



## CERTIFICATE


### TO WHOM IT MAY CONCERN

This is to certify that Mr./Ms FARHEEN FATIMA student of MBA 4<sup>th</sup> Semester in our institute, has successfully completed his/her project work, titled **Analyzing the factors influencing consumer loyalty in the service industry** for the partial fulfillment of the degree of Master of Business Administration for the session 2020-2022.

Dean Academics  
Faculty of Management  
Invertis University Bareilly (UP)

Dr. Manish Gupta  
(Dean Management)

Head  
Department of Management (MBA)  
Faculty of Management  
Dr. Shubho Chattopadhyay (UP)  
(HOD, MBA)

  
Dr. Mobin Anwar  
(Project Guide)

  
Registrar  
Invertis University  
Bareilly