RELIANCE
Anil Dhirubhai Ambani Group

Communication Infrastructure Ltd.

Reliance Communication Infrastructure Ltd
"The Estate" No. 121
5th Floor, Dickenson Road
Bangalore – 560 042
Tel : 91 77 95732840
www.reliancecommunications.co.in

Date: 02-04-2018

To whom so ever it may concern

This is to certify **that Mr.TEJAS GOWDA J** bearing USN: **1AZ16MBA71** studying second year MBA at **ACHARYA INSTITUTE OF TECHNOLOGY BANGALORE** has carried out the project on the topic **" A STUDY ON CUSTOMER SATISFACTION TOWARDS RELIANCE POSTPAID SERVICES"** in our organization from **15th January 2018 to 24th March 2018** under our guidance.

During this period his performance and conduct were found to be good.
We wish him all the success in his future endeavors.

Thank you

FOR RELIANCE COMMUNICATION

For RELIANCE COMMUNICATION
HARISH. H
CSM-20056183

AUTHORIZED SIGNATURE

ACHARYA INSTITUTE
OF TECHNOLOGY
(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 25/05/2018

CERTIFICATE

This is to certify that **Mr. Tejas Gowda J** bearing USN **1AZ16MBA71** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A Study on Customer Satisfaction Towards Reliance Postpaid Services in Bangalore"** is prepared by him under the guidance of **Prof. Om Prakash C,** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

Signature of Internal Guide

Signature of HOD

Head of the Department
Department of MBA
Acharya Institute of Technology
Soldevanahlli, Bangalore-560 107

29 May 18

Signature of Principal

PRINCIPAL
ACHARYA INSTITUTE OF TECHNOLOGY
Soldevanahalli Bangalore-560 107

DECLARATION

I TEJAS GOWDA J, hereby declare that the project report entitled "A study on CUSTOMER SATISFACTION TOWARDS RELIANCE POSTPAID SERVICES " with reference to RELIANCE INDIA PVT LTD, Bangalore prepared by me under the guidance of OM PRAKASH C, faculty of MBA department, Acharya Institute of Technology and external assistance by HARISH H, RELIANCEINDIA PVT Ltd. I also declare that this Project work is towards the partial fulfilment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum. I have undergone a summer project for a period of ten weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University/Institution.

Signature of the student

Place: Bangalore

Date:

ACKNOWLEDGEMENT

The success and the final outcome of this project required a lot of guidance and assistance from many people and I'm extremely privileged to have got this all along the completion of my project. All that I have done is only due to such supervision and assistance and I would not forget to thank each one of them.

I respect and thank Mr. HARISH H for providing me an opportunity to do the project work in RELIANCE INDIA PVT LTD , Bangalore and giving me all the support and guidance which made me complete the project duly. I am extremely thankful to them for providing such a nice support and guidance, although he had busy schedule managing the company's tasks.

I also thank Dr.S.C. Pilli Principal of Acharya Institute of technology, Bangalore and Dr.Nijaguna HOD of MBA department for their cooperation in completing the project work.

I owe my deep gratitude to my project guide PROF. OM PRAKASH C who took keen interest on my project work and he guided me all along, till completion of my project work. Also, I would like to extend my sincere thanks to all staff for their timely support.

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EXECUTIVE SUMMARY

The project is conducted on “A STUDY ON CUSTOMER SATISFACTION TOWARDS RELIANCE POSTPAID SERVICES” which was done for the period of 10 weeks at reliance communications,Bangalore. The project was done under the guidance of external guide of reliance communications and college internal guide.

The literature review is based on the research gap that was found with regards to customer satisfaction towards postpaid services at reliance communications.

Reliance communications have been indulged in doing a tremendous job for years now as they have focused their customers to be loyal and satisfied by their post paid services. It is the offer they provide to their customers have bought them an image to succeed and satisfy every single customers they own. Being a such brand, they have got an organized culture of attracting, targeting and making those customers to fulfill their desires. The company have targeted the mass customers and they have a goal and belief that company success is realted with satisfying the customers which enhances the growth of both company and the customers needs. Reliance being a private sector has been focusing and keeping in mind that the final goal to gain and reach the great heights.

Followed by the literature review, the descriptive research was made. The data was collected by the customers for which a analysis was made followed by the interpretation. From this assumption the respondents are given to reliance service and moreover they target the perception of customers.

Finally it is concluded that the company has satisfied its customers to an great level where is has shown its best services provided to their clients and customers.

Chapter-1
Introduction

1.1 Introduction:

Customer satisfaction is the present term in business it is a factor of like how these items and organizations are being sent by an organization to achieve the objective or outperform customer's tastes. It is known as a fundamental execution consider within the business and it's a component of a four of the commonplace scorecard.

Extending competition (regardless of whether for advantage or non-advantage) in the driving associations to give cautious thought to satisfying the customers. In this decided business where the associations chase for the clients, consumer fidelity is viewed as an info that differentiator and progressively has curved into a key constituent of the exchange state of mind.

Where it is seen that customer rating have powerful effects which focuses employees and organisation on the fulfilment of customer expectations and there importance . therefore. When the ratings differs or decreases organisation think about the problems .that can directly effect the sales and profitability factors for company

So, this measure helps to quantify an important change in dynamics of business. But when brand has steadfast clients it consequently gets positive reactions from informal showcasing which is free and profoundly powerful advertising angle.

So. That it is seen that business organisation should have an effective management towards customer satisfaction this will only able when the business organisation needs reliable and representative measure to satisfaction

For an association in consumer loyalty. Eager are the key fundamental variable terms behind the fulfillment. At the point when customers have progressively or exclusive requirements and reality of the item misses the mark. Where will be tremendous disillusionment and would likely rate there understanding towards not as much as fulfilling has disappointment.

Purpose for customer satisfaction is to see that an business organisation is continually seeks for feedback from customer to improve there customer satisfaction.

Where customer satisfaction gives a lead sign of buyer buy aims and there devotion towards association. Where clients fulfilment information or data are among the most and much of the time gathered data pointers of market discerning

Where within an business organisation the accumulation examination and discrimination of there data sends a message about the significance that keeps an eye on clients and hence guaranteeing that they will have a positive contribution with the organization merchandise and administration.

Consumer loyalty is the study further lights up the relationship between the customer experience and business execution. Around the globe, purchasers expect better administration quality. It affirms that shoppers will probably leave a supplier on account of poor administration than for whatever other reason. It likewise uncovers that administration quality is the most capable element, more compelling than cost in picking suppliers or to work with them. Punter authenticity ranking can have astonishing sound effects.

Customers or purchasers are presented to a greater amount of the world than at any other time i.e. in the changing economy through link and satellite TV, the web and expanded travel and accordingly, their tastes and hobbies have widened significantly. Besides, the long financial strength of the United States, Europe and Japan is giving, and monetary force is progressively imparted to creating economies.

1.2 Industry and Company Profile:

History of Telecom Industry in India:

The Indian telecommunication is the world's snappiest making information trades industry, with 962.82 Million phone (landlines and minimized) supporters and 929.37 Million mobile phone relationship as of May 2012. It is in like way the second most prominent telecom structure on the planet to the degree number of remote relationship past China. The Indian compact supporter foot has reached out in mass by a segment of supplementary than 100 since 2001 while the measure of endorsers in the country was around 5 million to 962.82 million as on 30th 06 2012.

Since the speediest making information trades industry on the planet, it's relied upon in order to our country will contain 1.159 billion smaller endorsers close to 2013. Furthermore, projections close to a couple driving general consultancies demonstrate that the entire digit of supporters in our nation will outperform the entire endorser check in the nation like China by 2013. The business is relied on to finish a measure of 344,921 crore (US$74.85 billion) by 2012 at a headway speed of more than twenty six for each penny, and deliver occupation open passages for around 10 million individuals in the middle of the proportional stage. Appropriately by examiner, the territory would make mastermind business for 2.8 million people and for 7 million circuitous.

In October 2015, India hit the billion stamp for its cell phone supporter base, as indicated by Telecom Regulatory Authority of India (TRAI) information. It's a telling examination—and the way in which it maps to India's monetary development post-advancement in 1991 is not a happenstance. In any case, the world has proceeded onward. Information matters now, and India has a separation to go here. As per TRAI information, the aggregate number of broadband endorsers in the nation toward the finish of October 2016 was 218.42 million. Of this, entrance through cell phones or dongles represented almost 200 million. In the meantime, just about 75% of telecom organizations' income originates from voice. This highlights two patterns that have been obvious for quite a while. One, India's development to an advanced economy

will rely on upon cell phone infiltration, not settled line. Furthermore, two, given the income models of telecom, it won't be a simple move.

Development of the business Critical Milestones:

- 1851- To start with effective area lines were laid by the affiliation close Calcutta (seat of English power).
- 1881 - Telephone association showed in India
- 1883-Merger through the postal framework
- 1923 - arrangement of Indian Radio media transmission concern (IRT) 1932 Merger of ETC also, IRT into the Indian Radio and wire Communication concern (IRCC)
- 1947-Nationalization of all remote telecom relationship to shape the Posts, Telephone and Broadcast (PTT), compelling arrangement of activity keep running by the association's Ministry Correspondences.
- 1985-Department of Telecommunications (DOT) built up, a particular provider of private also, long-empty preferred standpoint that would be its own particular controller
- 1986-Conversion of DOT into two out and out government-ensured affiliations: the
- Videsh Sanchar Nigam Limited (VSNL) for overall data exchange trades and Mahanagar Phone Nigam Limited (MTNL) for association in metropolitan areas.
- 1997 - Telecom Regulatory Authority of India made
- 1999 - Cellular Services are pushed in India. New National Telecom Policy is gotten.
- 2000 - DOT changes into an endeavor, BSNL

Telecom Regulatory Environment in India:

TRAI's central goal is to make and support conditions for improvement of communicate interchanges in India to enable the country to have a fundamental part in the rising overall information society.

