



DEPARTMENT OF MANAGEMENT & COMMERCE

Certificate

This is to Certify that, **Ms. ANNU RATHI** bearing Reg. No **2016C26009** has successfully completed the Project entitled “**CUSTOMER SERVICES AND SATISFACTION AT PANTALOONS**” at **PANTALOONS** under the guidance of Dr. Aradhna Yadav, as the partial fulfillment of the requirements for the award of BBA under Bangalore University for the Academic year 2020-2023.

Dr. Aradhna Yadav
Internal Guide


Principal