LIST OF FIGURES

Sr. No.	Figure Number	Title of the Figure	Page Number
01	01.01	India Post – The Last Mile Reach	15
02	6.I.1	Structural Equation Model (SEM) of Relationship between Overall Evaluation of Selected Criteria Related to Services Provided by Post Office and its Overall Ratings	357
03	6.II.1	SEM Model of Relationship between Overall Evaluations of Selected Criteria Related to Services Provided by Post Office and its Overall Satisfaction to Agents (APAs)	367