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DECLARATION BY RESEARCH SCHOLAR

This is to certify that material embodied in the present work entitled “**Impact of Information Technology on Customers’ Satisfaction: A Study of Public and Private Sector Banks** (इम्पैक्ट ऑफ इनफार्मेशन टेक्नोलॉजी ओन कस्टमर्स सेटिस्फेक्शन: ए स्टडी ऑफ पब्लिक एंड प्राइवेट सेक्टर बैंक्स)” is based on my original research work. It has not been submitted in part or full for any other diploma or degree of any University. My indebtedness to other works has been duly acknowledged at the relevant places.

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