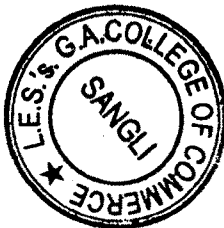


Guide Certificate

This is to certify that the Dissertation entitled, **“RELATIONSHIP BETWEEN QUALITY OF SERVICES AND CUSTOMER SATISFACTION: A STUDY OF E-BANKING SERVICES OF STATE BANK OF INDIA IN SANGOLA TALUKA”** being submitted herewith for the award of the degree of **MASTER OF PHILOSOPHY IN COMMERCE AND MANAGEMENT** to Shivaji University, Kolhapur, is the result of the original research work completed by **Mr. Dashrath B. Bhoite** under my supervision and guidance and to the best of my knowledge and belief, the work embodied in this Dissertation has not formed earlier the basis for the award of any Degree of similar title or any other University or examining body.

Place : Kolhapur
Date : 30/11/2013.


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