

ASSAM DON BOSCO UNIVERSITY

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CERTIFICATE

This is to certify that the thesis entitled, "*Customer satisfaction in the Telecom sector in India: A study on Assam and North East Circle*" being submitted by Mr. Niranjana Agarwalla for the award of the degree of Doctor of Philosophy in Department of Business Administration of the Assam Don Bosco University is the result of his investigation under my supervision. He has fulfilled all the requirements for the submission of the thesis under the Ph.D. ordinance of the Assam Don Bosco University, and thesis presented is worthy of being considered for the Ph.D. degree in Department of Business Administration.

The work described in this thesis is original and has not been submitted for any other degree or diploma in this or any other university.

Signature


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