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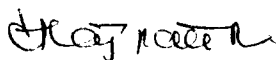
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C E R T I F I C A T E

This is to certify that the dissertation entitled "**CONSUMER SATISFACTION IN POSTAL SERVICES - A CASE STUDY OF PRAKASAM DISTRICT**" is a record of bonafide research work done by **Sri M. Nageswara Rao**, M.Com., M.A., under my supervision for the award of the Degree of **Master of Philosophy** in the Faculty of Commerce of Sri Krishnadevaraya University, Anantapur.

Anantapur

Date: -9-1996


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