

DECLARATION

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I declare that the dissertation entitled “**Retrial Queues with Positive and Negative Customers**” submitted by me for the degree of **Master of Philosophy (M.Phil.)** is the record of work carried out by me during the period from August 2013 to July 2014 under the guidance of Dr.(Tmt.) K. Udaya Chandrika and has not formed the basis for the award of any Degree, Diploma, Associateship, Fellowship, Titles in this University or any other University or other similar institution of Higher Learning.


Signature of the Candidate