

**A Summer Internship Project**

**On**

**"Impact of Customer Satisfaction on Financial Health of  
Axis Bank Ltd."**

**At Axis Bank Limited, Durgapur Station Bazar**



**AXIS BANK**

**Report Submitted to MAKAUT in partial fulfillment of the  
requirements of the degree of**

**Master of Business Administration (Finance)**

**Year: 2022-2024**

**Guided by: Prof. Sayanti Samanta  
Assistant Professor, BCREC - FMS**

**Supervised by: Mr. Rahul Dey  
SM & Operations Head, Axis Bank**



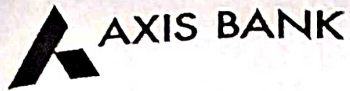
**Submitted By**

**ANUPAMA DAS**

**ROLL NO.-12000922002**

**MBA 2022-2024**





Location : DURGAPUR

Date : 18.10.2023

**CERTIFICATE OF COMPLETION**

This is to certify that; ANUPAMA DAS has successfully completed her Summer Internship with AXIS BANK LIMITED.

**Summer Internship Project Details**

**Project Title** : "Impact of customer satisfaction on Financial Performance of  
AXIS BANK"

**Location** : Station Bazar Branch, Durgapur

**Duration** : 8 weeks

**Project Guide** : Mr. Rahul Dey [Operations Head, Station Bazar Branch]

We wish good luck for her future endeavors and it was a pleasure having her at  
AXIS BANK.

Regards,

Axis Bank Ltd.



Senior Manager & Branch Head

Station Bazar Branch