

# Summer Internship Project Report

On

"Impact of Customer Satisfaction on Financial Health of Axis Bank"



**AXIS BANK**

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



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

Report submitted by:

Name : Debapriya Ghosh

Roll No : 12000922034

Institute : Dr. B.C. Roy Engineering College, Durgapur

Course : MBA (2022-2024)

Project Mentor : Prof. Sayanti Samanta

Company Name : Axis Bank

Industry Mentor : Mrs. Priyanka Gupta





Location : Benachity

Date : 16.10.23

**CERTIFICATE OF COMPLETION**

This is to certify that; DEBAPRIYA GHOSH 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 : Benachity Branch, Durgapur

Duration : 8 weeks(07.08.23 to 30.09.23)

Project Guide : Mrs. Priyanka Gupta [Operations Head, Benachity Branch]

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

Regards,

Axis Bank Ltd.

Debray Datta  
AVP & Branch Head

Benachity Branch