



असम विश्वविद्यालय

(संसद के अधिनियम के अन्तर्गत स्थापित एक केन्द्रीय विश्वविद्यालय)

शिलचर - ७८८ ०११, असम, भारत

ASSAM UNIVERSITY, SILCHAR

(A Central University Established by an Act of Parliament)

Silchar-788 011, Assam, India

CERTIFICATE

Certified that the thesis entitled "Service Quality Gap in State Bank of India and United Bank of India: A Comparative Study with Reference to Cachar District of Assam" submitted by Biswajit Paul in partial fulfillment of the requirement for the degree of Doctor of Philosophy in Commerce is the outcome of a bonafide research work under my supervision. To the best of my knowledge and belief, this work or any part of it has not been submitted previously for any other degree or diploma of this University or any other University or Institution. It is further certified that the candidate has complied with all the formalities as per the requirements of Assam University.

I recommend that the thesis may be placed before the examiners for consideration of award of the degree of this university.

(Dr. Kingshuk Adhikari)

Supervisor

Date: