

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

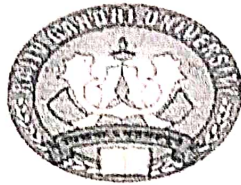
This is to certify that the project entitled "*Customer's Satisfaction on products and services of IDBI Bank with special references to itanagar branch*" submitted by Miss. AIDONG PABIN towards the fulfillment of the post graduated diploma in banking and insurance, in department of commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other University/institutions for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of Commerce
RGU, Rono hills

Dr. Philip Modi
(Supervisor)
Department of Commerce
RGU, Rono hills

**RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH**



CERTIFICATE

This is to certify that the project entitled 'customer's satisfaction on product and services of IDBI bank with special reference to Rajiv Gandhi university branch' submitted by MR.BINJA GADI toward the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other university /institution for obtaining any degree /diploma.

This may be placed before the examination for evaluation

A handwritten signature in black ink, appearing to be 'S.K. Jena'.

Pro S.K Jena

(HOD)

Department of commerce
RAJIV GANDHI UNIVERSITY

A handwritten signature in black ink, appearing to be 'Philip Modi'.

DR .Philip Modi

(Supervisor)

DEPARTMENT OF COMMERCE
RAJIV GANDHI UNIVERSITY

**RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH**



CERTIFICATE

This is to certify that the project entitled 'Customers's Satisfaction on Products & Services of IDBI Bank with special reference to Itanagar Branch' Submitted by CHELLO CHUMKU towards the fulfilment of the post graduate Diploma in Banking and Insurance, in department of commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other University/Institution for obtaining any degree/diploma. This may be placed before the examination for evaluation.

Prof.S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

Dr. Philip Modi
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This to certify that the project entitled "customer's satisfaction on products & services of IDBI Bank with special reference to Itanagar Branch" submitted by MS. DALANG YANAK towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

Prof. S.K Jena

(HOD)

Department of commerce

RGU, Rono hills

Dr.Philip Modi

(supervisor)

Department of commerce

RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled '*Customer's Satisfaction on Products & Services of State Bank of India with special reference to Rajiv Gandhi University Branch*' submitted by Mr. DONGHUN TAIDONG towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

Dr. Philip Modi
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitle on BANK (BANDHAN BANK) TO Rajiv Gandhi University Branch submitted by **Mr. Donik Andrew** towards the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree / diploma.

This may be place before the examination for evaluation

Prof.S.K.Jena
(HOD)
Department of commerce
RGU,Rono hills

Dr.Philip Modi
(Supervisor)
Department of commerce
RGU,Rono hills

CERTIFICATE

This is to certify that the project entitled '*customer's satisfaction on products & Services of idbi bank with special reference to rajiv Gandhi university branch*' submitted By MR GETE KENA towards the fulfillment of the post graduate diploma in banking and Insurance, in department of commerce, is an original work carried out by him, under my Guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma

This may be placed before the examination for evaluation.



Prof. S.K Jena

(HOD)
Department of commerce
RGU, Rono hills



Dr. Philip Modi

(supervisor)
Department of commerce
RGU, Rono hills

**RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH**



CERTIFICATE

This is to certify that the project entitled '*Customer's Satisfaction on Products & Services of IDBI Bank with special reference to IDBI Bank Itanagar Branch*' submitted by Mr. GONYA DOYE towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

Dr. Philip Modi
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled '*Customer's Satisfaction on Products & Services of "Industrial development bank of India" with special reference to Rajiv Gandhi University Branch*' submitted by Mr. IIR TACHUNG towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hill

Dr. Philip Modi
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled '*Customer's Satisfaction on Products & Services of ICICI Bank with special reference to Itanagar Branch*' submitted by Mr. IJUM BAM towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

Dr. Philip Modi
(Supervisor)
Department of commerce
RGU, Rono hills

**RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH**



CERTIFICATE

This is to certify that the project entitled "customer service points in Naharlagun Arunachal Pradesh" submitted by MISS JONTY PUSANG towards the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for the evaluation.

