

Exempt Certificate -

To
The Director
MIT School of Distance Education,

Respected Sir,

This is to request you to kindly exempt me from submitting the certificate for Project Work due to the reason mentioned below:

Tick the right option

- 1. As per the Rules of the Organization**
2. Self Employed
3. Working in Public Sector
4. Full-time Student

Thanking you in anticipation of your approval of my request.

Regards

Sign _____
Kiranjeet Kumar

MIT2022D15952

DECLARATION

I hereby declare that this project report entitled “**A Study of Customer Satisfaction on Services**” Bonafide record of the project work carried out by me during the academic year 2023-2024, in fulfillment of the requirements for the award of “**PGDM(EX) STRATEGIC MARKETINGMANAGEMENT**” of MIT School of Distance Education.

This work has not been undertaken or submitted elsewhere in connection with any other academic course.

Sign; -

Kiranjeet Kumar
MIT2022D15952

ACKNOWLEDGEMENT

I would like to take this opportunity to express my sincere thanks and gratitude to “Guided by Omkar Salvi,” Faculty of MIT School of Distance Education, for allowing me to do my project work in your esteemed organization. It has been a great learning and enjoyable experience.

I would like to express my deep sense of gratitude and profound thanks to all staff members of MIT School of Distance Education for their kind support and cooperation which helped me in gaining lots of knowledge and experience to do my project work successfully.

At last, I am thankful to my Family and Friends for their moral support, endurance, and encouragement during the project.

Sign; -

Kiranjeet Kumar

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