Place: Madurai – 04.

Date:

(Dr. B. MANOHARAN)

S. NAMBI DEVI M.Com., M.Phil.,

Research Scholar – Full Time,

PG and Research Department of Commerce,

Mannar Thirumalai Naicker College,

Madurai – 625 004.

DECLARATION

I declare that the thesis, “CUSTOMER PERCEPTION TOWARDS BSNL TELECOM SERVICES – A STUDY WITH SPECIAL REFERENCE TO MADURAI DISTRICT” is the result of a study originally carried out by me under the guidance and supervision of Dr. B. MANOHARAN, M. Com., M. Phil., MBA., Ph.D., B.Ed., PGDCA., PGDCM., Associate
Professor, PG and Research Department of Commerce, Mannar Thirumalai Naicker College, Madurai. This work has not been submitted earlier, in full or in part, for any Degree, Diploma, Associateship, Fellowship in this or any other university.

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