Prof. S.K. Jena
(HOD)
Department of commerce
RGU, Rono Hills

Dr. Vinod Kumar Yadav
(Supervision)
Department of commerce
RGU, Rono Hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



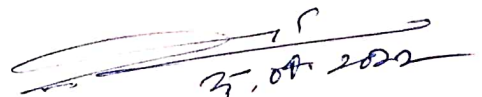
CERTIFICATE

This is to certify that the project entitled 'customer's service point in Itanagar' submitted by MR. karkom nyori toward the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.


25/04/2022

Prof. S.k jena
(hod)
Department of commerce
RGU, Rono hills


25.04.2022

Dr. vk yadav
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled “ Saving Bank Account Holders Perception To Mobile Banking : An Analysis Study ” submitted by Ms. KIME MAMANG towards the fulfillments of the post Graduate diploma in Banking and insurance, in Department of commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any Degree/Diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena

(HOD)

Department of Commerce
RGU, RONO HILLS

Dr. Vinod Kumar Yadav

(Supervisor)

Department of Commerce
RGU, RONO HILLS



CERTIFICATE

This is to certify that the project entitled 'Account holders perception to credit card' submitted by Ms.KINO JIRPU towards the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena

(HOD)

Department of commerce
RGU ,Rono hills

Dr. V.k yadav

(supervisor)

Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled "*saving Bank Account holder perceptions on Mobile Banking: An analytical Study with special reference Saving Bank Account Holder of Ganga Market, G-sector Itanagar*". Submitted by Ms. KONGAM POTOM towards the fulfillment of the Post Graduate Diploma in Banking and Insurance, in the Department of Commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono Hills
Arunachal Pradesh

Dr. V.K Yadav
(supervisor)
Department of Commerce
RGU, Rono Hills
Arunachal Pradesh

DEPARTMENT OF COMMERCE RAJIV GANDHI UNIVERSITY, RONO HILLS DOMIKH
971112, PAPUM PARE, ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled *IMPACT OF BANKS MARGER ON BANK EMPLOYEES to Rajiv Gandhi University Branch* submitted by Mr. LIJUM ETE towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K. Jena
(HoD)
Department of Commerce
RGU, Rono Hills

Dr. V.K. Yadav
Supervisor
Department of Commerce
RGU, Rono Hills

RAJIV GANDHI UNIVERSITY, RONO HILLS

ARUNACHAL PRADESH.



CERTIFICATE

This is to certify that the project entitled 'Mobile Banking' submitted by Mr. Millo Young towards the fulfilment of the Post graduate diploma in banking and Insurance, is an original work carried out by him, under my guidelines and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.k. Jena

(HOD)

Department of commerce

RGU, Rono Hills

Dr. V.k. Yadav

(Supervisor)

Department of Commerce

RGU, Rono Hills



CERTIFICATE

This is to certify that project entitled “**IMPACT OF ONLINE TRANSACTION ON DEBIT CARD DRIVEN TRANSACTION**” submitted by **NGABOM GAMLIN** towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by her, under and guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

DR.VK YADAV
(Supervisor)
Department of commerce
RGU, Rono hills



CERTIFICATE

This is to certify that the project entitled "IMPACT OF TRANSACTION ON DEBIT CARD WITH REFERENCE TO INDUSTRIAL DEVELOPMENT BANK OF INDIA" submitted by Ms. NGURI PINI towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

(Prof. S.K. Jena)
Head of Department

Department of commerce,
RAJIV GANDHI UNIVERSITY

(Dr. V K YADAV)
(supervisor)

