

DECLARATION BY THE CANDIDATE

I declare that the 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)” is my own work conducted under the supervision of Professor (Dr.) Parimal H. Vyas, Research Supervisor, Department of Commerce And Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara, India. I have put in more than two years of attendance with the supervisor at the Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara.

I further declare that to the best of my knowledge the Ph.D. Thesis does not contain any part or any work which has been submitted for the award of any degree either in this University or in any other University / deemed University without proper citation.

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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