One of its principle goals is to give a sensible and clear condition that advances a level playing field and empowers sensible competition in the market. TRAI much of the time issues solicitations and orientation on various subjects, for instance, levies, interconnections, nature of administration, Direct To Home (DTH) administrations and versatile number moveability.

Advanced development:

A wide open, low communication invasion levels, and an ascending in buyers' compensation and instalment’s inferable from Bryn budgetary progression contain made our nation the best always making telecom souk on the planet.. reliance was made by corporatization of the past Indian Telecommunication Service, an association unit responsible for acquisition of communication associations. As necessities be, after the telecom approaches were revaluated to permit private administrators, relationship, for example, Vodafone, Bharti Airtel, Tata Indicom, Idea Cellular, Aircel and loop Mobile boost entered the freedom. See compact administrators in India. In 2008-09, country India outpaced urban India in adaptable change rate. Bharti Airtel now is the best telecom affiliation our nation.

India's cell handset business section is speediest making on planet, with affiliations including around 18.98 million new customers in June 2012. The entire figure of phones in the country crossed the 962.82 million etching in June 2012.

The general tele-thickness has reached out to 78.55% by June 2012. In the remote fragment, 0.56 million supporters were consolidated June 2012. The aggregate remote supporters (GSM, CDMA and WLL (F)) base is more than 931.42 million starting at right at this point. The wire line fragment supporter base remained at 35.43 million with a decay of 0.14 million as of June 2012.

Company Profile:

RELIANCE COMMUNICATIONS

Name of organisation : **Reliance communications India ltd**

Address of organisation: "The estate", no 121, 5th floor

Dickenson road, Bangalore-56042

Head quarters: "H" block, DAKC. Thane, Belapur road,

Kopar Khairane, Navi Mumbai-400 710

Launched: 2004

Segment: Telecommunications

Slogan: kar lo duniya mutthi meni

Revenue: **11,110 corer**

Key people: Anil Dhirubhai ambani (president)

Reliance groups which was established by shri Dhirubhai H Ambani (1932-2002) regarding total assets has best position in private sector business that range from tele communications to money(finance) related administrations and towards generation and distribution power

Were reliance groups leader organization, and reliance communication is India's premier and genuinely coordinated broadcast communications specialist service providers. Consequently the organization has more than client base power more than 118 million and over a 2.6 million person's abroad retail clients

Reliance Communications' demographic includes more than 39,000 Indian and multinational companies, including SMEs and more than 290 provincial and domestic residential airlines worldwide.

Rely on communications to establish a pan-Indian, cutting-edge integrated (wireless and wired) joint (voice, information and video) computerized arrangement for optimal servers and traversing the entire communications self-esteem chain covering more than 21,000 urban areas and towers and more than 40 Millions of towns, the company claimed and developed the world's largest availability of cutting-edge IP licensing framework, including India, the United States, Europe, the Middle East and the Asia-Pacific region more than 280,000 kilometers of fiber link framework. Other important group organizations such as Reliance Power, Reliance Infrastructure and Reliance Capital are recognized as market pioneers within their independent business scope.

The company provides 2G, 3G and 4G wireless services and cable services in India. We provide pan-Indian companies with gold standard 4G advantages over the technically unrivalled 800/850 MHz band, which is best suited for most indoor experiences where information is consumed. We have included 18 3G benefits in 18 circles in five circles through ICR arrangements

It is one of IDC's largest professional service providers. We have 10 data servers in four urban areas and the total number is limited to 1.1 million square feet (a server center in computing is under development). We also provide nationwide direct-to-home (DTH) satellite TV services, providing a full range of standard definition, high-definition and high-definition DVR set-top boxes.

As of December 31, 2016, we had nearly 95 million customers, including 32 million information supporters. Our committed customer base includes more than 39,000 Indian and multinational partners, including SMEs and more than 290 regional and residential airlines worldwide. RCOM integrates SSTL's wireless services into its own, and integrates wireless services with Aircel to create a broad and solid telecommunications professional organization, which has a significant impact on the Indian media transmission portfolio. According to its key deleveraging arrangements, RCOM is also spending time providing its transmission tower resources and monetizing land portfolios. With the release of these exchanges, RCOM will have a strong and stable B2B product portfolio both locally and globally, including data center services, corporate goods and solutions, and fiber link resources. These organizations will benefit from the exponential development of data consumption and will have an annuity type income profile..

Key Highlights of Company:

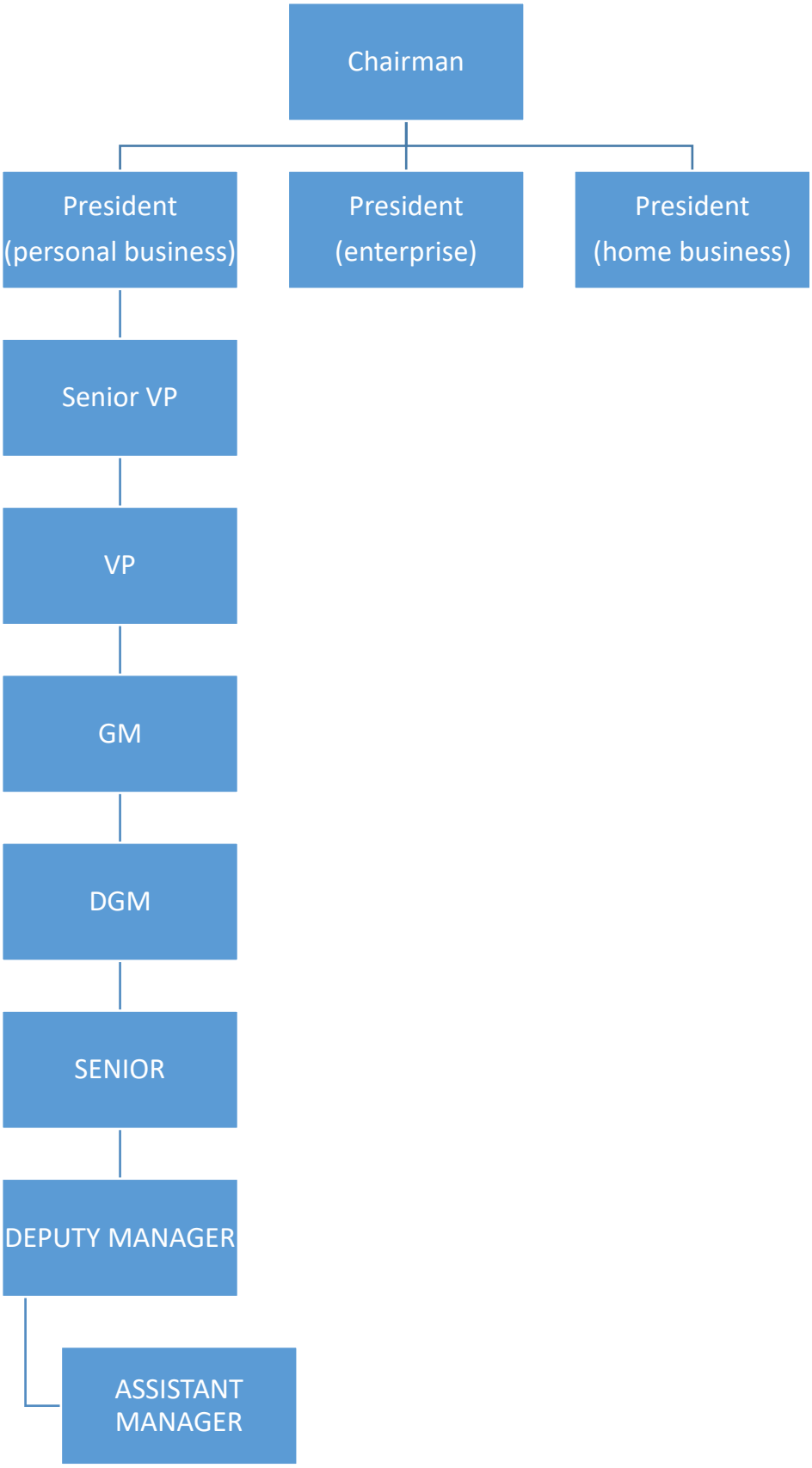
- presence in an Industry with high development potential
- Ample wireless range portfolio with long legitimacy period
- Business development strategy through 4G benefits on sub 1-GHz band Large client base
- Comprehensive household and worldwide network
- Strong B2B media transmission items and arrangements with annuity sort revenues
- Extensive dissemination connect with solid brand recognition
- Experienced administration group

India’s Leading Integrated Company:

The company is the lead agency of the Anil Dhirubhai Ambani Group (ADAG). Recorded on the National Stock Exchange and Bombay Stock Exchange, it is India's leading integrated telecommunications organization with more than 110 million customers. Our business covers all telecom management departments covering both multi-function and fixed-line communications. It combines broadband, domestic and global long-haul service and information advantages, as well as comprehensive and important values, including administrative management and applications. Our consistent attempt is to complete the entertainment of our customers by improving the efficiency of our business and the people we serve.

Reliance Mobile (previously Reliance India Mobile) was launched on December 28, 2002. It is consistent with the euphoric events of Dhirubhai Ambani's late 70th birthday celebration and is one of Reliance Communications' basic activities. It shows that Dhirubhai has made a good start in introducing the illusion of digital transformation in India. Today, we can happily claim that we help present it in the hands of ordinary people at moderate speeds, thus curbing the true power of information and communication. We have tried to further expand our efforts to adopt customary respect chains by developing and communicating the complete telecom answers across the society.

Organisational Setup:



1.3 Promoters:

Shri Dhirubhai H Ambani (1932-2002)

ANIL DHIRUBHAI AMBANI

As one of the leading pioneers in contemporary India, Shri Anil D. Ambani is the administrator of all record organizations of the Reliance ADA Group, namely Reliance Communications, Reliance Capital, Reliance Energy and Reliance Natural Resources limited

Anil D Ambani joined Reliance as co-chief executive in 1983 and spent the following 33 years participating in various parts of the organization. He believes that taking the lead in various ways can ease the development of currency-related developments in the Indian capital market. He led the nation's initial attack into the overseas capital markets, and through the global public offering of global depositary receipts, convertible bonds

He is an individual from:

Wharton Supervisory Board, Wharton School of Business

• Central Electricity Regulatory Commission Focus Advisory Committee

Indian Institute of Management, Governor-General of Ahmedabad

In June 2004, Indian Institute of Technology Governor Kanpur was elected as an autonomous member of Rajya Sabha, the upper house of the Indian Parliament, for a six-year term. He deliberately surrendered on March 25, 2006.

