

A
PROJECT REPORT
ON
**"A STUDY ON CUSTOMER SATISFACTION ON BANKING
SERVICE WITH REFERENCE TO BANDHAN BANK
NALBARI"**

(Project submitted to Nalbari Commerce College, in partel fulfillment
of the requirement of Degree of B.Com)

UNDER
GAUHATI UNIVERSITY
FOR THE AWARD OF BACHELOR DEGREE IN COMMERCE (B.Com)
YEAR: 2024



**NALBARI COMMERECE COLLEGE
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CERTIFICATE

This is to certify that the project titled "**A STUDY ON CUSTOMER SATISFACTION ON BANKING SERVICE WITH REFERENCE TO BANDHAN BANK NALBARI**" 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 **WASIM AKRAM** my guidance and no part of this has been submitted for the award of any Degree/ Diploma/ Fellowship of other similar titles.

Place: **Nalbari**

Date:



Dr. KABIN SARMA

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ACKNOWLEDGEMENT

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**, Department 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.

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PREFACE

This dissertation entitled to "A STUDY ON CUSTOMER SATISFACTION ON BANKING SERVICE WITH REFERENCE TO BANDHAN BANK NALBARI". This system of education is highly appreciated as it provides the students with an 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.

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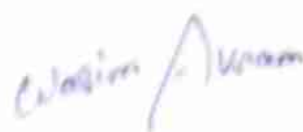
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DECLARATION

I hereby declare that this project entitled "A STUDY ON CUSTOMER SATISFACTION ON BANKING SERVICE WITH REFERENCE TO BANDHAN BANK NALBARI" 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 Assistant Professor Dr. KASIN 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.



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