

**"A STUDY ON CUSTOMER SATISFACTION TOWARDS COSMETIC
PRODUCTS OF HIMALAYA IN MADURAI CITY"**

**A Study report submitted in partial fulfillment of the
requirement.**

For the award of the degree of

BACHELOR OF COMMERCE (SF)

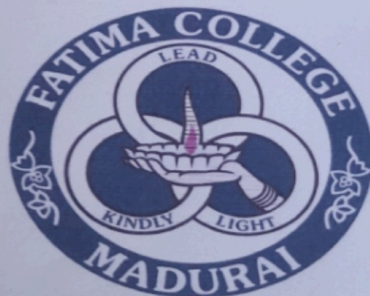
**MADURAI KAMARAJ UNIVERSITY
(2019-2022)**

Submitted by

M.AARTHY	2019AC01
S.BALANAGESHWARI	2019AC13
G.KAVIYA ESWARI	2019AC35
R.LSKDHMIPRIYA	2019AC39
M.VIJAYADHARSHINI	2019AC66

Under the guidance of

**Dr .T.K.LATHA MAHESHWARI,
M.COM, M.PHIL, PGDCA, PH.D.SET.**



DEPARTMENT OF COMMERCE(SF)

FATIMA COLLEGE (AUTONOMOUS)

(college with potential for excellent)

Mary land, Madurai-625018

June-2022

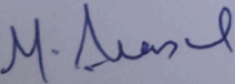
BONAFIDE CERTIFICATE

This is to certify that the project entitled "A STUDY ON CUSTOMER SATISFACTION TOWARDS COSMETIC PRODUCTS OF HIMALYA"

It is a bonafide record of the project work done by:

M.AARTHY	2019AC01
S.BALA NAGESHWARI	2019AC13
G.KAVIYA ESWARI	2019AC35
R.LAKSHMIPRIYA	2019AC39
M.VIJAYA DHARSHINI	2019AC66

In partial fulfillment of the award of the B.COM degree in Bonafide record of the work under the Guidance of Dr. T. K. LATHA MAHESWAR M.COM,M.PHIL,PGDCA,PH.D., SET., Assistant Professor, Department of Commerce(SF) during the year 2019-2022.

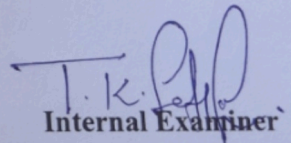


Head of Department

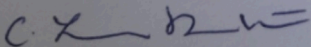
Head of the Department
Commerce with Computer Applications

Fatima (nomous),

Mad



Internal Examiner



External Examiner

Submitted for Viva-voce Examination held on 8.6.22

DECLARATION

Hereby we declare that this software project titled, "A STUDY ON CUSTOMER SATISFACTION TOWARDS COSMETIC PRODUCTS OF HIMALAYA" has been done thoroughly at the outside knowledge and has not drafted out to any other mode of information.

Reg. No.	Name:	candidate signature
2019AC01	M.AARTHY	M. Arthy.M.
2019AC13	S.BALA NAGESHWARI	S. Balaji
2019AC35	G.KAVIYA ESWARI	G. Kaviya Eswari
2019AC39	R.LAKSHMIPRIYA	R. Lakshmipriya
2019AC66	M.VIJAYA DHARSHINI	M. Vijayadharshini

Place: Madurai

Date: 8-6-2022

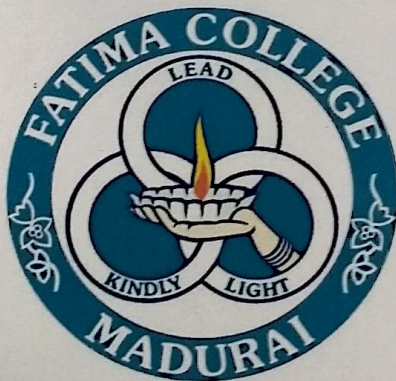
A STUDY ON CONSUMER AWARENESS AND IMPACTS TOWARDS GST WITH SPECIAL REFERENCE TO MADURAI CITY

The project report was submitted in partial fulfilment of the requirement for the award of the degree of bachelor of commerce.

SUBMITTED BY

NAME	REGISTER NUMBER
1.BHAKYA LAKSHMI M	2019AC15
2. ISHWARYA K	2019AC27
3. JEEVEETHA S	2019AC29
4. RAJESHWARI V	2019AC53
5 SOWMIYA K	2019AC58

Under the guidance of Mrs.N.SUKASINI, M.Com., M.Phil., Department of commerce.



FATIMA COLLEGE (AUTONOMOUS)

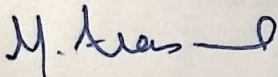
(College with potential for Excellence)

(Re-Accredited with "A++" grade by NAAC) MARY

LAND, MADURAI-625018

BONAFIDE CERTIFICATE

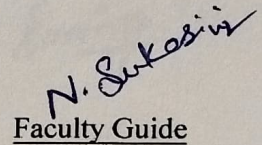
This is to certify that the project research entitled “**A STUDY ON CONSUMER AWARENESS AND IMPACTS TOWARDS GST WITH SPECIAL REFERENCE TO MADURAI CITY**” is a bonafide research done by M.Bhakya Lakshmi (2019AC15), K.Ishwarya (2019AC27), S.Jeeveetha (2019AC29), V.Rajeshwari (2019AC53), K.Sowmiya (2019AC58) In partial fulfillment of the requirement for the award of Bachelor of Commerce degree ,Fatima college, under my guidance and supervision and that no part of it has been presented before for any other degree ,diploma , fellowship or other similar titles.



Head of the Department

Dr.M.Arasammal,

M.Com.,B.Ed.,M.Phil.,Ph.D.
Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.

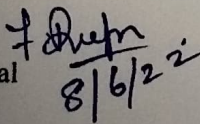


Faculty Guide

Mrs.N.Sukasini,

M.Com.,M.Phil.