BOARD OF DIRECTORS:

NAME	POSITION
Shri Anil D. Ambani	CEO & chairman
J . Ramachandran	Director
Shri Deepak Shourie	Independent Director
Shri A. K. Purwar	Independent Director
Shri R.N. bhardwaj	Independent Director
Gurudeep singh	Chef Executive officer
A K Purwur	director
Prakash Shenoy	Company Secretary & Manager
V Manikantan	Chief Financial Officer

1.4 Vision, Mission and Quality Policy:

Vision:

We will utilize our qualities to execute complex overall scale dares to facilitate leading-edge information and correspondence organizations sensible to all individual consumers and associations in India.

We will offer unparalleled motivator to make customer joy and enhance business efficiency

We will similarly make a motivator for our capacities past Indian edges and enable millions of India's data workers to pass on their organizations comprehensive."

Mission:

Reliance endeavors to be the world pioneer in the appropriation of remote items. Achievement will be accomplished by giving our clients devotion, better administration and arrangements than fulfill their necessities. Our group driven working environment enables us to achieve our day by day objectives and destinations, while providing our clients with administration that is second to none.

Quality Policy:

- 1 Our key directive is complete customer satisfaction
- 2 We provide customers with products and services that confirm all requirements.
- 3 We are fully committed to continuous improvement as a strategic approach to achieving these quality objectives.

1.5 Products/ Services Profile Areas of Operation:

Post paid services:

Discover the vitality of paid ahead of time early. No more agonies of paying month to month rents, or the stagger of running up enormous bills. Our prepaid courses of action are particularly intended to suit each and every spending arrangement. We offer a wide choice of game plans

Basic plan:

Tariff		
All Local Calls		Rs. 0.99
All STD Calls		Rs. 1.50
Roaming	All Incoming & Local Outgoing calls	Rs.1.00
	All STD Outgoing calls	Rs.1.50

INTERNATIONAL CALLS:

Countries/Region	New Tariff	
	One Nation Plans	All other Plans
USA, Canada, Fixed lines in Europe, Australia, New Zealand	Rs.6.00 per min.	Rs.6.40 per min.
Mobile phones in Europe, Bangladesh, Bhutan, Maldives, Gulf, Middle East, UAE, Africa, Rest of World	Rs.8.00 per min.	Rs. 9.19 per min.
Cook Island, Cuba, Diego Garcia, Guinea Bissau, Nauru, Norfolk Island, Sao Tome, Sakhalin, Solomon Island, Tokelau, Tuvalu, Vanuatu	Rs.40.00 per min.	Rs. 40.00 per min.

1.6 Infrastructural faci;ities

- Reliance industrial infrastructure limited, a reliance group company,is mainly engaged in the business of setting up operating industrial infrastructure, it main activities are providing
- 1 Services of transportation of petroleum products and raw water through its pipelines
- 2 Construction machinery on hire
- 3other infrastructure support services
- 4 the company has its operations mainly in the Mumbai and rasayani regions of maharashtra,surat, and Jamnagar belts of Gujarat

1.7 Competitors Information:

There are main 3 major group of telecom organisation

1. State possessed owned organisation (MTNL and bharath sanchar nigam limited)
2. Private possessed owned organisation(tata tele services, reliance info-comm)
3. Outside contributed associations (Hutchison-Essar, Bharti Tele-Ventures, Escotel, idea Cellular, BPL Mobile, and Spice Communication.

Awards and Achievements among other communication companies:

- Presented the 'President of the Year 2004' in the Platts Global Energy Awards

- Appraised as one of 'India's Most Admired CEOs' for the 6th back to back year in the Business Barons – TNS Mode feeling survey, 2004

- Presented 'The Entrepreneur of the Decade Award' by the Bombay Management Association, October 2002

- Granted the First Wharton Indian Alumni Award by the Wharton India Economic Forum (WIEF) in acknowledgment of his commitment to the establishment of Reliance as a worldwide pioneer in a hefty portion of its business territories, December 2001

- Chosen by Asia week magazine for its rundown of 'Pioneers of the Millennium in Business and Finance'

- presented as the main 'new legend' in Business and Finance from India, June 19

1.8 SWOT analysis:

STRENGTHS:

- High item extend which is suitable to each one age and benefits gatherings.
- Large pool of in fact gifted labor with inside and out data and undertaking of showcase.
- Well regular showing correspondences with great foundation.
- Well-constructed and battling fit spread system.
- Loyal client.

WEAKNESS:

- Substantial organization costs and administrative cost.
- All working work environments don't limit as advantage core interest.
- Poor upkeep rate of tied up pros
- Weak dissemination organize.
- Only works with a data course of action or Wi-Fi.

Opportunity

- Advancement of a solid rivalry will dependably enhance an unrivaled comprehension of buyer's need premier to more redid items applicable for bazaar put.
- There is additionally just increase in proficiency and prevalence of office over buyer yet too to hand will be a more extensive alternative of costs and to hand will be opened up proficiency.
- The introduction of go ahead exchange procedures with worldwide flavor will coordinate the division on the path to a high development course

Threat

- Advancement here will achieve business area issue.
- The association is defying a couple of dangers as of the current private player in the business.

- Contest will bring weight on wage.

1.9 Future growth and prospects:

- It is likely to disclose future plans to rely on jiao infocomm at the company's annual general exhibition, which may include details of its long-awaited tariff plan
- The government has been pushing Jio to submit tariff plans, which will mark an important step toward commercial 4G operations that rely on the telecommunications sector of the industry.
- The telecommunications industry has considerable speculation on whether the company will announce the launch date

CHAPTER-2
CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 Theoretical Background of Study

Customer satisfaction is an term frequently used in marketing. Used to analysis how products and services delivered by an organisation meet and deliver the customer expectation.

Where it is seen that customer satisfaction rating have powerful effects which focuses employees and organisation on the fulfilment of customer. Expectations and there importance therefore when the ratings differ or decreases that can directly effect the sales and profitability factors for company

So, this measure helps to evaluate a vital change or dynamic. In any case, when brand has faithful clients it naturally gives positive reaction from informal showcasing which is free and exceptionally marketing aspect.

So, that it is seen tat business organisation shows have an effective management towards customers satisfaction to this will only able when the business organisation needs reliable and representation measures to satisfy.

For an organisation in customer satisfaction. Desires are the key variable term behind the fullfillment when purchasers have progressively or exclusive requirements and reality of the item misses the mark where will be tremendous frustration and will probably rate there involvement towards not as much as fulfilling has disappointment Purpose

An business organisation is continually seeks for feedback from to enhance consumer loyalty. Where consumer loyalty gives a driving sign of customer buy expectations and there dedication information or data are among the most and much of the time gathered data pointers of market discernment

Where within an business organisation the collection of data and its analysis and discrimination of there data a manage about the importance that trends to customers

and therefore they will have an positive experience gain with the company goods and service

Clients is a ruler; this is each one the extra fit all through these days exchange condition anyplace, each and every past factor remain fundamentally resolute, it is the prevalence change over the client that is have all the result. Client resolute quality relies on the wrapping up with regard to wishes.

An information intention in buyer steadiness is thoughtful the necessities and gathering or striking desires of clients. Additionally, this is finished while in a perfect world use resources. In the meantime as most association contain strategy to redesign gathering of students and outside customer relationship, inside purchaser steadiness is a fundamentally expelled some piece of legitimacy change?

To this complete, highlight that joined client resolve can be refined just if all experts concentrated on external purchaser resolute quality can collaborate and help each other to play out the steady objective, at the point when the internal customer isn't satisfied; relationship with the outside customer drive forward. In this manner, it proposed to get client sorted out approach to contract with regulate keep the inside client fulfilled and engaged, who thusly will focus their thought and centrality in the stir of tradition the provisions of their clients, in this way building up the client, in this way extending the buyer constancy. Client's dependency.

Client's commitment study be the system to screen the satisfaction of their family. In inner culmination ponders in this way track entry on your side interests in authority your relations lively, high repay rates, a prevalence human progress, a stone strong work environment. Last, however not the scarcest interior customer duty audit helps in finding the urgent accomplishes, which require additionally change.

Today's relations are caring off confronting their hardest rivalry ever. These relations have the capacity to surpass their resistance on remote possibility in order to they can go as of thing and approaches knowledge toward the path of a displaying premise. They depict in reason for consideration how relations have the capacity to win demographic and whipping contender. The answer lies in showing signs of

improvement work of treatment to and fulfilling client's needs. Just client decided relations are talented at structure customers, not simply making fixation.

They might be skilled in business part structure, not simply thing organizing. Overabundance relations decipher that it is the expose/blueprints division trade to secure regulars.

In occasion that division bad faith, the relationship achieve the assurance that it's move people wouldn't fret boggling. In a few cases, actually, advancing is increment part in pulling in and support of clients. The finest driving dismemberment on the globe can't charm things that are low quality or expulsion to address anyone's matter. The publicizing office can be sensible just in relations whose in a split second unmistakable divisions and stars have laid out and completed a compellingly overpowering customer, regard move outline.

In any case the implies that the clients built firm might want to manufacture high purchaser unwavering quality, its lead target is to extend buyer commitment, first the affiliation can make clients dedication by slash down its costs, however checks may be minor great conditions second the association might have the capacity to increase costs. third the relationship has disparate embellishments including administrators, shippers, provider and fiscal specialists consumption more to extend client constancy may have underpins from building up the satisfaction of past additional. Gage the affiliation must work on the examination that it is endeavour to go on a sporadic position of satisfaction to the going with adornment within the obliges of its, Resources. From the past examinations of latest three decades we watched that the relationship's first errand is to make and satisfy clients. In any case, today's customers go up against a phenomenal introduction of thing and brand choice expenses and providers.

