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## *Certificate of Publication*

This is to certify that paper titled “**ANALYZING USERS’ PROBLEMS: A STUDY OF CICS OF JAMMU DIVISION (J& K)**” authored by **Dr. Kulwinder Kaur** ; has been published in Volume 2 Issue VII November 2017 of online multidisciplinary International Journal of Information Movement (monthly) which is published by N.K. Publishing.

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A handwritten signature in black ink that reads 'Naresh Kumar'. The signature is written in a cursive style with a horizontal line at the end.

Dr. Naresh Kumar  
Editor-in-Chief