



FACULTY OF COMMERCE

*The Senate of the University of Kerala hereby makes known that **Carvalho Faustina Cicila** has been admitted to the Degree of Doctor of Philosophy, she having been certified by duly appointed examiners to be qualified to receive the same.*

Subject Commerce

*Title of the Thesis **Customer Grievance Redressal Mechanism in the Banking Sector - The role of Ombudsman***

Date of Syndicate Decision: 10/11/2020

Given under the seal of the University

University Buildings

Thiruvananthapuram February 20, 2021




Vice Chancellor