When we talk about customer loyalty, we examine creative energy. Creative ability grants us to deal with or diffuse issues close by or later on amid the time spent coordinating the common we talk about how, or maybe what, does the affiliation need to do to get the arrangement and additionally the devotion of the customer.

We need to know the delayed consequence of the exchange both in the short and entire arrangement. We need to recognize what our clients require. We need to know whether our clients are fulfilled. Fulfillment, plainly, recommends that what we passed on to a client met the client's endorsing. We need to know whether clients are enraptured and willing to bob back, et cetera.

Fleiss and Feldman introduce representations of that delightfulness in their arrangements. Fleiss has explained Ben and Jerry's solidified yogurt and Feldman has discussed brightness in a cab ride. As basic as delightfulness is by all accounts, a couple of us limit it, or even altogether disregard it. Starting at right now, we crash and burn. A rate of the issues that will guarantee disillusionment in arrangements.

2.2 REVIEW OF LITERATURE

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- **Bergami M. and Bagozzi R.P. (2000)**. Self categoritazion, full of feeling duty and gathering confidence as particular parts of social personality in the association, British Journal of Social Psychology, 39, 555-577.

- **Jill Griffin (2002).** Customer satisfaction; how to earn it, how to keep it.

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- **Stephan A Butscher (1998)**; customer satisfaction programmes and clubs.

- **Harvard Review (2011)**; Harvard business review on increasing customer satisfaction.

- **Noah Fleming (2015);** evergreen; cultivate the enduring customer satisfaction that keeps your business thriving.

- **Jill Griffin (1995)**; customer satisfaction; how to earn it, how to keep it.

- **JoAnna Brandi (2001)** ; building customer satisfaction; 21 essential elements in action.

- **Evangelista (2005)**; satisfaction, myth; hyped strategies that will put you out of business and proven tactics that really work.

- **Carmine Gallo (2012)**; the apple experience; secrets to building instantly great customer satisfaction.

CHAPTER-3

RESEARCH DESIGN

3.1 Statement of the problem:

- In effort to sell their products an business organisation so there should be an establishment of communication with consumers through marketing. with marketing communication ca be stated an seller and buyer communication activity which helps to influent in the making process of marketing and were it create and satisfying exchange. Between both the seller and buyer by encourage must between seller and buyer.

- With help of informational technology in the globalisation era has a production of numerous kinds of information study which includes. Cellular phone networks servicing operators with competitive there is increase in service quality of cellular networks.

- With appropriate marketing communication way an business organisation may avoid looses due to effective and inefficient way promotional strategies.

3.2 Need for the study:

- In the present day time building client dependability and commitment it is a key we say to beneficial business. The present case for association is to turn up 'customer driven', that is, it's to put the clients at the point of our business to the extent our systems, exercises and methods. Various affiliations now approach the 'lifetime worth' of customers and hope to build it.

- The hugeness of client steadfastness was a hot business subject in the 1980s, as client devotion was viewed as the best window into dependability. It appears,by all accounts, to be evidently clear that associations should reach to satisfy their customers.

- Satisfied customers for the most part return and buy more, they advise different people with respect to their experiences. A business segment merchant has an endless finger on the beat of shopper loyalty

- Coordinate connection with customers indicates what he is doing extraordinary or where he is turning out truly. Such agreeable input is gainful in any affiliation however hard to formalize and control in anything extensively more noticeable than a corner shop.Thusly outlines are imperative to measure and track shopper dependability. In shopper dependability explore we search for the points of perspective of respondents on a blend of issues that will display how the affiliation is performing and how it can progress.

- It is sharp to cross check the inner perspectives with to some degree number of criticalness social affairs with customers. In any purchaser dedication consider there will be quick fixes moves that can be made today or, on the other hand tomorrow that will have actuate influence.

- The inspiration driving buyer dedication investigation is to improve customer steadfastness however so regularly considers sit gathering dust. more deplorable than that, customers have liberally allowed to help with the survey accepting that some positive move will make put. Their longings will have been raised.

- The methodology of get-together the data seems less requesting than making a move to overhaul fulfilment levels. The best approach to client upkeep is customer mind. An exceedingly satisfied client remains unflinching longer, talks decidedly about the affiliation and its things; offers thing or organization considerations to the alliance and costs less to serve the new customers. Today more affiliations are seeing the centrality of fulfilling and holding current customers.

- It is missing to be master in attracting new clients, the cooperation must keep them. Today's affiliation must give watchful thought to the clients vanishing rate (the rate at which they lose client). Here in case of reliance the requirement for study on customer loyalty has principal since it is basically depending on the customer conclusions and longings there by using that information to change its frameworks.

3.3 Objectives of the study:

- To study and identify the variables affecting customer satisfaction towards post mobile service connection
- To analysis the level of awareness about reliance
- To find out customer preferences
- To study the issues faced by the respondents with reliance post paid service.

3.4 Scope of the study:

- Consumers will continue to buy if they are satisfied**:**

It is actually easy to keep the loyal customers rather then trying to acquire a new customer. It is 10 times more expensive to impress an new consumer rather than to retain an existing consumer.

- satisfied consumers are better for sanity
- Building relationships with customers
- This gives major indication of buyer towards repurchase and loyalty
- It diminish clients bats
- It builds clients time regard
- It diminish destructive verbal.

3.5 Research Methodology:

Data collection:

Data collection is a term used to depict a method of prepare and assembling data for case as a noteworthy part of a system change or equivalent venture. The purpose behind data collection is to obtain information to proceed with record, to settle on decisions about vital issues, to pass information on to others. In a general sense data is assembled to give information as for a fundamental information regarding a specific subject.

1.Primary data:

Field review is to be guided and fundamental data need to accumulate from 70 clients.

2.Secondary data:

Discretionary data required for the task was accumulated from various sources like labourer site and association articles.

sampling techniques:

sampling unit: test picked were each one of the clients who have procured

sampling size: the illustration size is depended upon to 70 clients.

sampling method: settlement reviewing is defeated assembling of data from customers. In this examination the authority has organized surveys for coordinating the review.

Plan of analysis

The analysis is done on the commence of point by point survey. Two sorts of examination have been wrapped up.

1. Coding and tabulation
2. diagram(chart) wise presentation

Coding and tabulation

tabulation representation is the productive portrayal of lines and fragment through tables. A table makes the data more clear and it engages the peruse to make rapid examination.

Research type

descriptive research is used where reality finding examination is done with a adequate interpretation. Data is accumulated by at least one fitting strategies like direct reactions.

1.6 Hypothesis:

Testing: Question 1

Ho: Occupations has any influences on satisfaction are independent

H1: Occupations has any influences on satisfaction are dependent

Question 2

a) **Null Hypothesis :** H0 –there is no significant correlation between "satisfied with the service provided by the company and "customer like to recommend reliance service to others"

b) **Alternative Hypothesis :** H1-there is significant correlation between satisfied with the service provided by the company and "customer like to recommend reliance service to others"

1.7 Limitations of the study:

- We have gathered just 70samples because of deficiency of time.
- Was not able to get appropriate response from a few specimens.
- Some of the reactions are hard to accumulate because of professional commitments.
- Sample result may not take after with population.
- Study has been limited to a few territories of Bangalore only.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

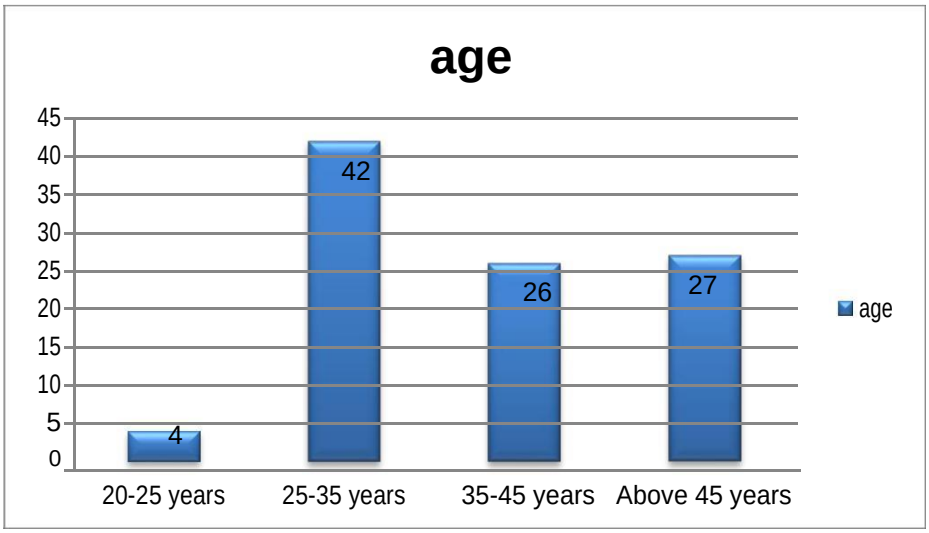
In this procedure of conducting the survey an structural questionnaire was prepared and the data was gathered from 70 clients. The information in this way got was transferred on the spread sheets and different table and diagram is given in this chapter, under various table number and figures number.

1. Age group of respondents

TABLE-4.1

Age group	No of respondent	% of respondents
20-25 Years	4	5%
25-35 Years	29	42%
35-45 Years	18	26%
Above 45 years	19	27%
	70	100%

Graph- 4.1



ANALYSIS

The above chart shows that 5% of customers is the age group 20-25, 42% are in 25-35, 26% in 35-45 years and 27% is above 45 are the users of reliance post paid service

INTERPRETATION

Has majority of respondents are in the group of 25-35 years of a

2. Occupation of the respondents

TABLE-4.2

Occupation	No of respondents	% of respondents
Students	3	4%
Self employed	8	11%
Govt service	20	29%
professional	25	36%
Others	14	20%
Total	70	100%

Graph- 4.2

ANALYSIS

The chart shows the Occupation of the customers.4% are students, 11% are self employed, 29% are govt service, 35% are professionals and 20% are others of reliance customers.

