



## DECLARATION

I hereby declare that the entire work embodied in the thesis entitled "Customers Satisfaction Measurement of Internet Banking" (An Analytical study based on selected Customers and Banks in Western India), has been carried out by me under the supervision and guidance of Dr. Umesh R. Dangarwala, Associate Professor Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara. The matter presented in this thesis incorporates the results of independent investigations carried out by me. To the best of my knowledge, no part of this thesis has been submitted for any degree or diploma to The Maharaja Sayajirao University of Baroda or any other university/Institution in India or abroad.

I also declare that I have fulfilled/observed the provisions/requirements regarding attendance contained in O.Ph.D. 3 (i).

**Date:** 08/05/2012  
**Place:** Vadodara

**Md. Mahtab Alam**  
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