

DAVANAGERE



UNIVERSITY

A Project Report On

"CONSUMER SATISFACTION TO IMPROVE THE QUALITY OF SERVICE PROVIDED BY RCSS COMPUTER TRAINING CENTRE IN HARPANAHALLI CITY"

(With Special Reference to Harapanahalli city)

Submitted in Partial Fulfillment of the requirement for the award of the Degree of

BACHELOR OF COMMERCE

Submitted By

| Sl.No | Student Name | Sl.No | Student Name |
|-------|-------------------------|-------|---------------------|
| 1 | ANJUMABANU K | 6 | PARVATHI SUNKADAKAL |
| 2 | H KAVYA | 7 | PRAVEENAKUMAR K |
| 3 | KABBALLI VASANTHAKUMARA | 8 | SACHIN M |
| 4 | KAVYA N | 9 | UMA MADIVALARA |
| 5 | MANJUNATH R H | | |

Under The Guidance Of

U.K. Mallikarjuna. M.Com

Lecturer,

Department of Commerce



2021-22

ADB FIRST GRADE COLLEGE HARAPANAHALLI - 583131

Government of Karnataka



DAVANAGERE UNIVERSITY

ADB FIRST GRADE COLLEGE

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Guide Certificate

This is to certify that ANJUMABANU K, H KAVYA, KABBALLI VASANTHAKUMARA, KAVYA N, MANJUNATH R H, PARVATHI SUNKADAKAL, PRAVEENAKUMAR K, SACHIN M, UMA MADIVALARA. Reg No: C1916803, C1916809, C1916814, C1916819, C1916824, C1916830, C1916835, C1916840, C1916845. Respectively is a bonafide student of Ambli Dodda Bharamappa First Grade College, Harapanahalli for the academic year 2021-22.

This project entitled "CONSUMER SATISFACTION TO IMPROVE THE QUALITY OF SERVICE PROVIDED BY RCSS COMPUTER TRAINING CENTRE" with special reference to RCSS Computer Centre Harapanahalli is prepared under my guidance and submitted by him in partial fulfillment of the requirement of final year B.COM Examination during the academic year 2021-22.

Place: Harapanahalli

Date : 12-09-2022


Principal

A.D.B. First Grade College
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College Certificate

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Principal,
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H.O.D. Certificate

This is to certify that. *ANJUMABANU K, H KAVYA, KABBALLI VASANTHAKUMARA, KAVYA N, MANJUNATH R H, PARVATHI SUNKADAKAL, PRAVEENAKUMAR K, SACHIN M, UMA MADIVALARA.* are bonafide student of *Ambli Dodda Bharamappa First Grade College, Harapanahalli* for the academic year 2021-22.

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Date: 12-09-2022


Principal

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