

D E C L A R A T I O N

I hereby declare that the dissertation entitled "**CUSTOMER SATISFACTION IN POSTAL SERVICES - A CASE STUDY OF PRAKASAM DISTRICT**" is a record of work done by me under the Supervision of **Prof. H. Lajipathi Rai**, Dean, Department of Commerce, Sri Krishnadevaraya University, Anantapur and it has not been submitted in part or full for the award of any degree from any other university.

ANANTAPUR

DATE: 26-9-1996


(M. NAGESWARA RAO)