External



DECLARATION

We here by state that the project for the Degree of Bachelor of Commerce on " A STUDY ON CONSUMERS AWARENESS AND IMPACTS OF GST WITH SPECIAL REFERENCE TO MADURAI CITY " is our original work and no part of this project has been submitted for the award of any other similar titles.

NAME

Bhakya Lakshmi M (2019AC15)

Ishwarya K(2019AC27)

Jeeveetha S (2019AC29)

Rajeshwari V (2019AC53)

Sowmiya K (2019AC58)

SIGNATURE

M. Bhakya Lakshmi

K. Ishwarya.

Jeeveetha

V. Rajeshwari.

K. Sowmiya

Place : Madurai

Date : 08.06.2022

ACKNOWLEDGEMENT

On this auspicious occasion, we are here to thank our Invincible Lord for this abundant blessings which he showered on us throughout the preparation of this project, without him our work could not have been a success.

We wish to endorse our sincere gratitude to our Principal Dr.Sr.G.Celine Sahaya Mary, for having extended all facilities in the college toward the completion of our course.

We extend our gratitude to our Head of the Department of B.Com Dr.M.Arasammal, M.Com., B.Ed., M.Phill., Ph.D,for her encouragement throughout the preparation of this project.

We owe our special thanks to Mrs.N.Sukasini, M.Com.,M.Phill, for her inspiring guidance and kind encouragement during the preparation till the completion of this research.

Finally , we express our heartfelt appreciation and thanks to our beloved family and friend for their support throughout this project.

“A COMPARATIVE STUDY BETWEEN ONLINE SHOPPING AND OFFLINE SHOPPING ”

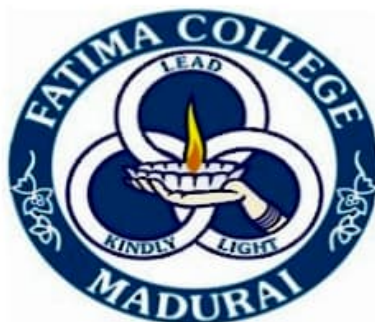
The project report was submitted in partial fulfillment of the requirement for the Degree of Bachelor of Commerce.

SUBMITTED BY:

NAME	REGISTER NUMBER
S.ABROSE	2019AC05
S.BRINDHA	2019AC16
G.DEEPAVARSHINI	2019AC17
P.DIVYADHARSINI	2019AC21
M.HARITHA	2019AC24

Under the guidance of **Dr. K.SANGEETHA, M. com., M. phil., SET., PhD**

Department of Commerce



FATIMA COLLEGE (AUTONOMOUS)

(College with potential for excellence)

(Re-Accredited with “A++” grade by NAAC)

MARRY LAND, MADURAI-625 018

JUNE - 2022

BONAFIDE CERTIFICATE

This is to certify that the project entitled "**A COMPARATIVE STUDY BETWEEN ONLINE SHOPPING AND OFFLINE SHOPPING**" is submitted to the Department of Commerce.

NAME	REGISTER NUMBER
S.ABROSE	2019AC05
S.BRINDHA	2019AC16
G.DEEPAVARSHINI	2019AC17
P.DIVYADHARSINI	2019AC21
M.HARITHA	2019AC24

In partial fulfillment of the award of the B.com degree in bonafide record of the work under the guidance of **Dr. K.SANGEETHA, M. Com., M. Phil, SET., PhD., Assistant Professor, Department of B.com (S.F)** during the 2021-2022.



Head of the Department

~~Head of the Department~~
Commerce with Computer Applications
Fatima College, Madurai

Submitted by **VIVA VOICE** Examination held at the Department of Commerce.

Fatima college, Madurai on 08.06.2022



Internal Guide



External Examiner

DECLARATION

We hereby declare that the project entitled "A STUDY ON COMPARATIVE STUDY BETWEEN ONLINE SHOPPING AND OFFLINE SHOPPING" in Madurai city has been done thoroughly using secondary data and has utilized primary data only for the survey. This project has been developed by us and only for educational purposes.

NAME	REGISTER NUMBER
S.ABROSE	2019AC05
S.BRINDHA	2019AC16
G.DEEPAVARSHINI	2019AC17
P.DIVYADHARSINI	2019AC21
M.HARITHA	2019AC24

Place: Madurai

Date: 08.06.2022

Signature of Candidates:

S. Abrose
S. Brindha
G. Deepa Varshini
P. Divyadharsini
M. Haritha.

ACKNOWLEDGEMENT

First and foremost we offer our gratitude to God who has given us determination, Strength, and resourcefulness to pursue and complete this project successfully.

We take this opportunity to thank our principal **Rev. Dr. Sr. G. CELINE SAHAYA MARY, MBA, FDP., Ph. D** for the chance to undertake this project.

We also express our heartfelt gratitude to **Dr. M. Arasammal, M. Com., B.Ed., M.Phil., Ph. D** the head of the department of commerce for her encouragement throughout the preparation of this project.

We are also grateful to our internal guide **Dr. K.SANGEETHA, M. Com., M. Phil., SET., PhD.,** for sharing with us her knowledge and experience and also for invaluable contribution to the project. We also thank all our faculty members for facilitating the project.

We are deeply indebted to all our friends and family who were all encouraging and helpful.

**A STUDY ON CONSUMER SATISFACTION AND PREFERENCE
TOWARDS ONLINE CAB SERVICE WITH SPECIAL REFERENCE TO
MADURAI CITY**

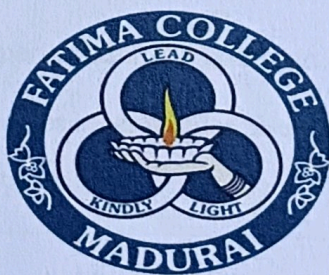
The project report submitted in partial fulfillment of the requirement for the award
of the degree of Bachelor of commerce (S.F).

SUBMITTED BY

NAME	REGISTER NUMBER
1. ABIRAMI S	2019AC04
2. KAVYA SHREE M	2019AC36
3. KIRUPA NIVETHA A B	2019AC38
4. PRIYA P	2019AC51
5. RIDHUVARSHINI M	2019AC54

Under the guidance of

MRS. M. Priya M.com (CA)., M.Phil., B.Ed.



