANCASSURANCE

44. Banerjee, A.

Bancassurance: A major para-banking activity : Insurance Chronicle, 9(4), 2009(April): 35-38

BANCASSURANCE; INSURANCE PRODUCTS; .

STRATEGIC MANAGEMENT

45. Courtney, H.

Getting into your competitor's head: Indian Management, 48(3), 2009(March): 54-58

COMPETITIVE INSIGHT; STRATEGIC DECISIONS; STRATEGY.

46. Williamson, P.J. and Zeng, M.

Value for money strategies for recessionary times: Harvard Business Review, 4(3), 2009(March): 48-56
RECESSION; COST INNOVATION; VALUE FOR MONEY.

CHANGE MANAGEMENT

47. Banerji, S.

Too stunned to change? : Indian Management, 48(3), 2009(March): 86-91
CHANGE MANAGEMENT; SURVEY RESULTS; LEADERSHIP.

48. Ford, J.D. and Ford, L.W.

Decoding resistance to change: Harvard Business Review, 2009(April): 83-87
MANAGING YOURSELF; CHANGE MANAGEMENT; .

INNOVATIONS

49. Kao, J.

Tapping the world's innovation hot spots: Harvard Business Review, 4(3), 2009(March): 85-90
INNOVATION MODELS; INNOVATIVE IDEAS; GLOBAL INNOVATION.

EXECUTIVE LEADERSHIP

50. Goodwin, D.K.

Leadership lessons from Abraham Lincoln: Harvard Business Review, 2009(April): 27-31
LEADERSHIP SKILLS; LEADERSHIP QUALITIES; .

MARKETING

51. Kapoor, J.

You can not keep the rural market waiting: Indian Management, 48(4), 2009(April): 22-25
RURAL MARKETING; RURAL MARKETS; RURAL ECONOMY.

52. Lay, P.

In a downturn, provoke your customers: Harvard Business Review, 4(3), 2009(March): 30-38
SELLING TECHNIQUE; CUSTOMER RELATIONSHIP MARKETING; CRM; PROVOKATION.

53. Quelch, J.A. and Jocz, K.E.

How to market in a downturn: Harvard Business Review, 2009(April): 36-46
MARKETING INVESTMENTS; RECESSION; CONSUMER BEHAVIOUR.

USE OF BRANDS AND TRADEMARKS

54. Bahadur, N. and Jullens, J.

Breath life into tired brands: Indian Management, 48(4), 2009(April): 67-72
BRANDING; BRAND STRATEGY; BVA.

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New Arrivals

This is the list of New additions contains bibliographic entries pertaining to the documents received during last two months (March to April 2009) to Library. This will be useful to get an idea of new arrivals in particular following list. For Whole list please access 'New Arrivals' on Alma Mater Library page at <http://www.niapune.com/> (www.niapune.com>Alma Mater Library>New Arrival) or It is available also on intranet <http://intranet> (http://intranet> NIA DSpace>Article Bank>New Arrivals).

COMPUTERS

1. **Computer architecture : a quantitative approach, edn.4 (with CD)** by Hennessy, John L. : Elsevier India Private Limited, 2008
20623/004.22 HEN/PAT
2. **Embedded systems architecture: a comprehensive guide for engineers and programmers (with CD)** / Noergaard, Tammy. : Elsevier India Private Limited, 2008
20637/004.22 NOE
3. **Build it, fix it, own it : a beginner's guide to building and upgrading a PC** / McFedries, Paul.: Pearson Education in South Asia, 2008
20625/004.6 MCF
4. **Information paradox: realizing the business benefits of information technology, Rev.edn.** / Fujitsu Consulting. : Fujitsu Consulting (Canada) Inc.
20589/004 FC/THO
5. **Encryption: protecting your data** / Fadia, Ankit.: Vikas Publishing House Pvt. Ltd, 2008
20640/005.13 FAD
6. **Windows hacking: learn windows hacking the easy way/** Fadia, Ankit. : Vikas Publishing House Pvt. Ltd, 2008
20652/005.13 FAD
7. **Software hacking/** Fadia, Ankit. : Vikas Publishing House Pvt. Ltd, 2008
20628/005.13 FAD/PAT
8. **Intrusion alert: an ethical hacking guide to intrusion detection** / Fadia, Ankit. : Vikas Publishing House Pvt. Ltd, 2008
20639/005.13 FAD/ZAC
9. **Open source Software: a revolution in the making, edn.1/** Jain, Ravi Kumar Banda. : ICFAI University Press, 2008
20679/005.3 JAI

