

Summer Internship Project Report

On

"Exploring the Relationship Between Customer Satisfaction and Financial Performance: A Study on Financial Analysis of Axis Bank"



AXIS BANK

This Project is submitted for the partial fulfillment of Master of Business Administration from MAKAUT University



Dr. B.C. ROY ENGINEERING COLLEGE, FACULTY OF MANAGEMENT STUDIES

Report submitted by:

Name	: Bishal Mondal
Roll No	: 12000922003
Institute	: Dr. B.C. Roy Engineering College, Durgapur
Course	: MBA (2022-2024)
Project Mentor	: Prof. Sayanti Samanta
Company Name	: Axis Bank
Industry Mentor	: Mr. Sanjoy Das

Location : Durgapur

Date : 18.11.23

CERTIFICATE OF COMPLETION

This is to certify that, BISHAL MONDAL has successfully completed his Summer Internship with AXIS BANK LIMITED.

Summer Internship Project Details

Project Title : "Exploring the relationship between customer satisfaction and financial performance: A study on financial analysis of Axis Bank"

Location : City Centre, Durgapur

Duration : 8 weeks

Project Guide : Mr. Sanjoy Das [Operations Head, City Centre Branch]

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

Regards,

Axis Bank Ltd.

Branch Head

Durgapur Branch (City Centre)



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