

DECLARATION

I, Vaishali Singh, Research Scholar of the Department of Business Administration, School of Management Sciences, Tezpur University, Assam hereby declare that the thesis entitled “Service Quality of Pilgrimage Sites in North India: a case study of Jyotirlingas” is a bonafide work undertaken by me under the supervision of Dr. Anjan Bhuyan. The work has not been submitted elsewhere for award of any other degree.

Date: 23/04/2025

Place : Tezpur

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CERTIFICATE FROM THE SUPERVISOR

This is to certify that the thesis entitled '**Service Quality of Pilgrimage Sites in North India: A Case Study of Jyotirlingas**' submitted to the School of Management Sciences, Tezpur University in part fulfillment for the award of the degree of Doctor of Philosophy in Business Administration is a record of research work carried out by Ms. Vaishali Singh 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.

Date : 23 April, 2025

Place : Tezpur


(Prof. Anjan Bhuyan)

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कायेन वाचा मनसेन्द्रियैर्वा
बुद्ध्यात्मना वा प्रकृतेः स्वभावात् ।
करोमि यद्यत्सकलं परस्मै
श्रीमनमहेश्वराय समर्पयामि ॥

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List of Abbreviations

SDGs	Sustainable Development Goals
SPSS	Statistical Package for the Social Sciences
BKTC	Shri Badarinath Kedarnath Temple Committee
SST	Shree Somnath Trust
PwD	Person with disabilities
GMVN	Garhwal Mandal Vikas Nigam
EOI	Ease of Information and Proper Management
Trans	Transportation
Accom	Accommodation
S&S	Safety and Security
DF	Desirable Facility
F&W	Hygienic Food and Water