GENERAL KNOWLEDGE

10. **Manorama yearbook 2009 (with CD)** / Mathew, K.M.: Malayala Manorama, 2008
20657/050 MAT MAT

BEHAVIOURAL SCIENCE

11. **The language of emotional intelligence : the five essential tools for building powerful and effective relationships** / Segal, Jeanne. : Tata McGraw-Hill
20656/152.4 SEG
12. **Success is not an accident** / Newberry, Tommy. : JAICO PUBLISHING HOUSE, 2008
20598/158.1 NEW
13. **Absolute victory : how to understand and create the life you want** / Pino, Robert. : Sara Books Private Limited, 2008
20621/158.1 PIN
14. **Greatness Guide 2: 101 ways to reach the next level/** Sharma, Robin. : JAICO PUBLISHING HOUSE, 2008
20620/158.1 SHA

BANKING

15. **Commercial microfinance: trends and cases/** Rajagopalan, S. : ICFAI UNIVERSITY PRESS, 2008
20666/332.1 RAJ PUR

FINANCE

16. **Microfinance in Latin America /** Rajagopalan, S.: ICFAI UNIVERSITY PRESS, 2008
20676/332.2 RAJ
17. **Microfinance: impact and insights, edn.1/** Rajagopalan, S. : ICFAI UNIVERSITY PRESS, 2008
20675/332.2 RAJ/PAR

LAW

18. **IPR Protection and trips compliance: issues and implications, edn.1 /** Veena. : ICFAI UNIVERSITY PRESS, 2008
20672/346.048 VEE

MOTOR INSURANCE

19. **Maharashtra motor vehicles rules, 1989, edn.2/** Choudhary, A.N. : Shanti Law House, 2008
20588/368.092 CHA

RURAL INSURANCE

20. **Rural insurance: a new frontier /** Mukherjee, Ishita.: ICFAI UNIVERSITY PRESS, 2008
20680/368.096 MUK/GHO

MARINE INSURANCE

21. **Maritime law: international perspectives, edn.1/** Sujatha, D. : ICFAI UNIVERSITY PRESS, 2008
20674/368.22 SUJ

LIFE INSURANCE

22. **ICFAI University press on life insurance in India:trends and development, edn.1 /** Alagiri, Dhadapani.: ICFAI UNIVERSITY PRESS, 2008
20682 /368.32 ALA
23. **Sell crores earn lakhs: how to sell life insurance for high income /** Devadason, S.M. : EXCEL BOOKS, 2008
20612/368.32 DEV

NON-LIFE INSURANCE

24. **Insurance in India /** Bali, S.K. : A.K. Publications, 2008
20611/368 BAL
25. **Introduction to Islamic finance: Martaba Ma Ariful Qur An,** 2008
20684/368 BISC
26. **Whats takaful: guide to Islamic insurance /** Kassar Khaled. : BISC Group, 2008
20683/368/KAS
27. **Microinsurance: global and Indian scenario /** Zodgekar Sameer. : ICFAI UNIVERSITY PRESS, 2008
20677/368 ZOG/WAW

LANGUAGE

28. **Write correct english: anglo hindi edn. /** Gupta, S.C.: Arihant Publications India Pvt.Ltd., 2008
20643/423 GUP

HUMAN RESOURCE MANAGEMENT (HRM)

29. **Introduction to human resource management /** Banfield, Paul. : OXFORD UNIVERSITY PRESS, 2008

20614/658.3 BAN/KAY

CREATIVITY

30. **Be creative: a workbook to develop general creativity)/** Nirpharake, Ashok. : Jnana Prabodhini, 2008
20686/658.314 NIR

EXECUTIVE MANAGEMENT

31. **Case studies in business strategy: Vol.III /** ICFAI.: ICFAI Press, 2008
20658/658.4 ICFAI
32. **Case studies on growth strategies: Vol.1 /** Dhar, Souvik. : ICFAI Press, 2008
20660/658.4 ICFAI
33. **Case studies on innovations in India /** ICFAI. : ICFAI Press, 2008
20661/658.4 ICFAI
34. **Sun tzu : the art of war for managers : 50 strategic rules /** Michaelson, Gerald A. : VIVA BOOKS PRIVATE LIMITED, 2008
20604/658.4 MIC

LEADERSHIP

35. **Leadership in the era of economic uncertainty: the new rules for getting the right things done in difficult times /** Charan, Ram. : Tata McGraw-Hill Publishing
20651/658.4092 CHA

