

NAME OF THE PROJECT

**“A STUDY ON CUSTOMER SATISFACTION TOWARDS AGVB
BANK AND SBI BANK MAROWA WITH SPECIAL REFERENCE
TO NALBARI DISTRICT”**

A PROJECT REPORT SUBMITTED TO



**Gauhati University
Gauhati-14**

**In partial fulfillment of requirement for the Reward of the
Degree of Bachelor of Commerce**

By

TUSHARIKA MAHANTA

ROLL NO : UC-211-200-0151

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Year : 2021-22

Under the Supervision of

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Certificate

This is to certify that the project titled "*Comparative study on customer satisfaction towards AGVB Bank and SBI Bank , Barbhag (Marowa) with special reference to Nalbari District , Assam*" submitted in partial fulfillment for the award of Bachelor of Degree under Gauhati University in a record of bonafide research work carried out by under *Tusharika Mahanta* my guidance and no part of this has been submitted for the award of my Degree/ Diploma/Fellowship of other similar titles.

Place : Nalbari

Date : 16/05/2024



DR.KABIN SARMA

Department of Management

Nalbari Commerce College .

Declaration

I hereby declared that this project entitled "*Comparative study on customer satisfaction towards AGVB Bank and SBI Bank, Barbhag (Marowa) with special reference to Nalbari District, Assam*" submitted in partial fulfillment forward of Bachelor Degree of Gauhati University , is a record of Independent research work carried out by me under the guidance of DR.KABIN SARMA , Department of Management , Nalbari Commerce College.

I also declare that this project is a result of my own effort and has not been submitted earlier for the award of my degree/ diploma/ associate-ship / price by Gauhati University or any other university.

Place: Nalbari

Date : 16/05/24

Tusharika Mahanta

Tusharika Mahanta

B.COM 6th Semester

Roll no : UC-211-200-0151

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I would like to express my sincere gratitude to all those who have been instrumental in presentation of this project.

No work can be accomplished alone. It needs of various people to give a final stage . I am indebted to my project guide **DR.KABIN SARMA, Deptt. Of Management, Nalbari Commerce College** who has guided me for the successful completion of this project .

Last but not the least I would like to thank other distinguished facilities and friends for this support that has largely contributed to the successful completion of the project.

Place : Nalbari

Date :



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PREFACE

This dissertation entitled to "Comparative Study on Customer Satisfaction Towards AGVB Bank and SBI Bank Marowa with Special Reference to Nalbari District, Assam". This system of education is highly appreciated as it provides the students with the opportunity to acquaint them with the outside world. The practical work helps the students to view the economic world closely, which in turn widely influences their conception and perception.

For this purpose of the study the report is also aggregated 5 sections which include a detail discussion on the subject.

Place: Nalbari

Date :

Tusharika Mahanta.

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