



INSTITUTE OF BUSINESS MANAGEMENT & RESEARCH

**IPS ACADEMY**



Approved by DTE, M.P and AICTE, New Delhi  
Affiliated to DAVV, Indore

Knowledge Village, Rajendra Nagar, A.B. Road, Indore-452012 (M.P.) Ph.: 0731-4014776, 4014788, 4014500  
Fax:0731-4014783, e-mail: hod.ibmr@ipsacademy.org, office.ibmr@ipsacademy.org • www.ipsacademy.org

To,  
The Registrar,  
Devi Ahilya University,  
Indore

Date:21/11/2015

## Certificate

This is to certify that as per the requirement of Ordinance 18, Ms. Virshree Tungare has made Pre-Ph.D. Thesis submission presentation in Institute of Business Management & Research, IPS Academy on 21/11/2015.

In the presentation, faculty members and Research Scholars were present.

Dr. Vivek Singh Kushwaha  
Director, IBMR,  
IPS Academy, Indore

Director

IBMR  
INDORE

**CERTIFICATE OF THE SUPERVISOR**  
**(Para 26 c)**

This is to certify that the work entitled " **A STUDY OF IT ENABLED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) IN INSURANCE SECTOR**" is a piece of research work done by **Mrs. Virshree P. Tungare** under my guidance and supervision for the degree of Doctor of Philosophy of Devi Ahilya Vishwavidyalaya, Indore (M.P.) India. That the candidate has put in an attendance of more than 200 days with me.


To the best of my knowledge and belief the thesis:

01. Embodies the work of the candidate herself.
02. Has duly been completed.
03. Fulfills the requirements of the ordinance relating to the Ph.D. degree of the University.
04. Is up to the standard in respect of both contents and language for being referred to the examiner.



**Signature of the Supervisor**  
**Dr. Ashok Jhawar**  
Professor  
IBMR, IPS Academy  
Indore, (M.P.)

**Forwarded By**

  
**Dr. Vivek S. Kushwaha**  
Director  
Institute of Business  
Management and Research  
**IPS ACADEMY**

**Institute of Business Management & Research, IPS Academy**  
**Rajendra Nagar, A.B. Road, Indore.**

## UNDERTAKING

I, the undersigned a Ph.D Scholar declare that I have not joined any other course of study or appeared at any other examination conducted by the University during the tenure of my registration for the Ph.D course.

**Postal Address**  
**434 Manavta Nagar**  
**Bicholi Hapsi Road, Indore**

*V.P.T.*  
*32/12*  
*28/11/15*  
**Mrs. Virshree P. Tungare**

### **Research Centre**

**Institute of Business Management & Research, IPS Academy**  
**Rajendra Nagar, A.B. Road, Indore.**