INTERPRETATION

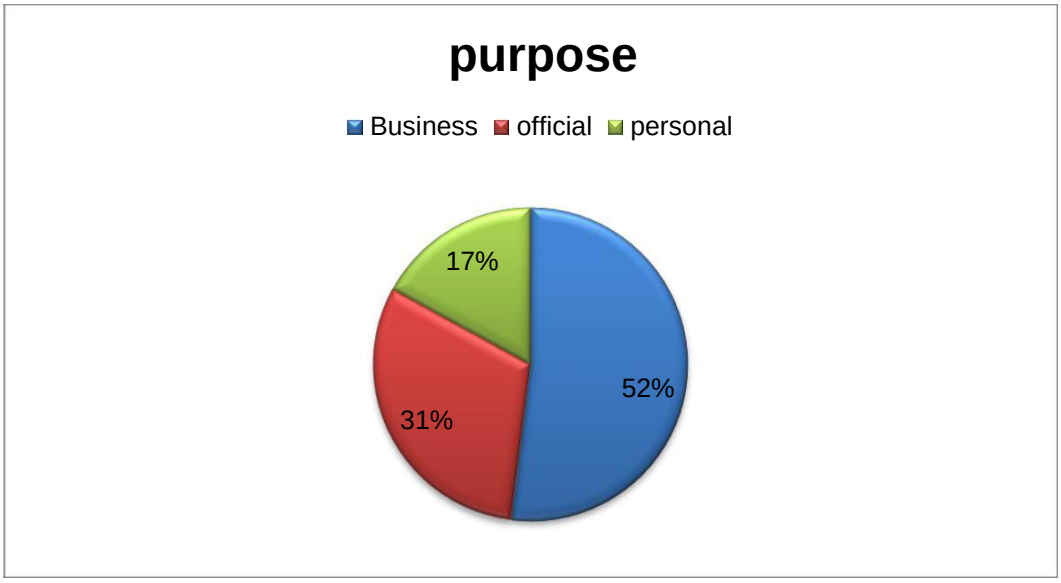
The graph shows most the respondents in occupation are professionals and service.

3. For the purpose you mostly use reliance service

TABLE-4.3

Purpose	No of respondents	% of respondents
Business	21	52
Official	37	31
Personal	12	17
Total	70	100%

Graph- 4.3



ANALYSIS

The above chart shows the category that, the respondents have used from reliance post paid service.17% used for personal and 52% for business and 31% for official.

INTERPRETATION

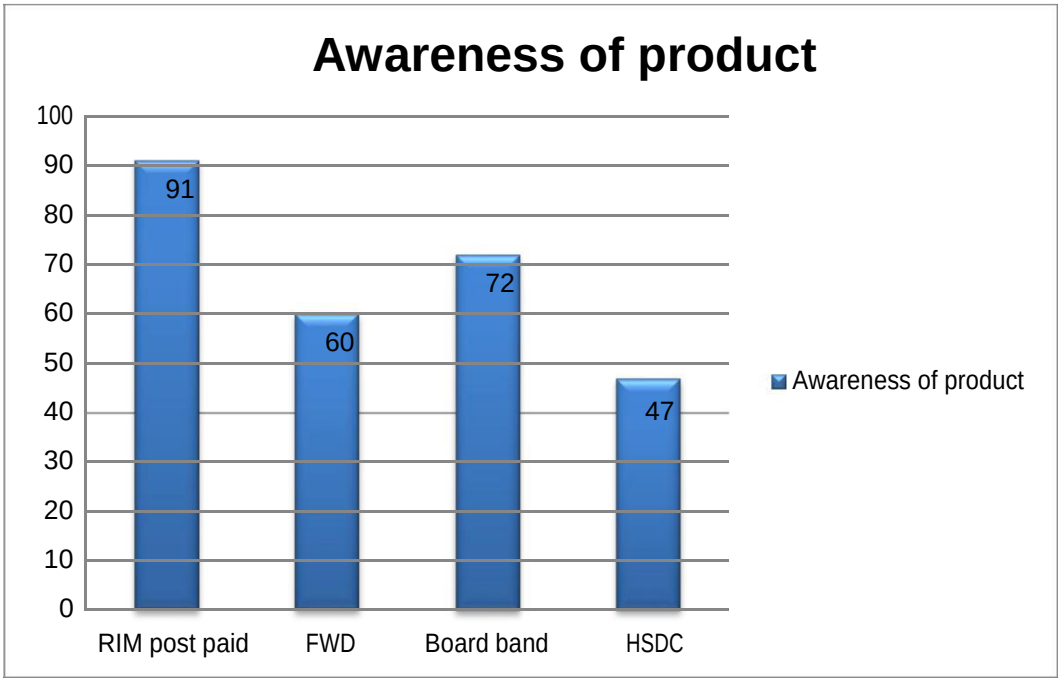
The majority of respondents using reliance post paid service for business, official and personal purpose. But through the respondents we can conclude that the majority were opinion that ,they using service for business purpose.

4. which of the reliance post paid products are customer aware

TABLE-4.4

Product	No of respondents	Percentage
RIM post paid	64	91
FWD	42	60
Board band	51	72
HSDC	33	47
Total	70	100

Graph- 4.4



ANALYSIS

The chart shows the awareness of product in which 91% of RIM post paid, 60% is FWD, 72% is Board band and 47% is HSDC for reliance customers

INTERPRETATION

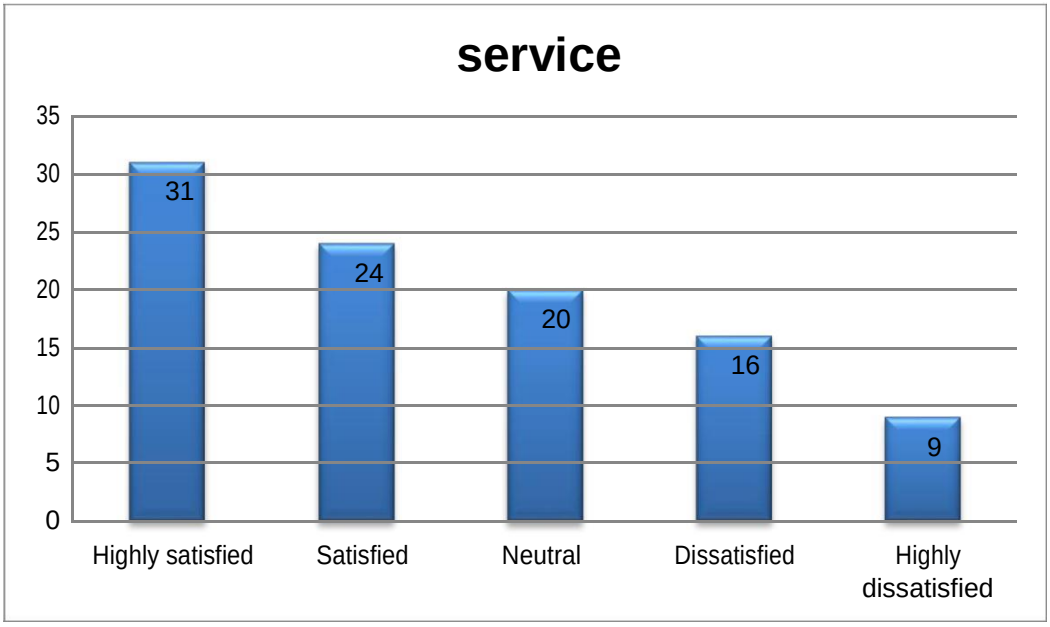
The majority of product awareness from reliance customers are found to the products are RIM post paid and Board band services.

5. Are you satisfied with the service provided by the company

TABLE-4.5

Levels	Num of respondents	Percentage
Highly satisfied	22	31
Satisfied	17	24
Neutral	14	20
Dissatisfied	11	16
Highly dissatisfied	6	9
Total	70	100

Graph- 4.5



ANALYSIS

The above chart shows the levels of satisfaction of reliance customers towards the service provided by the company were 31% of highly satisfied ,24% of satisfied, 20% of neutral, 16% of dissatisfied and 9% of highly dissatisfied levels.

INTERPRETATION

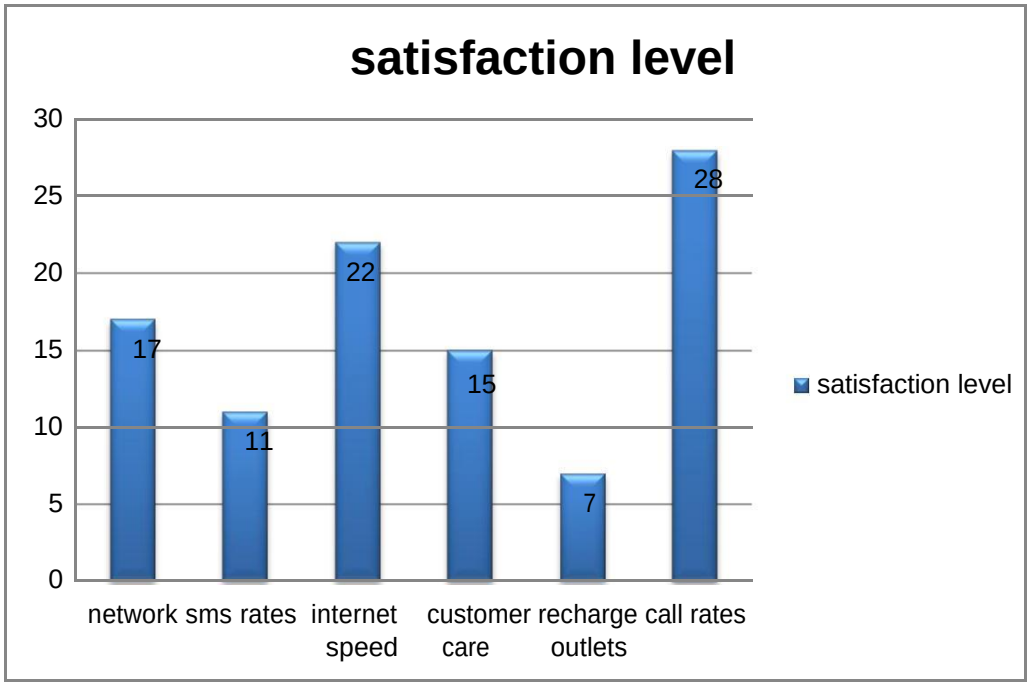
The majority of respondents have given ratings has highly satisfied.

