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Certificate of the Research Supervisor

This is to certify that the thesis entitled "**Reengineering of Service Delivery Process: A Study of NGO Sector in Assam**" submitted to **Tezpur University** in the **Department of Business Administration** under the **School of Management Sciences** in partial fulfillment for the award of the degree of **Doctor of Philosophy** in Management Science is a record of research work carried out by **Mr. Bhaskar Jyoti Barthakur** under my supervision and guidance.

All help received by him from various sources have been duly acknowledged. No part of this thesis has been reproduced elsewhere for award of any other degree.

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