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THIS CERTIFIES THAT

MS. AISHWARYA GOYAL

HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON

**CUSTOMER PERCEPTION OF SERVICE QUALITY COMPONENTS; AN EMPIRICAL STUDY OF
INDIAN DOMESTIC AIRLINES INDUSTRY**

APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN

Vol – 7 , Issue – 11 Nov , 2016



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