



CERTIFICATE

This is to certify that the thesis entitled **“CONSUMER REDRESSAL SEEKING BEHAVIOUR WITH REFERENCE TO THE SERVICES EXTENDED BY INDIAN RAILWAYS”** submitted in partial fulfillment of the requirement for the Degree of Doctor of Philosophy in Home Science to the Maharaja Sayajirao University of Baroda, incorporates results of investigation carried out by Ms. Nidhi Agarwal under my supervision and the work is genuine. The contents presented herein have not been submitted for the award of any other Degree or Diploma.

Date : - 26th JULY '01

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