

**CERTIFICATE OF ORIGINALITY**

This is to certify that the project titled “**IMPACT OF OMNI-CHANNEL RETAILING ON CONSUMER SATISFACTION**” is an original work of the student and is being submitted in partial fulfilment for the award of the **Master’s Degree in Commerce of Indira Gandhi National Open University**. This report has not been submitted earlier either to this University or to any other University/Institution for the fulfilment of the requirement of a course of study.

**SIGNATURE OF SUPERVISOR**

**Place:** PATNA

**Date:** 30/11/25

**SIGNATURE OF STUDENT**

**Place:** PATNA

**Date:** 30/11/25