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Certificate from the Supervisor

This is to certify that the thesis entitled Influence of *Culture in Service Encounter- A study in Assam* submitted to the School of Management Sciences, Tezpur University in part fulfillment for the award of the degree of Doctor of Philosophy in Management is a record of research work carried out by Ms Sayanika Deka Sarma under my supervision and guidance.

All help received by her from various sources have been duly acknowledged.

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

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