

CERTIFICATE

This is to certify that the thesis entitled “A STUDY OF SERVICE MARKETING AND CUSTOMER RELATIONSHIP MARKETING WITH SPECIAL REFERENCE TO MAI HYUNDAI, SANGLI.” submitted by **Mr. K. D. Kamble.** for the award of Master of Philosophy in Commerce and Management of Shivaji University, Kolhapur is an original research work completed by him under my guidance. The thesis or part there of has not been previously submitted for the award of any other Degree or Diploma of this University or any other University.

Place: SANGLI

Research Guide

B. N. Belgali

(Dr. B. N. BELGALI)
M.A.,M.Com.,Ph.D.



B. N. Belgali
PRINCIPAL,
G. A. College of Commerce,
SANGLI