

## CERTIFICATE

I have the pleasure to certify that *Shri Sandeep Kumar Singhal* has pursued his research work and prepared the present dissertation titled "*Faster Adoption of Cloud in India: Review of the Expectations of SME Clients with Respect to the Service Level Agreement*" under my guidance and supervision. The dissertation is the result of his own research and to the best of my knowledge, no part of it has earlier comprised any other monograph, dissertation or book.

The dissertation is being submitted to the Panjab University, Chandigarh for the degree of Master of Philosophy in Social Sciences in partial fulfilment of the requirement for the Advanced Professional Programme in Public Administration (APPPA) of the Indian Institute of Public Administration (IIPA), New Delhi.

I recommend that the dissertation of *Shri Sandeep Kumar Singhal* is worthy of consideration for the award of M. Phil degree of the Panjab University, Chandigarh.



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