

## "A Study on Customer Satisfaction towards Online Shopping"

A project report submitted to the Amguri College, Amguri in partial fulfillmnt of requirement for the award of the Degree of bechelor of commerce in

Accounting & Finance



Submitted By-Suraj Dey B.Com 6th Semester Roll No- 10 D.U Registration No- 14030445

Department of Commerce Amguri College, Amguri Sivasagar (Assam) 2017



## **CERTIFICATE**

I have the great pleasure in certifying Sri Suraj Dey (B.Com 6th semester) a student of Department of Commerce, Accounting & Finance, Amguri College, Amguri has prepared his project report entitled "A Study on Customer Satisfaction towards Online Shopping", A study under my guidance and supervision.

Neither the whole nor any part of this project has been submitted to any other college/ University related to a similar requirement.

I wish him all success in life.

Palce:- Amguri
Date:- 24- 4-1E

lce:- Amguri

Devi Dev Dutta

Deli Deb Dutte

Assistant Professor
Department of Commerce
Amguri College, Amguri, Sivasagar (Assam)

## **ACKNOWLEDGEMENT**

I like this opportunity to express my profound gratitude and deep regards to my supervisor Respected Mrs Devi Dev Dutta Madam, for her exemplary guidance, monitoring and constant encouragement throughout the course of this project, the blessing help and guidance given by her shall carry me a long way in the journey of life on which I am about to embark.

I also acknowledge Dr. Asfia Sultana, Principal of Amguri College other respected faculty members of Commerce Deptt. for all co-operations they had accorded me in the progress of this work.

Swaj Dey
(Suraj Dey)

## **CONTENTS**

	Page No.
Introduction	1
Literature Review	2
Objectives of the study	
& Research Methodology	3
Discussion	4 to 12
Findings	13
Conclusion	14
I References	15
	Literature Review  Objectives of the study & Research Methodology  Discussion  Findings  Conclusion