



# GUJARAT TECHNOLOGICAL UNIVERSITY

(Established by Government of Gujarat under Gujarat Act No.: 20 of 2007)

## ગુજરાત ટેકનોલોજીકલ યુનિવર્સિટી

(ગુજરાત સરકારના ગુજરાત અધિનિયમ ક્રમાંક : ૨૦/૨૦૦૭ દ્વારા સ્થાપિત)

Ref. GTU/PhD/Thesis/Notification/2016/5307

Date: 30-06-2016

### DOCTOR OF PHILOSOPHY NOTIFICATION No. : 55/ 2016

It is hereby notified that the University, after considering the reports of the examiners concerned, has accepted the thesis submitted by the following research scholar :

**Name of Research Scholar** : RICHA PANDIT  
**Enrollment No.** : 119997392026  
**Branch Name** : Management  
**Title of Thesis** : Impact of service quality on consumer satisfaction, loyalty commitment & retention in Indian banking sector  
**Name of Supervisor** : Dr. Ramkumar Balyan  
**Date of Viva - Voce** : 28-06-2016  
**Entered Register Page No.** : 02 , Sr. No. : 07

The University declares **Richa Pandit** eligible for award of the degree of 'Doctor of Philosophy' (Ph.D.) of Gujarat Technological University, Ahmedabad.

The above notification is issued in accordance with order of Hon'ble Vice Chancellor.

I/c Registrar

Copy forwarded with complements to:

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P.T.O.

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❖ Digital Learning WES - 2011 Award ❖ AIMS International Innovative University Award - 2013*

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- 16) PA / PS to Vice Chancellor, Gujarat Technological University, Ahmedabad.
- 17) Concerned Supervisor.