Department of Commerce (SF)

Fatima College (Autonomous)

Madurai-625 018

JUNE-2022

FATIMA COLLEGE

(Autonomous)

MARYLAND

MADURAI 625 018

JUNE 2022

BONAFIED CERTIFICATE

This is to certify that the project work entitled, "A STUDY ON CONSUMER SATISFACTION AND PREFERENCE TOWARDS ONLINE CAB SERVICE WITH SPECIAL REFERENCE TO MADURAI CITY" is a Bonafide research done by,

ABIRAMI S (2019AC04)

KAVYA SHREE M (2019AC36)

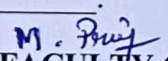
KIRUPA NIVETHA A B (2019AC38)

PRIYA P (2019AC51)

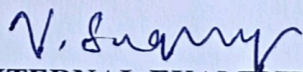
RIDHUVARSHINI M (2019AC54)

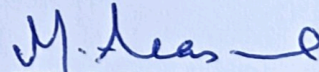
In partial fulfillment of the requirement for the award of Bachelor of Commerce Degree, Fatima College, under my guidance and supervision and that no part of it has been presented before for any other degree, diploma, fellowship or other similar titles.

Submitted for Viva-Voce examination held at Fatima College, Madurai - 625 018, on


FACULTY GUIDE

(Mrs. PRIYA M)


EXTERNAL EXAMINER


HEAD OF THE DEPARTMENT

(Dr. Mrs. ARASAMMAL M)

Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous)
Madurai-18.

DECLARATION

We, the under signed students pursuing Bachelor of Commerce (S.F) at Fatima College (Autonomous) affiliated to Madurai Kamaraj University declared that this project report entitled, **“A STUDY ON CONSUMER SATISFACTION AND PREFERENCE TOWARDS ONLINE CAB SERVICE WITH SPECIAL REFERENCE TO MADURAI CITY”** is our original work and no part has been submitted for the award of any similar titles.

NAME		SIGNATURE
ABIRAMI S	(2019AC04)	<i>S. Abirami</i>
KAVYA SHREE M	(2019AC36)	<i>M. Kavya Shree</i>
KIRUPA NIVETHA A B	(2019AC38)	<i>Kulsh A.B</i>
PRIYA P	(2019AC51)	<i>Priya P</i>
RIDHUVARSHINI M	(2019AC54)	<i>Ridhuvارشيني M</i>

Place: Madurai

Date:

ACKNOWLEDGEMENT

First and foremost we thank god Almighty we creator and sole provider of the universe, without him our work could not have been a success.

We wish to to acknowledge our sincere gratitude and thanks to our principal **Rev. Dr. Sr. G. Celine Sahaya Mary, M.B.A., FDP., Ph.D.**, for having extended all facilities in the college towards the completion of our course,

We extend our sincere gratitude to **Dr.M.Arasammal, M. Com., B.Ed., M.Phil., Ph.D.** the Head of the Department Commerce with computer application and Commerce (s.f) for her encouragement throughout the preparation of this project.

We owe our special time to **Mrs. M. Priya M.com (CA)., M.Phil.,SET.,B.Ed.** for guidance and encouragement during the preparation till the completion of this research.

Finally, we express our heartfelt appreciation to our family members & friends for their abundant support throughout this study.

**A STUDY ON CONSUMER SATISFACTION TOWARDS ONLINE SHOPPING
WITH SPECIAL REFERENCE TO MADURAI CITY.**

The project report submitted in partial fulfillment of the requirement for the award of the
degree Bachelor of Commerce.

SUBMITTED BY

NAME	REGISTER NUMBER
A. AMIRTHA VARSHINI	2019AC07
M. AMUTHA VALLI	2019AC08
S. JENITHA	2019AC30
P. PAVITHRA	2019AC46
S. SUBHIKSHA	2019AC60

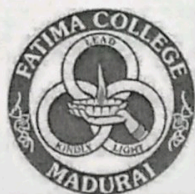
UNDER THE GUIDANCE OF

Mrs. Fanny M,

M.Com., M.Phil., D.FOM., NET., SET.,

Assistant Professor,

Department of Commerce (S.F.).



FATIMA COLLEGE (AUTONOMOUS)

(With potential for Excellence)

(Re-Accredited with 'A++' Grade by NAAC)

Mary land,

Madurai – 625018.

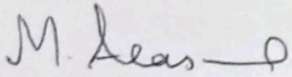
May 2022

BONAFIDE CERTIFICATE

This is to certify that the project work entitled "A STUDY ON CUSTOMER'S SATISFACTION TOWARDS ONLINE SHOPPING WITH SPECIAL REFERENCE TO MADURAI CITY" is submitted to the Department of commerce (SF)

NAME	REGISTER NUMBER
A. AMIRTHA VARSHINI	(2019AC07)
M.AMUTHA VALLI	(2019AC08)
S. JENITHA	(2019AC30)
P. PAVITHRA	(2019AC46)
S. SUBHIKSHA	(2019AC60)

In partial fulfillment of the award of the B. Com Degree in the Bonafide record of the work under the guidance of Mrs. FANNY, M.COM, M. PHIL, D.FOM., NET, SET., Assistant professor, Department of Commerce (SF) during the year 2021 to 2022.

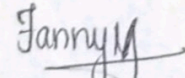


HEAD OF THE DEPARTMENT

Dr.M. Arasammal,

M.Com., B.Ed. M.Phil, Ph.D.

Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.



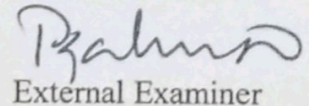
FACULTY GUIDE

Mrs. M. FANNY,

M.Com, M.Phil. D.FOM. NET, SET.

Submitted by VIVA-VOICE examination held at the Department of Commerce (SF).

