


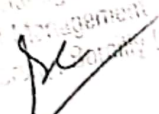

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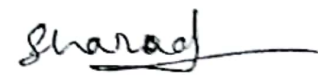
CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that Mr./Ms Shivam Saxena student of MBA 4th Semester in our institute, has successfully completed his/her project work, titled **Assessing the impact of employee empowerment on customer service quality** for the partial fulfillment of the degree of Master of Business Administration for the session 2020-2022.

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