

DEPARTMENT OF MANAGEMENT STUDIES

KONGU ENGINEERING COLLEGE


(Autonomous)

PERUNDURAI ERODE – 638060

SEPTEMBER- 2022

BONAFIDE CERTIFICATE

This is to certify that the Project report entitled **A STUDY ON BANK SERVICE QUALITY AND ITS INFLUENCE ON CUSTOMER SATISFACTION** is the Bonafide record of project work done by **GOKUL PRASANTH P (Register No: 20MBR031)** in partial fulfilment of the requirements for the award of the Degree of Master of Business Administration of Anna University Chennai during the year 2020 - 2022.



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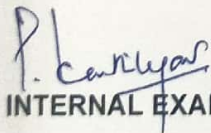
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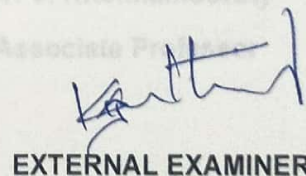
HEAD OF THE DEPARTMENT

(Signature with seal)

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INTERNAL EXAMINER


EXTERNAL EXAMINER