FATIMA COLLEGE Madurai on 8/6/2022



External Examiner

(P.KALAI SELVI)

DECLARATION

We hereby declare that the project towards work entitled "A study on consumer satisfaction towards ONLINE SHOPPING with special reference to MADURAI CITY" Submitted to the Fatima College (Autonomous) in partial fulfillment of requirements for the degree of Commerce with Computer Application., is a record of work done under the guidance of Mrs. Fanny.M, M.Com., M.Phil., D.FOM., NET., SET., Assistant Professor, Department of Commerce in Fatima College, Madurai. It has not been submitted to any university for the award of any degree/diploma.

NAME

SIGNATURE

A. AmirthaVarshini - 2019AC07

A. Amirtha Varshini

M. Amutha Valli - 2019AC08

M. Amutha

S. Jenitha - 2019AC30

S. Jenitha

P. Pavithra - 2019AC46

P. Pavithra

S. Subhiksha - 2019AC60

S. Subhiksha

ACKNOWLEDGEMENT

First of all, we thank God almighty for his blessing in completing our project successfully and our beloved parents for their motivation in completing the project.

We wish to acknowledge our sincere gratitude and thanks to our principal Rev. Dr. Sr. G. Celine Sahaya Mary, M.B.A., FDP., Ph.D., for having extended all facilities in the college towards the completion of our course.

We extend our sincere gratitude to Dr. M. Arasammal, M. Com., B.Ed., M.Phil., Ph.D. the Head of the Department Commerce with Computer Application for her encouragement throughout the preparation of this project.

We owe our special time to Mrs. Fanny M, M. Com, M. Phil., D.FOM., NET., SET, for guidance and encouragement during the preparation till the completion of this research.

Deepest appreciation to all our friends, thank you for always being there for us always.

A STUDY ON CONSUMERS SATISFACTION TOWARDS FOOD DELIVERY APPS WITH SPECIAL REFERENCE TO ZOMATO

The project report was submitted in partial fulfilment as the requirement for the degree of Bachelor of Commerce.

SUBMITTED BY:

NAME	REGISTER NO.
L.R. AKSHITAA	2019AC06
B. BALA SANTHOSINI	2019AC14
P. GAYATHRI DEVI	2019AC22
S. NISHATHINI	2019AC45
R. TEJASWINI MEENAKSHI	2019AC61

Under the guidance of **Dr. S. P. Savitha, M.com, M.Ed., M.Phil., Ph.D.**

Department of Commerce with Computer Applications.

And

Department of Commerce (SF)



FATIMA COLLEGE (AUTONOMOUS)

(College with potential for excellence)

Re – Accredited with “A++” by NAAC

MARYLAND, MADURAI -18

MAY 2022

BONAFIDE CERTIFICATE

This is to certify that the project entitled "A STUDY ON CUSTOMER SATISFACTION TOWARDS FOOD DELIVERY APPS WITH SPECIAL REFERENCE TO ZOMATO" is Bonafide record of the project work done by

L.R AKSHITAA (2019AC06)

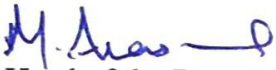
B.BALA SANTHOSINI (2019AC14)

P.GAYATHRI DEVI (2019AC22)

S.NISHATHINI (2019AC45)

R.TEJASWINI MEENAKSHI (2019AC61)

In partial fulfilment of the requirements for the award of Bachelor of Commerce degree, in bonafide record of the work under the guidance of Dr. Mrs. S.P Savitha, M.Com. M.Ed.,M.Phil,Ph.D Assistant Professor of Department of Commerce with Computer Applications and Department of Commerce (SF).




Head of the Department

Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.


Internal Examiner

Submitted viva-voce held on 08.06.2022


External Examiner

DECLARATION

We hereby declare that the project towards work entitled "A STUDY ON CONSUMERS SATISFACTION TOWARDS FOOD DELIVERY APPS WITH SPECIAL REFERENCE TO ZOMATO" submitted to the Fatima College (Autonomous) in partial fulfilment of requirements for the degree of Commerce is a record of work done under the guidance of Dr. S. P. SAVITHA, M.com., M.Ed., M.Phil., Ph.D. Department of Commerce with Computer Applications and Department of Commerce (SF) in Fatima College, Madurai. It has not been submitted to any university for the award of any degree/diploma.

NAME

SIGNATURE

L.R. AKSHITAA (2019AC06)

L.R. Akshita

B. BALA SANTHOSINI (2019AC14)

B. Bala Santhosini

P. GAYATHRI DEVI (2019AC22)

P. Gayathri Devi

S. NISHANTHINI (2019AC45)

S. Nishanthini

R. TEJASWINI MEENAKSHI (2019AC61)

Tejaswini Meenakshi

ACKNOWLEDGEMENT

First of all, I thank God almighty for his blessing in completing our project successfully and our beloved parents for their motivation in completing the project.

We would like to express our sincere thanks to our respected principal **Dr. Sr. G. Celine Sahaya Mary, M.B.A., FDP., Ph.D., D.Litt.** for granting permission in preceding the project.

We would like to express my gratitude and our sincere thanks to **Dr.M.Arasammal, M.Com. B.Ed., M.Phil., Ph.D.** Head, Department of Commerce with Computer Applications Department of Commerce (SF), Fatima College (Autonomous), Madurai, for her permission, and support to complete the project.

We would like to express our sincere thanks to **Dr. S. P. Savitha, M.com., M.Ed., M.Phil., Ph.D.,** Department of Commerce with Computer Applications and Department of Commerce (SF), Fatima College (Autonomous), Madurai for her wholehearted guidance, continuous supervision and support to complete the project.

We would like to express our sincere thanks to all staff members of the Department of Commerce with Computer Applications for their kind encouragement in completing the project.

Finally, we express our heartfelt appreciation to our family members & friends for their abundant support throughout this study.

