

SUMMER INTENSHIP PROJECT REPORT

On

**“Study of customer attitudes towards E-service facility
And Account opening process (M Banking) SERVQUAL Approach
At UCO Bank**



The Project is submitted for the partial fulfillment of

Master of Business Administration

from **MAKAUT**



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

Report Submitted by

Name : ANAY KUNDU
Roll no : 12000923006
Institute : Dr. B. C. Roy Engineering College
Course : MBA
Project Mentor : Subhasis Datta & Dr Kamalika Tiwari
Company Name :UCO Bank
Industry Mentor : Mr ANUPAM PUSHKAR

यूको बैंक
सम्मान आपके विश्वास का



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Date: 15.01.2025

CERTIFICATE OF COMPLETION

This is to certify that, Mr. ANAY KUNDU has successfully completed his Summer Internship with UCO BANK.

Summer Internship Project Details

Project Title : "Customer Attitudes Towards E-Service Facilities and the Account Opening Process AT UCO BANK "
Location : DURGAPUR CITY CENTRE BRANCH
Duration : 8 weeks (22.07.2024 - 13.09.2024)
Project Guide : Mr. Anupam Pushkar [Branch Head, City Centre Branch Durgapur]

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

Regards,

UCO Bank

कृते यूको बैंक / For UCO BANK

वरिष्ठ प्रबंधक / Senior Manager
दुर्गापुर सिटी सेंटर शाखा, बर्दमान (पं. बं.)
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