PGDBI, Department
of Commerce, RAJIV
GANDHI UNIVERSITY

RAJIV GANDHI UNIVERSITY
RONO HILLS, DOIMUKH, ARUNACHAL PRADESH

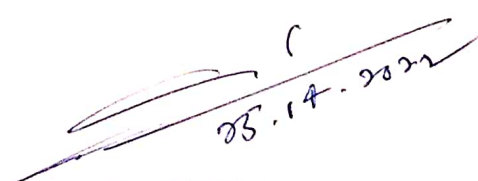


CERTIFICATE

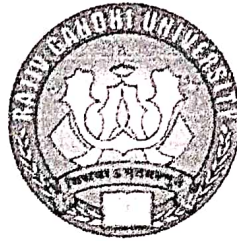
This is to certify that the project entitled '**Impact of Merger of Banks on an employees of Bank**' submitted by **Mr. NINLONG CHENA** towards the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Dept. of Commerce
Rono Hills, Doimukh


Dr. V.K Yadav
(Supervisor)
Dept. of Commerce
Rono Hills, Doimukh

**RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH**



CERTIFICATE

This is to certify that the project entitled '*A study on Internet Banking Risks and Fraudulent activities with special reference to SBI Basar branch*' submitted by Mr. NYUMJUM GEYI towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena

(HOD)

Department of commerce

RGU, Rono hills

Ms. Olympia kurmi

(Supervisor)

Department of commerce

RGU, Rono hills



CERTIFICATE

This is to certify that the project entitled 'Life Insurance companies of India' submitted by Mr. OBANG GAO toward the fulfilment of the post graduate diploma in banking and insurance, in

department of commerce, is an original work carried out by him, under my guidance and

supervision. This work has not been previously submitted to any other university/institution for o

obtaining any degree/diploma.

This may be placed before the examination for evaluation.

S.K. Jena
Prof. s.k.je

(hod)

Department of commerce
commerce
RGU, Rono hills

Mrs. OLYMPIA KURNI

(Supervisor)

Department of

RGU, Rono hills

RAJIV GANDHI UNIVERSITY, RONO HILLS

ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project report entitled on 'customer's perspection on post office banking service with reference to the post office of doimukh branch' is an original work done by PHETAI WANGSA as a partial fulfilment of the requirement of the POST GRADUATE DIPLOMA IN BANKING AND INSURANCE, Rajiv Gandhi University Doimukh. The report has been prepared under my supervision and guidance and is a record of the bona fide who carried out successfully.

Professor S K Jena

(HOD)

Department of Commerce

RGU, Rono hills

Professor Olympia kurmi

(Supervisor)

Department of Commerce

RGU, Rono hills

**RAJIV GANDHI UNIVERSITY, RONO HILLS, DOIMUKHII
ARUNACHAL PRADESH**



CERTIFICATE

THIS TO CERTIFY THAT THE CONTENT OF THIS PROJECT REPORT “**CUSTOMER’S PERCEPTION AND AWARENESS OF MOBILE BANKING SERVICES WITH SPECIAL REFERENCE TO STATE BANK OF INDIA, GANGA BRANCH**” SUBMITTED BY “**MS RAI AZA**” TOWARDS THE FULFILLMENT OF THE POST GRADUATE DIPLOMA IN BANKING AND INSURANCE, DEPARTMENT OF COMMERCE, IS AN ORIGINAL WORK CARRIED OUT BY HER, UNDER MY GUIDANCE AND SUPERVISION. THIS WORK HAS NOT BEEN PREVIOUSLY SUBMITTED TO ANY OTHER UNIVERSITY/INSTITUTION FOR OBTAINING ANY DEGREE/DIPLOMA.

THIS MAY BE PLACED BEFORE THE EXAMINATION FOR EVALUATION.

PROF. S.K JENA

(HOD)

DEPARTMENT OF COMMERCE
RGU, RONO HILLS

MS. OLYMPIA KURMI

(SUPERVISOR)

DEPARTMENT OF COMMERCE
RGU, RONO HILLS

RAJIV GANDHI UNIVERSITY, RONO HILLS ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled '*Customer's Satisfaction towards Internet Banking with special reference to ICICI Bank of Naharlagun branch, Arunachal Pradesh.*' Submitted By MISS RIDO AKUM towards the fulfillment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by her, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be place before the examination for evaluation.

