DECLARATION

I hereby declare that the matter contained in this thesis entitled “Customers’ Perception towards Service Quality in Mobile Telephony” is the result of original research work carried out by me under the supervision of Prof. Ajay Suneja. The extent and various sources of information derived from existing literature have been indicated throughout the thesis. It is further stated that this thesis has not been submitted either in-part or in full for any other degree/diploma/course of Kurukshetra University or any other University/ Institution.

Jyoti Sharma