6. Basis for satisfaction

TABLE-4.6

Service	no of respondents	Percentage
Network	12	17
SMS rates	8	11
Internet speed	15	22
Customer care	10	15
Recharge outlets	5	7
Call rates	20	28
Total	70	100

Graph- 4.6



ANALYSIS

The chart shows the basis for satisfaction of reliance service were 17% for network, 11% of network, 22% of internet speed 15% of customer care, 7% for recharge outlets and 28% for call rates and majority of satisfaction level was found in call rates and also for internet speed

INTERPRETATION

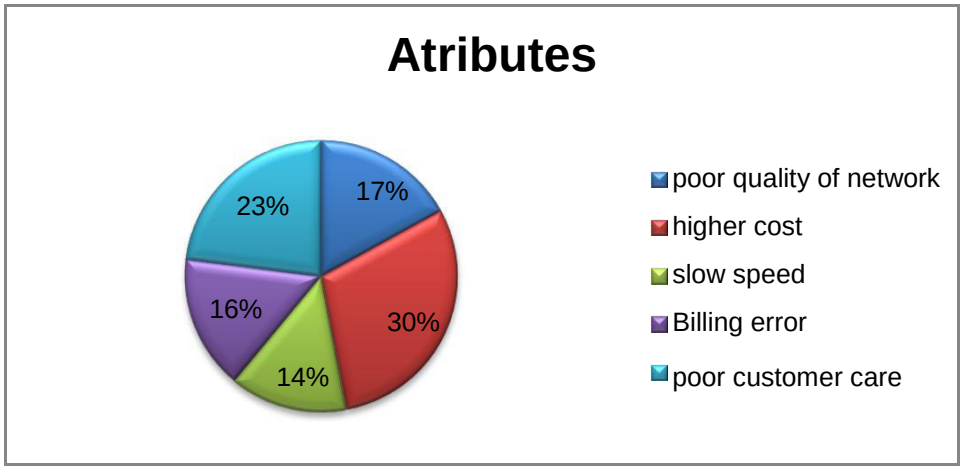
The majority of respondents have given rates for call rates and also internet speed.

7. What are the major reasons for dissatisfaction

TABLE-4.7

Attributes	No respondents	Percentage
poor quality of network	12	17
Higher cost	21	30
Slow speed	10	14
Billing errors	11	16
Poor customer care	16	23
Total	70	100

Graph- 4.7



ANALYSIS

The above chart shows the response from respondents for the major reasons for dissatisfaction were 17% for poor quality of network, 30% of higher cost and 14% slow speed,16% for billing errors,23% of poor customer care for the reliance post paid service in Bangalore

INTERPRETATION

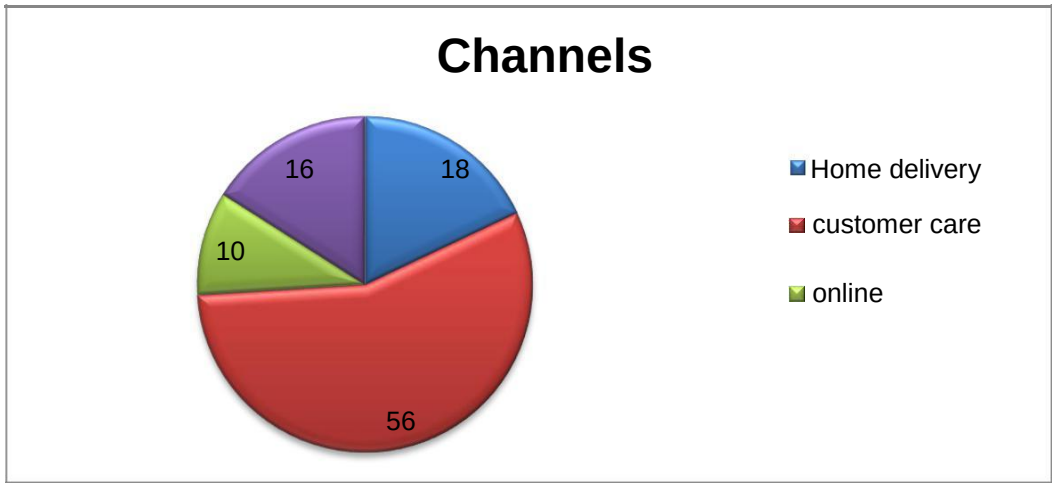
The respondents gave rates for majority of dissatisfaction were given to higher cost and the poor customer care.

8. Which channel would you prefer to buy a telecom/internet service

TABLE-4.8

Channels	Num of respondents	Percentage
Home delivery	13	18
Customer care	39	56
Online	7	10
franchise & utility shops	11	16
Total	70	100

Graph- 4.8



ANALYSIS

The chart shows the channel preferred to buy the reliance post paid service were 18% for home delivery,56% for customer care,10% for online, 16% for franchise & utility shops

INTERPRETATION

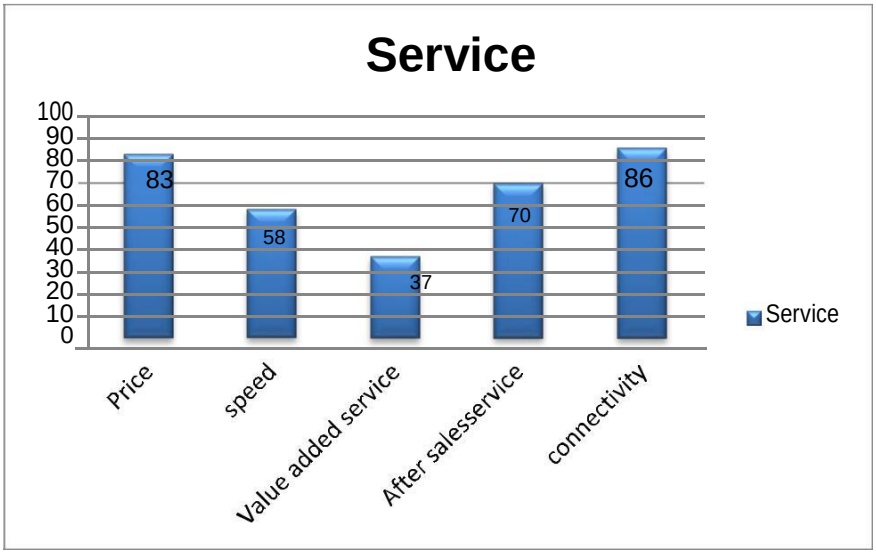
The respondents gave majority of response towards customer care center to an channel to buy the service of reliance

9. Which of the following services you look to before choosing the product

TABLE-4.9

Service	Num of respondents	Percentage
Price	58	83
Speed	41	58
Value added service	26	37
After sales service	49	70
Connectivity	60	86
Total	70	100

Graph- 4.9



ANALYSIS

The chart shows that 83% of respondents choose price,58% for speed 37% for value added service ,70% for after sales service and 86%of connectivity givn by the respondents for service you look before choosing the product.

INTERPRETATION

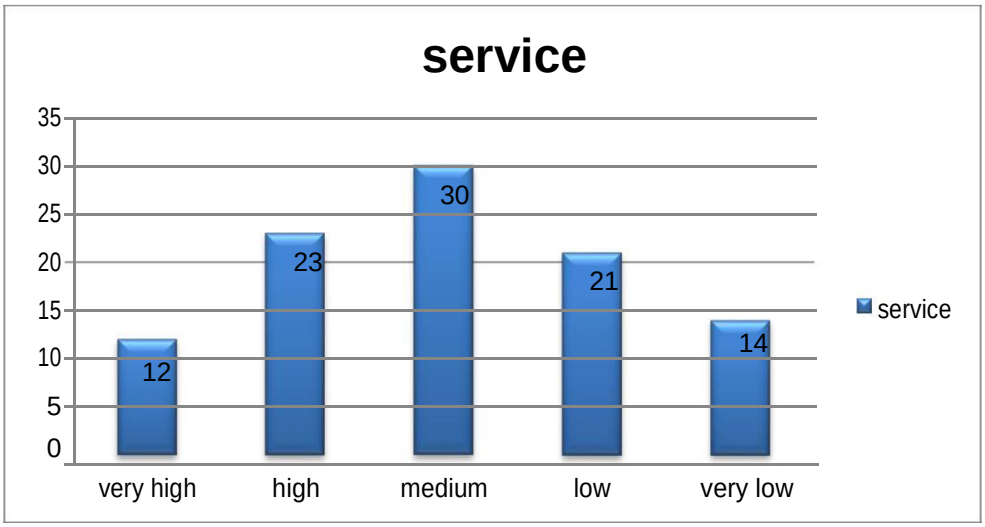
The respondents choose majority of connectivity and price and aftersales service for the choosing of product.

10. How would you rate the levels of reliance when compared to other service provider

TABLE-4.10

Levels	Num of respondents	Percentage
Very high	8	12
High	16	23
Medium	21	30
Low	15	21
Very low	10	14
Total	70	100

Graph- 4.10



ANALYSIS

the above chart shows that levels for rate of service were compared to other service provider are 12% for very high 23% of high 30% of medium, 21%of low and 14%for very low.

