DECLARATION

I, S. Arun Kumar, hereby declare that the thesis entitled, “A Study on the Impact of Service Quality on Behavioral Intentions of Banking Customers” is the bonafide record of the original research work carried out by me under the supervision and guidance of Dr. B. Tamilmani, Professor and Head, Department of Cooperation, Gandhigram Rural Institute-Deemed University, Gandhigram and that it has not been submitted earlier elsewhere for the award of any degree, diploma or fellowship.

Gandhigram

Date: 2/8/2011

(S. ARUN KUMAR)