

**UNIVERSITY OF MYSORE**  
**DEPARTMENT OF STUDIES IN COMMERCE**  
**UNIVERSITY OF MYSORE**  
**MYSORE – 570 006**

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**Dr. M.L. ASHOKA, M.Com., Ph.D.**

**Faculty**

**DOS in Commerce**

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**CERTIFICATE**

I hereby certify that, the thesis entitled “**SERVICE QUALITY IN ORGANISED RETAIL INDUSTRY – WITH SPECIAL REFERENCE TO BANGALORE CITY**” is a bonafide research work conducted and completed by **Mr. MALLIKARJUNA B. N.**, for the award of the Degree in Philosophy in Commerce, under my guidance and supervision. This is an original work, done as per the regulations of the University of Mysore and the contents of this thesis are entirely independent work on the part of the candidate. The thesis, in full or in part, has not been submitted to any other institution or university for the award of any degree or diploma or any recognition before.

**(Dr. M. L. ASHOKA)**  
**Research Guide and Supervisor**