

DECLARATION

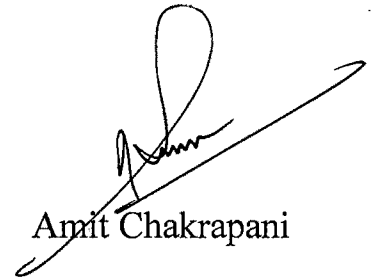
This is to certify that the material embodied in the present work entitled “A Comparative Study of CRM Strategies in Indian Banking” is based on my original research work. It has not been submitted in part or full for any other diploma or degree of any university. My indebtedness to other works has been duly acknowledged at the relevant places.

Faridabad
14 February, 2012


**Countersigned by
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