

## CERTIFICATE

## TO WHOM IT MAY CONCERN

This is to certify that Mr./Ms. **Mohammed Sheeraz** student of BBA 6<sup>th</sup> Semester in our institute, has successfully completed his/her project work, titled **A study on the factors affecting customer retention** for the partial fulfillment of the degree of Bachelor of Business Administration for the session 2019-2022.

Dean Academics Faculty of Management Invertis University, Bargilly (UP)

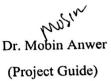
Dr. Manish Gupta

(Dean Management)

Head Department of Management (BBA) Faculty of Management Invertis University, Bareilly (UP)

Mr. Rajeev Bhandari

(HOD, BBA)



Invertis University Registrar Bareilly