INTERPRETATION

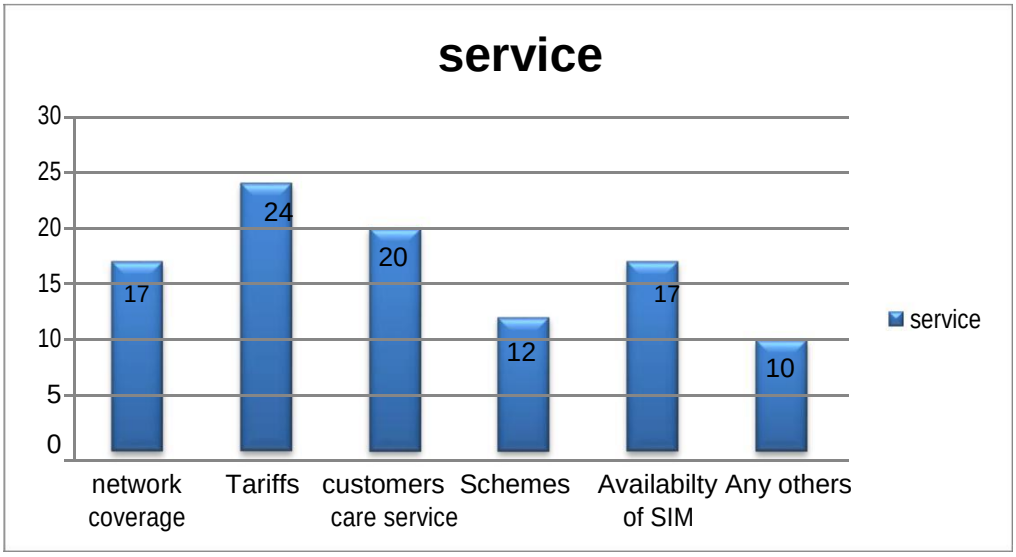
The majority in chart shows that 30% of medium level of service compared to other with reliance post paid service.

11. What are the reasons for using other services

TABLE-4.11

Services	No of respondents	Percentage
Network coverage	12	17
Tariffs	17	24
Customers care service	14	20
Schemes	9	12
Availability of SIM	11	17
Any others	7	10
total	70	100

Graph- 4.11



ANALYSIS

The chart shows the respondents reasons to choose other service than reliance post paid service were 17% for network coverage,24% for tariffs, 20% for customer care services 12% for schemes, 17% for availability of SIM 10% for other issues.

INTERPRETATION

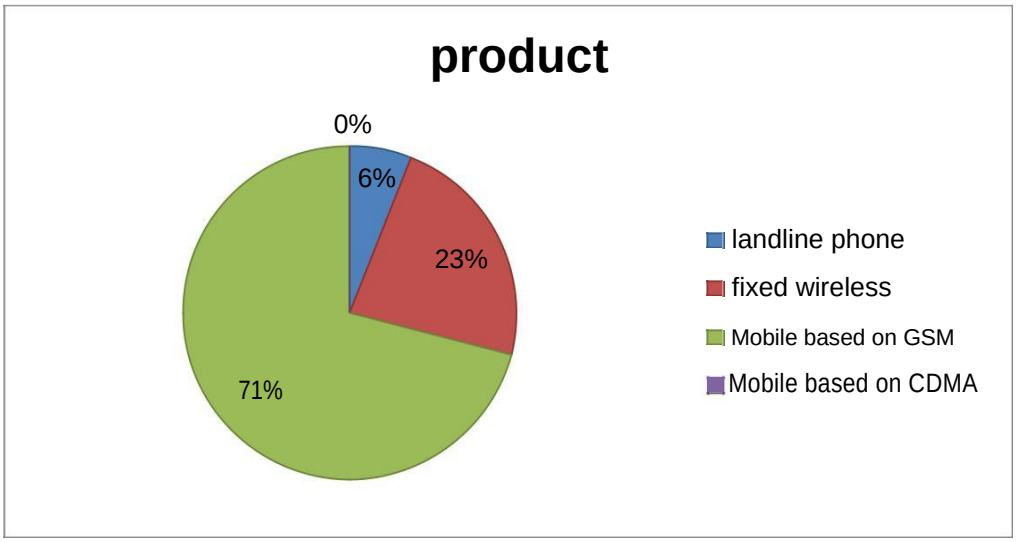
We can conclude that most of the respondents using others service only because of tariffs.

12. If price and mobility is not a concern which is the following would a customer buy

TABLE-4.12

Product	No of respondents	Percentage
Landline phone	4	6
Fixed wireless	16	23
Mobile based on GSM technology	50	70
Mobile based on CDMA technology	0	0
Total	70	100

Graph- 4.12



ANALYSIS

The chart shows the response of respondents if price and mobility is not a concern to buy the service were 6% of landline phones and 23% for fixed wireless and 70% of mobile based on GSM technology.

INTERPRETATION

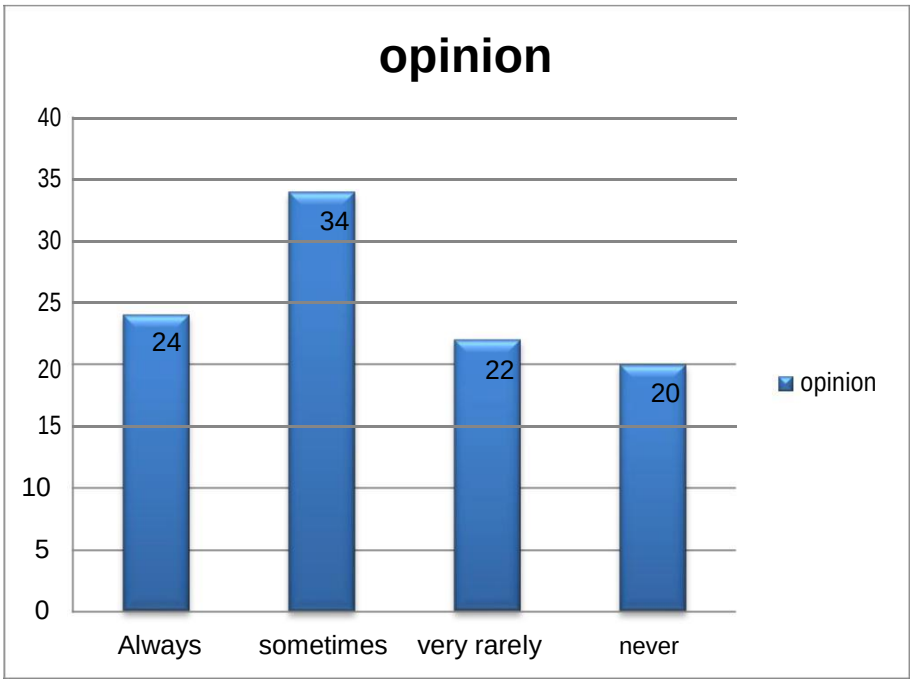
The majority of response from respondents were for mobile based on GSM technology.

13. Would a customer like to recommend reliance service to others

TABLE-4.13

opinion	No of respondents	percentage
Always	17	24
sometimes	24	34
Very rarely	15	22
Never	14	20
total	70	100

Graph- 4.13



ANALYSIS

The chart shows the respondents whether they like to recommend reliance to service others were 24% for always, 34% for sometimes,22% for rarely and 20% for never for reliance service

INTERPRETATION

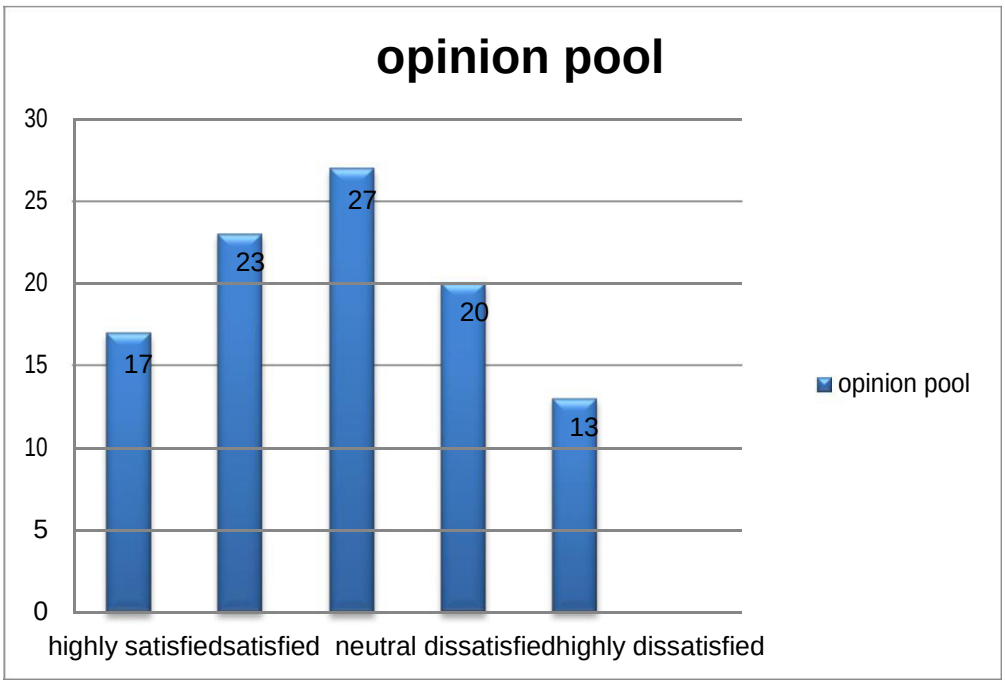
The majority of can be seen in sometimes were 34% for respondents would recommend reliance service to others.

