



Department of Commerce
Mahatma Gandhi School of Economics and Commerce
ASSAM UNIVERSITY, SILCHAR
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SILCHAR-788011, Assam, India

Date:.....

CERTIFICATE

Certified that the thesis entitled **“CUSTOMER SATISFACTION IN UNITED BANK OF INDIA: A STUDY IN CACHAR DISTRICT OF ASSAM”** submitted by Ms. Mounita Nath 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 has not been submitted previously for any other degree 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