DECLARATION

I hereby declare that the dissertation entitled "CONSUMER PROTECTION IN COURIER SERVICES - A CASE STUDY OF KURNOOL, NANDYAL AND ALLAGADDA TOWNS" is a record of work done by me under the supervision of Prof. H. Lajipathi Rai, Department of Commerce, Sri Krishnadevaraya University, Anantapur and it has been submitted in part or full for the award of any degree from any other University.

ANANTAPUR.
DATE: 13-11-98

(B.SUDARSHANA RAO WOOD)