

*CERTIFICATE*

## CERTIFICATE FROM THE SUPERVISOR

I certify that the dissertation entitled “**Retrial Queues with Positive and Negative Customers**” submitted for the degree of **Master of Philosophy (M.Phil.)** by **A. Divya** is the record of work carried out by her during the period from August 2013 to July 2014 under my guidance and supervision, and that this work 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.

*K. Udaya Kumar*  
20.7.14

Signature of the Supervisor with designation

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Signature of the Head of the Department

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