14. How do you feel about the customer care in reliance service

TABLE-4.14

Opinion pool	Num of respondents	percentage
Highly satisfied	12	17
satisfied	16	23
Neutral	19	27
Dissatisfied	14	20
Highly dissatisfied	9	13
total	70	100

Graph- 4.14



ANALYSIS

The chart shows the satisfactory level in customer care of reliance service were the response of respondents were 17% for highly satisfied, 23% for satisfied, 27% and 20% for dissatisfaction and 13% for highly dissatisfaction

INTERPRETATION

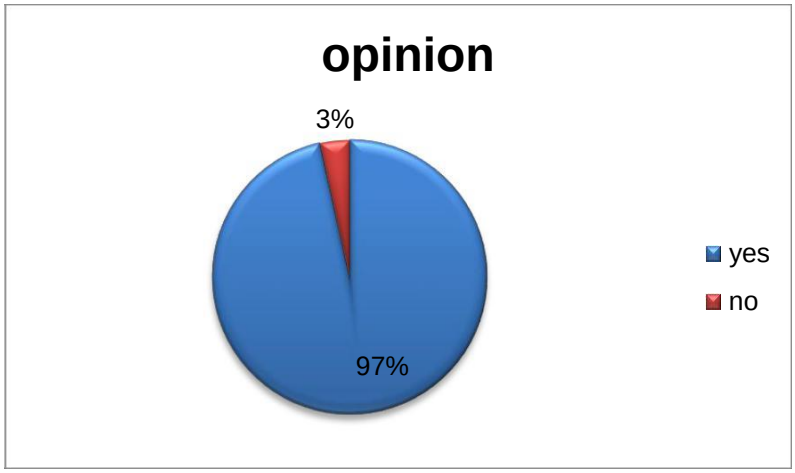
The respondents choose majority of neutral which is 27% and 23% for satisfied for the customer care in reliance post paid service

15. Would you like to give your suggestions to improve the satisfaction level of the customers?

TABLE-4.15

Opinion	No of respondents	Percentage
Yes	62	89
No	8	11
Total	70	100

Graph- 4.15



ANALYSIS

Chart shows whether the respondents like to give the suggestions to improve the satisfaction level of the customer level from respondents who choose 89% for yes and 4% for no

INTERPRETATION

We can conclude that majority of respondents wanted to give suggestions to improve satisfaction of the reliance post paid service.

4.16 HYPOTHISIS TESTING:

Hypothesis Testing:

H_0: Occupations has any influences on satisfaction are independent
H_1: Occupations has any influences on satisfaction are dependent

Observed value

occupation	satisfied	Not satisfied	total
students	2	1	3
self employed	7	1	8
govt service	15	5	20
professional	20	5	25
Others	9	5	14
total	53	17	70

We can see the observed value from the above table, we need to find the expected value by applying following formula:

Erc= Expected value
nr= Row sum
nc= column sum

Expected value

occupation	satisfied	Not satisfied
Students	2.2714	0.72
Self Employed	6.0571	1.94
Govt Service	15.14	4.85
Professional	18.9	6.071
Others	10.6	3.4

For the above expected values, we need to apply the chi square formula:

$$X^2=\sum(O-E)^2/E$$

Where,
X^2= Chi square
O= Observed value
E= Expected value

Also, degree of freedom is calculated by following formula,

Df= (m-1) * (n-1)

Where,
Df= degree of freedom
m=no of rows
n=no of column

Df= (2-1) * (2-1)
= 1*1 = 1

From the above formula, we will get the following table:

occupation	satisfied	Not satisfied
Students	0.0324	0.1089
Self Employed	0.1468	0.4555
Govt Service	0.0013	0.0046
Professional	0.0640	0.1889
Others	0.2415	0.7529

X^2= 1.72145

Chi-square test:

Significant value	Df	Table value	X^2	Test results
0.05	1	3.841	1.9969	H^o accepted

Interpretation:

From the following table, we can observe that Chi-square value is 1.9969 which is less than the value of degree of the freedom. We have taken the significant value as 0.05 & the test says that null hypothesis is accepted.

Test2:

c) **Null Hypothesis :** H_0 –there is no significant correlation between "satisfied with the service provided by the company and "customer like to recommend reliance service to others"
d) **Alternative Hypothesis :** H_1-there is significant correlation between satisfied with the service provided by the company and "customer like to recommend reliance service to others"

A correlation test was conducted between these two parameters and correlation coefficient is -0.0298

CHAPTER-5
FINDINGS, SUGGESTIONS AND CONCLUSIONS

5.1 FINDINGS:

1. A majority of 42% of respondents are in the group of 25-35 year of age who use reliance post paid service.
2. Has majority of respondents are in occupation who use reliance post paid service 35% are form professional and 29% of govt-service
3. Majority of respondents use reliance post paid service towards business is 52%
4. A majority of respondents have given product awareness is found in products of RIM post paid is 91% and 72% for board band
5. A majority of respondents have given satisfactory level to reliance post paid service is highly satisfied with 31%
6. A majority of respondents are satisfied for call rates which is 28% and also for internet speed at 22%
7. A majority of respondents is given to higher cost at 30% and the poor customer care 23%
8. A majority of respondents have given response towards customer care is 56% were it is an channel to buy the source of reliance post paid
9. A majority of respondents have choose connectivity towards the choosing of the service
10. A majority of respondents gave medium level of service to reliance post paid service is 30% when compared to other service
11. A majority respondents using other service rather than reliance is because of tariffs of 24%
12. A majority was found in were the technology should be based on GSM technology of 71%
13. A majority of 34% of respondents would recommend reliance service to others
14. A majority of respondents choose 27% for neutral for satisfied from the customer care in reliance service
15. A majority found out that there were suggestions to improve satisfaction of the post paid service in 97%

5.2 SUGGESTIONS

1. It is found out that feel towards reliance service system is astonishment

2. The fulfilment of organisation towards request by customer is done and should promote extensive for development

3. The organisation should make general mindfulness towards the suggestions given by customers

4. Should increase in giving better network and decrease in tariffs should be done

5. The customer feel that there methods seen in the clients care of reliance and its official are obliging for better development.

6. Were most data is not proficient in the purchase mind towards the administrators about web office.

7. Due to enthusiasm towards prepaid offers the customers switch towards prepaid of reliance and other and thus organisation should give guarantee the assibilate of the service to all

8. Low value of service cost must be conducted so that help to maintain the growth for reliance customers with better offer.

5.3 CONCLUSION:

- Reliance has being an private sector. Should have focus and keep in mind that final goal to gain and reach great heights. I have come across customers their needs were moreover comprehended the rivals and their targets to perception their customers

- From the exam of assumption that the respondents are given to reliance service regardless the level of satisfaction is low on interchange variable like internet, board band call rate.

- I would like to recommend the specified and take actions for such activities which help in productive and remain of organisation

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1. **www.reliance communication.com**

QUESTIONNAIRE

ANNEXURE

BASIC INFORMATION

NAME:_____

AGE: _____

SPECIFIC INFORMATION

1. Age group of respondents
   a. 20-25
   b. 25-35
   c. 35-45
   d. Above 45

2. Occupation of the respondents
   a. Student
   b. Self employed
   c. Govt service
   d. Professional
   e. Others

3. For the purpose you mostly use reliance service
   a. Business
   b. Official
   c. Personal

4. which of the reliance post paid products are customer aware
   a. RIM post paid
   b. FWD
   c. Board band
   d. HSDC

5. Are you satisfied with the service provided by the company
    a. Highly satisfied
    b. Satisfied
    c. Neutral
    d. Dissatisfied
    e. Highly dissatisfied

6. Basis for satisfaction

Network SMS	
rates Internet	
speed	
Customer care	
Recharge outlets	
Call rates	

1

7. What are the major reasons for dissatisfaction

poor quality of network	
Poor voice quality	
Higher cost	
Slow speed	
Billing errors	
Poor customer care	

8. What channel would you prefer to buy a telecom/internet service
    a. home delivery
    b. customer care
    c. online
    d. franchise & utility shops

9. Which of the following services you look to before choosing the product
    a. Connectivity
    b. Speed
    c. Value added service
    d. After sales service

10. How would you rate the service of reliance when compared to other service provider
    a. Very high
    b. High
    c. Medium
    d. Low
    e. Very low

11. What are the reasons for using other services
    a. Network coverage
    b. Traffic
    c. Customer care service
    d. Schemes
    e. Availability of SIM
    f. Any others

12. If price and mobility is not a concern which is the following would a customer buy
    a. Landline phone
    b. Fixed wireless
    c. Mobile based on GSM
    d. Mobile based on CDMA

13. Would a customer like to recommend reliance service to others A. Always
    B. Mostly
    C. Sometimes
    D. Rarely
    E. Never

14. How do you feel about the customer care in reliance service
    a. Highly satisfied
    b. Satisfied
    c. Neutral
    d. Dissatisfied
    e. High dissatisfied

15. Would you like to give your suggestions to improve the satisfaction level of the customers?
    a. Yes
    b. no

ACHARYA

ACHARYA INSTITUTE OF TECHNOLOGY

DEPARTMENT OF MBA

WEEKLY REPORT(16MBAPR407)

Name of the Student: TEJAS GOWDA J

Internal Guide: Mr OM PRAKASH C

USN No: 1AZ16MBA71

Specialization: MARKETING& HR

Title of the Project: A STUDY ON CUSTOMER SATISFACTION TOWARDS RELIANCE POSTPAID SERVICES

Company Name: RELIANCE

Company LOCATION: BANGALORE

Week	Work undertaken	External Guide Signature	Internal Guide Signature
15-01-18 to 20-01-18	Introduction About Reliance and its Operation	Harish.H	1
22-01-18 to 27-01-18	Learning about different operations and products by Reliance	Harish.H	2
29-01-18 to 03-02-18	Orientation and gathering information about the growth of the company	Harish.H	3
05-02-18 to 10-02-18	Analysis of the position of the company	Harish.H	4
12-02-18 to 17-02-18	Research Problem Identification	Harish.H	5
19-02-18 to 24-02-18	Population of the Research instrument for data collection	Harish.H	6

For RELIANCE COMMUNICATION
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26-02-18 to 03-03-18	Theoretical background of the study	Harish.H	7
04-03-18 to 10-03-18	Data collection and Data analysis	Harish.H	8
12-03-18 to 17-03-18	Interpretation of data gathered during the survey	Harish.H	9
19-03-18 to 24-03-18	Final report preparation and submission	Harish.H	10

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