

Student's Declaration

I, undersigned hereby declare that this Dissertation titled, “**RELATIONSHIP BETWEEN QUALITY OF SERVICES AND CUSTOMER SATISFACTION: A STUDY OF E-BANKING SERVICES OF STATE BANK OF INDIA IN SANGOLA TALUKA**” written and submitted by me to Shivaji University, Kolhapur in partial fulfillment of the requirement of the award of the degree of **MASTER OF PHILOSOPHY IN COMMERCE AND MANAGEMENT** under the guidance of **Dr. K. V. Kokare** is my original work and the conclusions drawn therein are based on the material collected by me.

I further declare that to the best of my knowledge and belief, this dissertation has not been submitted to this or any other University or Institution for the award of any Degree.

Place : Kolhapur

Date : 30/11/2013

Mr. D. B. Bhoite
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