FATIMA COLLEGE (Autonomous)

MARYLAND

MADURAI 625-018

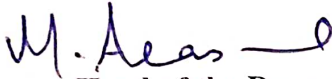
April 2021

BONAFIDE CERTIFICATE

This is to certify that the project research entitled, “ A Study On Consumer Preference Towards Himalaya Face Care Products With Special Reference In Madurai City” is a bonafide research done by,

A. ANITHA	2019AC10
B. VIDHYA SHREE	2019AC12
G. KASTHURI	2019AC32
S. K. POORANIMA	2019AC49
S. PRASANNA	2019AC50

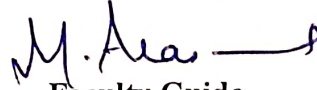
In partial fulfilment of the requirements for the award of Bachelor of Commerce (SF) Degree, Madurai Kamaraj University during the year 2021-2022.



Head of the Department

Dr.M.Arasammal,

M.com, B.Ed., M.Phil, Ph.D.



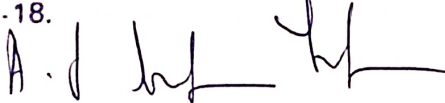
Faculty Guide

Dr.M.Arasammal,

M.com, B.Ed., M.Phil, Ph.D.

Head of the Department,
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.

External



DECLARATION

We, the under signed students pursuing Bachelor of Commerce (SF) at Fatima College (Autonomous) affiliated to Madurai Kamaraj University declared that this project report entitled “ A Study On Consumer Preference Towards Himalaya Face Care Products With Special Reference In Madurai City” is our original work and no part has been submitted for the award of any similar titles.

NAME	REG. NO	SIGNATURE
A. ANITHA	2019AC10	A. Anitha
B. VIDHYA SHREE	2019AC12	B. Vidhyashree
G. KASTHURI	2019AC32	G. Kasthuri
S. K. POORANIMA	2019AC49	S. K. Pooranima
S. PRASANNA	2019AC50	S. Prasanna

Place : Madurai

Date :

ACKNOWLEDGEMENT

First and foremost we thank God almighty the creator and soul provider of the universe, without him our work could not have been a success.

We wish to to acknowledge our sincere gratitude and thanks to our principal Rev. Dr. Sr. G. Celine Sagaya Mary, M.B.A., FDP., Ph.D., for having extended all facilities in the college towards the completion of our course,

We extend our sincere gratitude to Dr.M.Arasammal, M.Com., B.Ed., M.Phil., Ph.D the Head of the Department Commerce With Computer Application for her encouragement throughout the preparation of this project and for guidance and encouragement during the preparation till the completion of this research.

Deepest appreciation to all our friends, thank you for being there for us always.

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**“A STUDY ON CONSUMER PREFERENCE TOWARDS ONLINE FOOD ORDERING
APPS IN MADURAI CITY”**

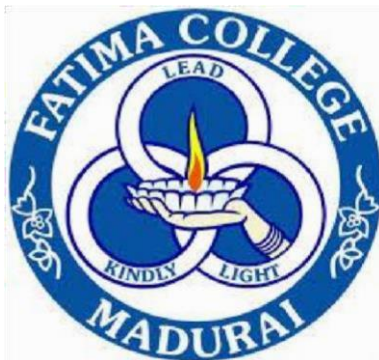
A report was submitted in partial fulfilment of the requirement for the Degree of Bachelor of

Commerce (SF)

SUBMITTED BY

NAME	REGISTER NUMBER
S. JEYASHREE	2019AC31
T.J. KAUSHALYA	2019AC33
J. SANDHIYA	2019AC55
S. SOWNDHARYAA	2019AC59
R. THANISKA	2019AC62

Under the guidance of Mrs M Fanny M.COM., M.Phil. D.FOM. NET.SET Department
of Commerce (SF)



FATIMA COLLEGE (AUTONOMOUS)

(College with potential for Excellence)

(Re-Accredited with “A++” grade by NAAC) MARY

LAND, MADURAI – 625018.

MAY - 2022

BONAFIDE CERTIFICATE

This is to certify that the project entitled" A STUDY ON CONSUMER PREFERENCE TOWARDS ONLINE FOOD DELIVERING APPS IN MADURAI CITY" is submitted to the Department of Commerce (SF)

NAME	REGISTER NUMBER
S. JEYASHREE	2019AC31
T.J KAUSHALYA	2019AC33
J. SANDHIYA	2019AC55
S. SOWNDIHARYAA	2019AC59
R. THANISKA	2019AC62

In partial fulfilment of the award of the B.Com Degree in Bonafide record of the work under the Guidance Mrs M FANNY, M.COM, M.PHIL, D.FOM, NET, SET, Assistant Professor, Department of Commerce (SF) during the year 2021-2022.


Head of the Department

Dr.M. Arasammal,

M.Com, B. Ed., M.Phil., Ph.D.

Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.




Faculty Guide

Mrs M. Fanny,

M.com, M.Phil. D.FOM. NET, SET.

Submitted for VIVA VOCE Examination held at the Department of commerce (SF)

Fatima College Madurai on 8/6/2022


External Examiner
(P. KALAI SELVI)

DECLARATION

We hereby declare that the Project entitled "A STUDY ON CONSUMER PREFERENCE TOWARDS ONLINE FOOD ORDERING APPS "in Madurai city has been done thoroughly using secondary data and has utilized primary data only for survey .This project has been developed by us and only for educational purpose

NAME	REGISTER NUMBER
S. JEYASHREE	2019AC31
T.J KAUSHALYA	2019AC33
J.SANDHIYA	2019AC55
S.SOWNDHARYAA	2019AC59
R.THANISKA	2019AC62

Place: Madurai

Date: 0 9 / 0 6 / 2 0 2 2

Signature of candidates:

S. Jeyashree

Kaushalya T.J

J. Sandhiya

Sowndharyaa.S

Thaniska R

ACKNOWLEDGEMENT

First and foremost we offer our gratitude to God who has given us determination, strength and resourcefulness to pursue and complete this project successfully.

We take this opportunity to thank our Principal **Rev Dr.Sr.G.celine sahaya mary, MBA, FDP., Ph.D** for the chance to undertake this project.

We also express our heartfelt gratitude to **Dr.M. Arasammal, M.Com, B.Ed, M.Phil, SET, Ph.D.** the head of the Department Commerce and Commerce with computer Application for her encouragement throughout the preparation of this project

We are also grateful to our internal guide **Mrs. M. Fanny M.Com, M.Phil, D.fom, NET, SET** for sharing with us knowledge and expertise and also for invaluable contribution to the project. We also thank all our faculty members for facilitation the project

We are deeply indebted to all our friends and family who were all encouraging and helpful.

