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CERTIFICATE

Certified that the work incorporated in this Ph.D. Thesis entitled “Measurement of Customers’ Satisfaction in Selected Indian Postal Services (An Empirical Study Based on Selected Customers and Authorized Postal Agents in the Vadodara City of Gujarat)” submitted by Shri Kalpesh J. Purohit comprises the results of independent and original investigations carried out by him under my supervision. The material that has been obtained and used from other sources has been duly acknowledged in this Ph.D. Thesis.

The plagiarism check and originality of work for each of the chapters of this Ph.D. Thesis have been undertaken using Software which is authenticated and suggested by Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda, Vadodara.

**Place: Vadodara
Date: 31st August, 2017**

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