Prof.S.K Jena
(Hod)
Department of commerce

Asst. Prof.Olympia kurmi
(Supervisor)
Department of commerce

CERTIFICATE

This is to certify that the project entitled "A STUDY OF CONSUMER USAGE OF PLASTIC MONEY IN INDIA WITH REFERENCE TO INDUSTRIAL DEVELOPMENT BANK OF INDIA" submitted by Mr. TAI GUNGMA towards the fulfilment of the post graduate diploma in banking and insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other University/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.



(Prof. S.K. Jena)
Head of Department

Department of commerce,
RAJIV GANDHI UNIVERSITY



(Dr. Olympia Kurmi)
(supervisor)

PGDBI, Department
of Commerce, RAJIV
GANDHI UNIVERSITY



RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH

CERTIFICATE

This is to certify that the project title 'customer satisfaction towards lic products and services with reference to LIC Of arunachal Pradesh' submitted by MR TANIA RAMCHING towards the fulfillment of the post graduate diploma in Banking and insurance, independent of commerce , is an original work carried out by him, under my guidance and Supervision . this work has not been previously submitted to any other university/ institution for obtaining any degree/ Diploma. This may be presented before the examination for evaluation.

Prof.s.k JENA
(hod)
Department of commerce
RGU, Ronohills

MS OLYMPIA KURME
(Supervisor)
Department of commerce
RGU, Ronohills

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project entitled '*Customers' satisfaction on products and services provided by State Bank of India in special reference with Changlang branch*' submitted by Mr. TITCHI TECHI towards the fulfilment of the Post Graduate Diploma in Banking and Insurance, in department of commerce, is an original work carried out by him, under my guidance and supervision. This work has not been previously submitted to any other university/institution for obtaining any degree/diploma.

This may be placed before the examination for evaluation.

Prof. S.K Jena
(HOD)
Department of commerce
RGU, Rono hills

Dr.Olympia Kurmi
(Supervisor)
Department of commerce
RGU, Rono hills

RAJIV GANDHI UNIVERSITY , RONO HILLS DOIMUKH
ARUNACHAL PADESH




CERTIFICATE

THIS TO CERTIFY THAT THE CONTENT OF THIS PROJECT REPORT
“EVOLUTION OF CUSTOMER RELATIONSHIP MANAGEMENT WITH
SPECIAL REFERENCE TO STATE BANK OF INDIA,
GANGABRANCH” SUBMITTED BY “MR TOKU TATU” TOWARDS THE
FULFILLMENT OF THE POST GRADUATE DIPLOMA IN BANKING AND
INSURANCE, DEPARTMENT OF COMMERCE, IS AN ORIGINAL WORK CARRIED
OUT BY HER, UNDER MY GUIDANCE AND SUPERVISION. THIS WORK HAS NOT
BEEN PREVIOUSLY SUBMITTED TO ANY OTHER UNIVERSITY/INSTITUTION
FOR OBTAINING ANY DEGREE/DIPLOMA.

THIS MAY BE PLACED BEFORE THE EXAMINATION FOR
EVALUATION.


PROF. S.K JENA

(HOD)
DEPARTMENT OF COMMERCE
HILLSRGU, RONO HILLS


MS. OLYMPIA KURMI
(SUPERVISOR)

DEPARTMENT OF COMMERCE RGU, RONO

Department of Commerce

RAJIV GANDHI UNIVERSITY, RONO HILLS
ARUNACHAL PRADESH



CERTIFICATE

This is to certify that the project work titled "A STUDY ON "CUSTOMER'S SATISFACTION TOWARDS THE USE OF ONLINE PAYMENT METHOD"

"submitted to the Department of Commerce, RAJIV GANDHI UNIVERSITY ,in partial fulfilment for the award of the degree of Post Graduate Diploma in Banking and Insurance (PGDBI) for the academic year 2021-22 is a bonafide record of the original work done by YOWA MAYA (2021/PGDBI/30) under my guidance and supervision.

(HoD)
Deptt.of Commerce
RGU

Supervisor
Olympia Kurmi
Dept.of Commerce

External Examiner