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**A STUDY ON CUSTOMER SATISFACTION TOWARDS
ONLINE SHOPPING DURING PANDEMIC IN DINDIGUL CITY**

The project report submitted in partial fulfillment of the requirement for the award of the degree of Bachelor of Commerce (SF).

SUBMITTED BY

NAME	REGISTER NUMBER
1. K.DEEPIKA	2019AC19
2. M.HARINI	2019AC23
3. M.MEENAKSHI	2019AC42
4. M.NISHA	2019AC44
5. V.POOJA SRI	2019AC48

Under the Guidance of



**DEPARTMENT OF COMMERCE
FATIMA COLLEGE (AUTONOMOUS)
MADURAI-625-018**

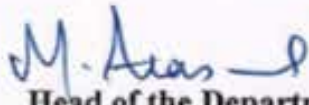
APRIL 2022

FATIMA COLLEGE
(Autonomous)
MARYLAND
MADURAI 625-018
April 2021
BONAFIDE CERTIFICATE

This is to certify that the project research entitled, " A Study On Consumer Satisfaction Towards Online Shopping During Pandemic In Dindigul City" is a bonafide research done by,

K.DEEPIKA	2019AC19
M.HARINI	2019AC23
M.MEENAKSHII	2019AC42
M.NISHA	2019AC44
V.POOJA SRI	2019AC48

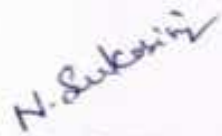
In partial fulfilment of the requirements for the award of Bachelor of Commerce degree, Madurai Kamaraj University during the year 2021-2022.



Head of the Department

Dr.M.Arasammal,

Head of the Department
M.com, B.Ed., M.Phil., Ph.D.
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.



Faculty Guide

Mrs.N.Sukasini,

M.com., M.Phil.,



External

DECLARATION

We, the under signed students pursuing Bachelor of Commerce at Fatima College (Autonomous) affiliated to Madurai Kamaraj University declared that this project report entitled " A Study On Consumer Satisfaction Towards Online Shopping During Pandemic In Dindigul City" is our original work and no part has been submitted for the award of any similar titles.

NAME	REG. NO	SIGNATURE
K.DEEPIKA	2019AC19	K. Deepika
M.HARINI	2019AC23	M. Harini
M.MEENAKSHI	2019AC42	M. Meenakshi
M.NISHA	2019AC44	M. Nisha
V.POOJA SRI	2019AC48	V. Pooja sri

Place : Madurai

Date:

ACKNOWLEDGEMENT

First and foremost we thank god Almighty and sole provider of the universe, without him our work could not have been a success.

We wish to acknowledge our sincere gratitude and thanks to our principal Rev. Dr. Sr. G. Celine Sahaya Mary, M.B.A., FDP., Ph.D., for having extended all facilities in the college towards the completion of our course.

We extend our sincere gratitude to Dr.M.Arasammal, M.Com., B.Ed., M.Phil., Ph.D the Head of the Department of Commerce for her encouragement throughout the preparation of this project and for guidance and encouragement during the preparation till the completion of this research.

We owe our special time to Mrs.N.Sukasini, M.com.,M.Phil., for guidance and encouragement during the preparation till the completion of this research.

Deepest appreciation to all our friends, thank you for being there for us always.

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**“A STUDY ON MUTUAL FUNDS OF INVESTOR’S PERSPECTIVE
TOWARDS THEIR ORGANSATION IN MADURAI CITY”.**

A project report submitted in partial fulfillment of the award of the degree of

BACHELOR OF COMMERCE for the Degree of

MADURAI KAMARAJ UNIVERSITY

SUBMITTED BY:

M. DHARANI 2019AC20

R. LAVANYA 2019AC40

S. MANISHA DEVI **2019AC41**

S. NEERAJA 2019AC43

G. PONYAMUNA 2019AC47

Under the guidance of

Dr. P. Sakunthala, M.Com., M. Phil., PGDCA., Ph.D

**FATIMA COLLEGE (AUTONOMOUS)**

(College with potential for Excellence)

(Re-Accredited with “A++” grade by NAAC)

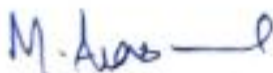
MARY LAND, MADURAI-625018

BONAFIDE CERTIFICATE

This is to certify that the project entitled "A STUDY ON MUTUAL FUNDS OF INVESTOR'S PERSPECTIVE TOWARDS THEIR ORGANISATION IN MADURAI CITY" is a bonafide record of the project work done by,

M. DHARANI	2019AC20
R.LAVANYA	2019AC40
S. MANISHA DEVI	2019AC41
S. NEERAJA	2019AC43
G. PONYAMUNA	2019AC47

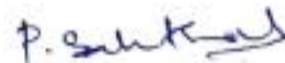
This is submitted in partial fulfillment for the award of BACHELOR OF COMMERCE DEGREE of Madurai Kamaraj University, Fatima College, Madurai during FEB 2022 to MAY 2022 under our guidance.



Head of the Department

Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),

Submitted for VIVA-VOCE Examination held at the department of commerce with computer applications.



Internal Guide

Fatima College, Madurai on 08-06-2022

DECLARATION

We, hereby state that the project for the Degree of commerce on "A STUDY ON MUTUAL FUNDS OF INVESTOR'S PERSPECTIVE TOWARDS THEIR ORGANSATION IN MADURAI CITY" is our original work and no part of this project has been submitted for the award of any other similar titles.

NAME	REG NO	SIGNATURE OF CANDIDATES:
M. DHARANI	2019AC20	M. Dharani
R.LAVANYA	2019AC40	R. Lavanya
S. MANISHA DEVI	2019AC41	S. Manishadevi
S. NEERAJA	2019AC43	S. Neeraja
G. PONYAMUNA	2019AC47	Gi. Pon Yamuna

Place: Madurai

Date: 08-06-2022

ACKNOWLEDGEMENT

First and foremost, we thank God almighty the creator and soul provider of the universe, without him our work could not have been a success.

