

**INSTITUTE OF HOTEL AND TOURISM MANAGEMENT
MAHARSHI DAYANAND UNIVERSITY**

CERTIFICATE

This is to certify that **Ms. Shilpi** has worked under my supervision and guidance, for her Ph.D thesis entitled “**A Study of Services Offered and Travellers Satisfaction with Indian Railways**”. Her thesis is original, complete and fit for submission.

Dated:

Supervisor

**Dr. Amit Kumar Singh
Assistant Professor
IHTM, MDU, Rohtak**