

**A RESEARCH PROJECT REPORT  
ON  
"CUSTOMER'S SATISFACTION TOWARDS  
RUPAY CARDS"  
(A COMPARATIVE STUDY OF SBI & HDFC BANK IN RUDRAPUR)**

**SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR  
THE AWARD OF  
MASTER OF BUSINESS ADMINISTRATION  
DEPARTMENT OF MANAGEMENT**



**Submitted By**

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**JS UNIVERSITY SHIKOHABAD**

**(Established by the Govt. of U.P. and recognized as per Section 2(f) of UGC Act, 1956)**

**Session : 2022-2023**



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# J S UNIVERSITY SHIKOHABAD

## DEPARTMENT OF MANAGEMENT



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### CERTIFICATE

This is to certify that the project report entitled “CUSTOMER’S SATISFACTION TOWARDS RUPAY CARDS (A COMPARATIVE STUDY OF SBI & HDFC BANK IN RUDRAPUR)” submitted by SHIVAM VSHIST, a student of J.S.UNIVERSITY SHIKOHABAD, Second year (Forth semester) in Master of business administration (MBA) in partial fulfilment, requirement for MBA from the J S University Shikohabad Firozabad (U.P.)

During the academic session 2022-2023, the external examiner has checked and taken oral viva-voice on the same.

Head of department

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## ACKNOWLEDGEMENT

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