We wish to acknowledge our sincere gratitude to our **Principal Rev. Dr. Sr. G. CELINE SAHAYA MARY, MBA, FDP., Ph.D** for having extended all facilities in the college towards the completion of our course.

We extend our sincere gratitude to **Dr. M. Arasammal, M.Com., B.Ed., M.Phil., Ph.D** the Head of the Department Commerce with Computer Applications & Commerce (Self Finance) for her encouragement throughout the preparation of this project.

We owe our special thanks to **Dr. P. Sakunthala, M.com., M.Phil., PGDCA.,Ph.D.** for her guidance and encouragement during the preparation till the completion of this research.

We thank all our friends and respective family for being there for us always.

**A STUDY ON CUSTOMER SATISFACTION ON BANKING SECTOR AND A
COMPARATIVE STUDY ON SBI AND HDFC WITH SPECIAL REFERENCE TO MADURAI
CITY**

A project report submitted in partial fulfillment of the requirement for the award of
BACHELOR OF COMMERCE(SF)

SUBMITTED BY

NAME	REGISTER NUMBER
DEEPIKA DEEPTHI A	2019AC18
KEERTHIKA K	2019AC37
SIVA SHAKTHI D R	2019AC57
THIVYADHARSHNA K	2019AC63
VISHNU PRIYA S	2019AC67

Under the guidance of

Dr.M.Latha, M.Com., PGDCA., MIMT., Ph.D.

Department of Commerce (SF)



Fatima College (Autonomous)

(College with potential for excellence)

(Re-Accrediated with 'A' grade by NAAC)

Mary land

Madurai-62501

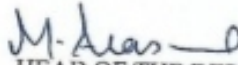
June-2022

BONAFIDE CERTIFICATE

This is to certify that the project work entitled "A STUDY ON CUSTOMER SATISFACTION ON BANKING SECTOR AND COMPARATIVE STUDY ON SBI AND HDFC WITH REFERENCE TO MADURAI CITY" is submitted to the Department of commerce(SF)

NAME	REGISTER NUMBER
DEEPIKA DEEPTHI A	(2019AC18)
KEERTHIKA K	(2019AC37)
SIVA SHAKTHI D R	(2019AC57)
THIVYADHARSHNA K	(2019AC63)
VISHNU PRIYA S	(2019AC67)

In partial fulfillment of the Award of the B.COM degree in the bonafide record of the work under the guidance of R.M.LATHA, M.COM, PGDCA, MIMT., PH.D, ASSISTANT PROFESSOR, DEPARTMENT OF COMMERCE(SF) during the year 2021 to 2022


HEAD OF THE DEPARTMENT

Dr. M. Arasammal,
M.Com., B.Ed., M.Phil, Ph.D.
Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.


INTERNAL GUIDE

Dr. M. Latha,
M.Com , PGDCA., MIMT., Ph.D.

Submitted by VIVA-VOICE examination held at the department of commerce
FATIMA COLLEGE Madurai on 08-06-2021


External Examiner

DECLARATION

We, hereby declare that the project entitled "A STUDY ON CUSTOMER SATISFACTION ON BANKING SECTOR AND CORPORATE STUDY ON SBI AND HDFC WITH SPECIAL REFERENCE TO MADURAI CITY" has been done throughly using secondary data and has utilized primary data only for the survey, this project has been developed by us and only for education purpose.

NAME	REGISTER NUMBER
DEEPIKA DEEPTHI A	2019AC18
KEERTHIKA K	2019AC37
SIVA SHAKTHI D R	2019AC57
THIVYADHARSHNA K	2019AC63
VISHNU PRIYA S	2019AC67

PLACE : Madurai

DATE :

Signature of candidates

A. Deepika Deepthi .
Keerthika K.
D.R. Siva shakthi
K. Thivyadharshna
S. Vishnu Priya

ACKNOWLEDGEMENT

First and foremost we offer our gratitude to God who was given as determination. Stress and reserve fulness to pursue and complete the project successfully.

We take this opportunity to thank our principal **REV .DR. SR. G. CELINE SAHAYA MARY, MBA, FDP, PH.D** for the chance of undertake this project.

We also express our heartfelt gratitude to **Dr. M. ARASAMMAL, M.COM, B.ED, M.PHIL., PH.D.**, The head of the department of commerce for encouragement throughout the preparation of the project.

We are also grateful to our internal guide **DR.M.LATHA, M.COM, PGDCA, MIMT, PH.D**, For sharing with us her knowledge and experience and also for invaluable contribution to the project we also tank our faculty member for facilitating the project.

We are deeply inducted to all our friends and family who were all encouraging and helpful.

A STUDY OF USER PERCEPTION AND SATISFACTION TOWARDS SMART WATCH WITH SPECIAL REFERENCE TO MADURAI CITY

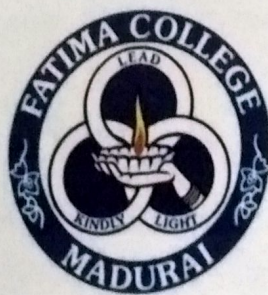
The project report submitted in partial fulfillment of the
requirement for the award of the degree of BACHELOR OF COMMERCE.

SUBMITTED BY

NAME	REGISTER NUMBER
1. HARITHA.V	2019AC25
2. JASMINE NISHA.S	2019AC28
3. RAJA PRIYA.M	2019AC52
4. SANTHANA PRIYA.M	2019AC56

Under the guidance of

Mrs. M. PRIYA M.com (CA), M.Phil., B.Ed.



