



ST. XAVIER'S COLLEGE, MAPUSA GOA

Report of Activity conducted in the Academic Year 2025-26

Name of Activity	NATIONAL SEMINAR “RECOVERY TO RESILIENCE IN SERVICE SECTOR: - INNOVATIONS AND SUSTAINABLE PATHWAYS FOR TRANSFORMATION”		
Date/Duration	25/03/2026 Full day		
Venue	College Seminar Hall		
Name of organizing Department/Cell	Department of Commerce Department of BBA Department of BBA Travel & Tourism IQAC		
In collaboration with	Goa Chamber of Commerce and Industry (GCCCI)		
Name/s of Faculty Coordinator	Dr. Yasmin Z. Shaikh		
Stratum of Event	National Seminar		
Name & details of Resource Person/s If any	Dr. Justine James, Associate Professor, St. Aloysius College, Mangalore.	Mr. Marwin Carvalho, General Manager, Micro Labs Limited	Mr.Saurabh Khanna, General Manager, Park Hotels
Report	<p>The National Seminar on “Recovery to Resilience in the Service Sector: Innovations and Sustainable Pathways for Transformation” was held on 25th March 2026 at St. Xavier’s College, Mapusa, Goa, organized by the Departments of Commerce, BBA, BBA Travel & Tourism, and IQAC in collaboration with GCCCI. The inaugural session, compered by Ms. Kimberly Barros, welcomed dignitaries and the Chief Guest Ms. Pratima Dhond, President GCCCI, and Keynote Speaker Dr. Justine James. Rev. Fr. Antonio Salema highlighted the institution’s collaboration with GCCCI, while Officiating Principal Ms. Ursula Barreto emphasized resilience and sustainability. Vice Principal and the Head of the Department of Commerce, Prof. Filipe Rodrigues e Melo outlined the seminar’s objectives. Symbolic gestures, such as presenting potted</p>		

	<p>plants, reinforced the theme of sustainability. Ms. Dhond commended the timely focus on resilience and innovation in the service sector.</p> <p>Dr. James’ keynote on “Business Model Innovation and Sustainability” underscored resilience as a strategic necessity in a volatile environment, linking innovation to UN Sustainable Development Goals. The technical sessions explored diverse perspectives: Mr. Marwin Carvalho discussed HR resilience in Goa’s pharmaceutical industry; Mr. Saurabh Khanna examined tourism’s post-pandemic reinvention through the 4R Model; and Dr. James returned to address design thinking, agility, and circular economy principles. Each session concluded with interactive Q&As and mementos.</p> <p>The paper presentation session, moderated by Dr. Zen Lobo, featured contributions from colleges across Goa, fostering academic exchange through works such as Post-Pandemic Resilience in the Indian Film Exhibition Industry: A Dynamic Capabilities Study of PVR INOX, Green Accounting & Finance: A Comparative Financial Analysis of ESG-Integrated Vs. Traditional Service-Based SME Models in Goa, and Examining the Role of Online Ratings and Review Volume in Revenue Recovery: A Regression and Mediation Approach.</p> <p>The valedictory function, led by Fr. Antonio Salema and Chief Guest Prof. Santosh Patkar, included distribution of certificates and participant feedback. The seminar concluded with the National Anthem, marking a dignified closure. Overall, the event blended academic rigor with practical relevance, highlighting resilience, innovation, and sustainability as cornerstones for transformation in the service sector.</p>
Brochure/Poster	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/04/Brochure-of-NATIONAL-SEMINAR-RECOVERY-TO-RESILIENCE-IN-SERVICE-SECTOR-INNOVATIONS-AND-SUSTAINABLE-PATHWAYS-FOR-TRANSFORMATION-.pdf</p>
Photographs	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/04/Photos-of-NATIONAL-SEMINAR-RECOVERY-TO-RESILIENCE-IN-SERVICE-SECTOR-INNOVATIONS-AND-SUSTAINABLE-PATHWAYS-FOR-TRANSFORMATION.pdf</p>
List of participants With signatures	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/04/Attendance-sheets-of-NATIONAL-SEMINAR-RECOVERY-TO-RESILIENCE-IN-SERVICE-SECTOR-INNOVATIONS-AND-SUSTAINABLE-PATHWAYS-FOR-TRANSFORMATION.pdf</p>
Certificate	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/04/Certificate-of-NATIONAL-SEMINAR-RECOVERY-TO-RESILIENCE-IN-SERVICE-SECTOR-INNOVATIONS-AND-SUSTAINABLE-PATHWAYS-FOR-</p>

	TRANSFORMATION-.pdf
--	-------------------------------------