

DECLARATION

I, **Mr. Bhaskar Jyoti Barthakur**, Research Scholar in Department of Business Administration, under the School of Management Sciences, of Tezpur University, Assam, India, hereby declare that the thesis entitled "**Reengineering of Service Delivery Process: A Study of NGO Sector in Assam**" is bona fide research undertaken by me under the supervision and guidance of Dr. Papor Baruah, Professor, Department of Business Administration, Tezpur University, Assam. The work embodies the result of my original research and reflects advancement in this area of research.

No part of this thesis has been submitted elsewhere for award of any degree.

Bhaskar Jyoti Barthakur
(**Bhaskar Jyoti Barthakur**)

Signature of Research Scholar

Registration No. 012 of 2012

Date: 31st August 2015

Place: Napaam, Tezpur University