

DECLARATION

I hereby, affirm that the work presented in this thesis is exclusively my own and that there are no collaborators. It does not contain any work for which a degree/diploma has been awarded by any other University/Institution.

Dated: 28th August, 2012

Gautam Bansal

Countersigned

Dr. AMAR INDER SINGH
Associate Professor
(Supervisor)
School of Management Studies,
Punjabi University, Patiala.

Dated: 28th August, 2012