MANAGEMENT

36. **Managing in a time of great change /** Drucker, Peter F.: Elsevier India Private Limited, 2008
20605/658 DRU

MARKETING

37. **Nuts and bolts of CRM (Customer Relationship Management) /** Nath, Dhruv. : Tata McGraw-Hill Publishing Company Limited, 2008
20595/658.812 GRE
38. **Marketing whitebook : 2009-2010 (The marketers'essential handbook) /** Business World. : ABP Pvt. Ltd., 2008
20587/658.8 BW
39. **Case studies in consumer behavior /** ICFAI. : ICFAI Press, 2008
20659/658.8342 ICFAI

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Librarian's Column

"World Book and Copyright day - 23 April"

B.J.SANE
CHIEF LIBRARIAN

A Book as literary expression was one of the first expressions of human thought made available to others by its creators i.e. authors. Obviously '**World book day**' is celebrated to remember great authors. There creation i.e. literature is known as "work" now days.

23 April is a symbolic date for world literature for on this date in 1616, Cervantes, Shakespeare and Inca Garcilaso de la Vega all died. UNESCO created both the days to pay a world-wide tribute to books and authors on this date, encouraging everyone, and in particular young people, to discover the pleasure of reading and gain a renewed respect for the irreplaceable contributions of those who have furthered the social and cultural progress of humanity. [Source: <http://www.un.org/depts/dhl/book/>].

UNESCO seeks to promote reading, publishing and the protection of intellectual property through copyright by celebrating '**World Copyright Day**' throughout the world. Copyright is used for protection of literary and artistic works. UNESCO has adopted © as universal copyright symbol

The term 'Copyright' is generally misunderstood as the only right to prohibit copying of original work. In fact being creator, it is an exclusive right to authorize others for copying, reproduction, alteration, revision and adaptation in any other form on agreed terms.

One who wishes to rework on any original work shall approach the copyright holder to get the permission for the same. One is sure that the creator will be happy to know that someone has appreciated the original work and wish to rework to make it available in some other way. This may and definitely extend the reach of the original work as well as creator to lot many who might not aware about the original work. For the reason, the creator may little or may not charge for the same. To respect the time, efforts and intelligence involved during the creation of the original work, one has to approach the creator or author in case of books.

As a qualified reader, we can adopt following policy to protect copyright and promote creation of standard literary expression:

1. Buy a book from authorised dealer. Avoid remainders, pirated copies.
2. Access online contents for reading purpose instead of copy/cut/paste.
3. Recommend authors and their works to others.
4. Literate our children to respect to authors and their creations that give us lot many things in addition to satisfaction.
5. Do write in addition to reading as a habit.

While referring to legal aspects of 'Copyright', one should visit World Intellectual Property Organisation website www.wipo.int

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10 Insurance Books by Dr. K.C.Mishra & Faculty Members NIA

Opening of the 10 Insurance Books by By Mr. J. Hari Narayan, Chairman, IRDA on 23.3.2009, Books written by Dr. K.C.Mishra & Faculty members, NIA

1. **General Insurance Business Operations and Decision making** by K C Mishra, Manas Tripathy and Simita Mishra
2. **Practical approach to general insurance underwriting** by K C Mishra and R C Guria
3. **General Insurance Principle and Practice** by K C Mishra and G E Thomas
4. **Elements of Actuarial Science** by K C Mishra and C S Kumar
5. **Life Insurance Principles and Practice** by K C Mishra and C S Kumar
6. **Life Insurance Underwriting** by K C Mishra and R. Venugopal
7. **Legal and Regulatory aspects of insurance** by K C Mishra and Mangala Bakshi
8. **Insurance Business Environment and Insurance Company Operations** by K C Mishra and Mangala Bakshi
9. **Financial Management and Insurance Accounting** by K C Mishra and R C Guria
10. **Basics of Personal Financial Planning** by K C Mishra and Steward Doss

Publisher's Details:

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Best Library User Award 2009

Best Library User Awards – Best User Awards were distributed to the winners as follows:

NIA Users Category



Dr. Sushama Chaudhari,
Associate Professor
(Head of HR department)

Comments:

NIA hosts large number of books, journals, e-journals, audio visual CDs, and databases. I frequently use all these resources. Alerts and news headlines are extremely useful to remain updated. I appreciate promptness and proactiveness in buying recommended books and journals

MBA Category (Batch 2007-2009)



Kumar Navneet

MBA Category (Batch 2008-2010)



Rajashree Nanda

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