

DECLARATION BY THE CANDIDATE
(Para 26 b)

I declare that the thesis entitled " **A STUDY OF IT ENABLED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) IN INSURANCE SECTOR**" is my own work conducted under the supervision of **Dr. Ashok Jhawar** at **Institute of Business Management & Research, IPS Academy Rajendra Nagar, A.B. Road, Indore** approved by Research Degree Committee. I have put in more than 200 days of attendance with the supervisor at the centre.

I further declare that to the best of my knowledge the thesis does not contain any part of any work, which has been submitted for the award of any degree either in this University or in any other University/Deemed University without proper citation.

Besides this-


1. I have successfully completed the Course work of one semester as per UGC-Regulation 2009 norms.
2. I have also given a pre-Ph.D. presentation and successfully incorporated the changes suggested based on feedback and comments received.
3. I have also published two research papers in ISSN/referred journal from the research work of the thesis and has produced evidence of the same in the form of acceptance letter/or the reprint.



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