

## THESIS ENTITLED

"MEASUREMENT OF CUSTOMERS' SATISFACTION IN
SELECTED INDIAN POSTAL SERVICES"
(AN EMPIRICAL STUDY BASED ON SELECTED CUSTOMERS AND
AUTHORISED POSTAL AGENTS IN THE VADODARA CITY OF
GUJARAT)

**SUBMITTED** 

To

THE MAHARAJA SAYAJIRAO UNIVERSITY OF BARODA for the Award of

## DEGREE OF DOCTOR OF PHILOSOPHY

Under

**FACULTY OF COMMERCE** 

in the

Subject of

*'COMMERCE AND BUSINESS MANAGEMENT'* 

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