DEPARTMENT OF COMMERCE (SF)

FATIMA COLLEGE (AUTONOMOUS)

MADURAI-625 018

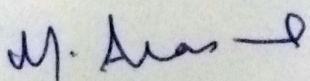
JUNE - 2022

BONAFIED CERTIFICATE

This is to certify that the project work entitled "A study of user perception and satisfaction towards smart watch in Madurai City" is a Bonafied research done by,

NAME	REGISTER NUMBER
1. HARITHA.V	2019AC25
2. JASMINE NISHA.S	2019AC28
3. RAJA PRIYA.M	2019AC52
4. SANTHANA PRIYA.M	2019AC56

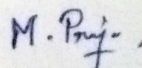
in partial fulfillment of the requirements for the award of Bachelor of Commerce degree, Madurai Kamaraj University during the year 2021-2022.



HEAD OF THE DEPARTMENT

Dr.M.ARASAMMAL

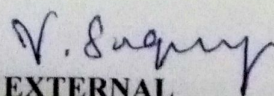
M.com, B.Ed., M.Phil, Ph.D. SET.,
Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.



FACULTY GUIDE

Mrs. M. PRIYA,

M.com (CA), M.Phil., B.Ed.,



EXTERNAL

DECLARATION

We, the under signed students pursuing Bachelor of Commerce at Fatima College (Autonomous) affiliated to Madurai Kamaraj University declared that this project report entitled "**A study of user perception and satisfaction towards smart watch**" is our original work and no part has been submitted for the award of any similar titles.

NAME	REGISTER NUMBER	
1. HARITHA.V	2019AC25	V. Haritha..
2. JASMINE NISHA.S	2019AC28	S. Jasmine Nisha
3. RAJA PRIYA.M	2019AC52	M. Raja priya
4. SANTHANA PRIYA.M	2019AC56	M. Santhana priya .

Place : Madurai

Date :

ACKNOWLEDGEMENT

First and foremost we thank god Almighty we creator and sole provider of the universe, without him our work could not have been a success.

We wish to acknowledge our sincere gratitude and thanks to our principal Rev. **Dr. Sr. G. Celine Sahaya Mary, M.B.A., FDP., Ph.D.**, for having extended all facilities in the college towards the completion of our course.

We extend our sincere gratitude to **Dr.M.Arasammal, M. Com., B.Ed., M.Phil., Ph.D.** the Head of the Department Commerce with computer application & commerce (S.F) for her encouragement throughout the preparation of this project.

We owe our special time to **Mrs. M. Priya M.com (CA), M.Phil., SET., B.Ed.** for guidance and encouragement during the preparation till the completion of this research.

Deepest appreciation to all our friends, thank you for being there for us always.

**A STUDY ON CUSTOMERS SATISFACTION TOWARDS E-WALLETS
WITH SPECIAL REFERENCE TO MADURAI CITY**

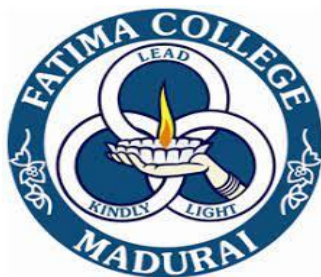
A project report submitted in partial fulfillment of the requirement for the award of
BACHELOR OF COMMERCE (SF)

SUBMITTED BY

NAME	REGISTER NUMBER
ANGAYARKARASLN	2019AC09
ANUSRI.P	2019AC11
HARSHINL.K	2019AC26
VARSHINLS	2019AC64
VIDHYA.R	2019AC65

Under the guidance of

Dr.M.Latha, M.Com., PGDCA., MIMT., Ph.D.



Department of Commerce (SF)

Fatima College (Autonomous)

Madurai-625 018

June-2022

FATIMA COLLEGE

(Autonomous)

MARYLAND

MADURAI-625 018

June-2022

BONAFIDE CERTIFICATE

This is to certify that the project work entitled “**A STUDY ON CUSTOMERS SATISFACTION TOWARDS E-WALLETS WITH SPECIAL REFERENCE TO MADURAI CITY**” is a bonafide research done by,

ANGAYARKARASIN (2019AC09)

ANUSRI.P (2019AC11)

HARSHINI.K (2019AC26)

VARSHINI.S (2019AC64)

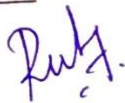
VIDHYA.R (2019AC65)

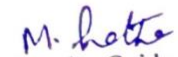
In partial fulfillment of the requirements for the award of Bachelor of Commerce degree, Madurai Kamaraj University during the year 2021-2022.


Head of the Department

Dr.M.Arasammal,
M.Com., B.Ed., M.Phil, Ph.D.

Ph.D.
Head of the Department
Commerce with Computer Applications
Fatima College (Autonomous),
Madurai-18.



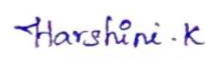
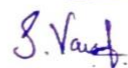




Faculty Guide

Dr . M . Latha ,
M.Com , PGDCA., MIMT.,

DECLARATION

We, hereby state that the project for the Degree of Commerce on
"A STUDY ON CUSTOMERS SATISFACTION TOWARDS E-WALLETS WITH
SPECIAL REFERENCE TO MADURAI CITY " is our original work and no part of this
project has been submitted for the award of any other similar titles.

NAME	REGISTER NUMBER	SIGNATURE
ANGAYARKARASIN	2019AC09	
ANUSRI.P	2019AC11	
HARSHINI.K	2019AC26	
VARSHINI.S	2019AC64	
VIDHYA.R	2019AC65	

PLACE : Madurai

DATE : 08/06/2022

ACKNOWLEDGEMENT

First and foremost we thank God almighty the creator and soul provider of the universe, without him our work could not have been a success

We wish to acknowledge our sincere gratitude to our **Principal Rev. Dr. Sr. G. CELINE SAHAYA MARY, MBA., FDP., PH.D** for having extended all facilities in the college towards the completion of our course.

We extend our sincere gratitude to **Dr. Mrs. M.ARASAMMAL M.Com., B.Ed., M.Phil., Ph.D Head of the Department of Commerce with Computer Applications and Commerce(SF)** for her encouragement throughout the preparation of this project.

We owe our special thanks to **Dr.M.Latha, M.Com., PGDCA., MIMT, Ph.D** for her guidance and encouragement during the preparation till the completion of this research.

Deepest appreciation to all our friends, thank you for being there for us always.