

A STUDY ON
TRAINING AND DEVELOPMENT WITH REFERENCE
TO ASTIR IT SOLUTIONS PVT LTD, HYDERABAD

A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of

MASTER OF BUSINESS ADMINISTRATION



Submitted by
BAIG RAZIA BEGUM
Regd.No:Y22BU58001



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.Phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

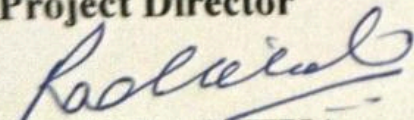
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF
BUSINESS ADMINISTRATION



CERTIFICATE

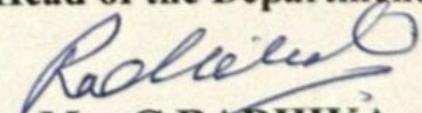
This is to certify that this a study on **TRAINING AND DEVELOPMENT** with reference to **ASTIR IT SOLUTIONS PVT LTD, HYDERABAD** has been submitted by **BAIG RAZIA BEGUM** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director


Mrs. G. RADHIKA

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

Head of the Department


Mrs. G. RADHIKA

MBA., M.Com., M.Phil., Ph.D


Director

Dr. J. PRATHAP REDDY




10.02.2023

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms.BAIG RAZIA BEGUM, (Regd.No:Y22BU58001)**, student of **St.Ann's College for Women, Gorantla, Guntur** has undergone training in our organization from **01.11.2022 to 31.01.2023**. She has completed her project on **TRAINING AND DEVELOPMENT** with the Human Resource Department, in our organization.

Her conduct during the training period was satisfactory and we wish her all success in future endeavors.

With best regards,
For Astir IT Solutions Pvt Ltd.,


Ms.Shaik Hazeera
HR- Recruiter

**A STUDY ON HUMAN RESOURCE PLANNING WITH
REFERENCE TO PEARL BEVERAGES LTD.,
NADIMPALEM, GUNTUR.**

A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of

MASTER OF BUSINESS ADMINISTRATION

Submitted by

B.Vijaya Durga
Regd.No:Y22BU58002



Project Director

Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

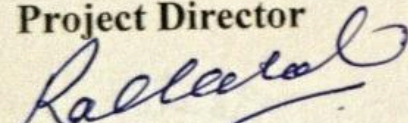
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

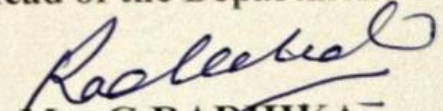
This is to certify that this a study on **HUMAN RESOURCE PLANNING** with reference to **PEARL BEVERAGES LTD.,** at **NADIMPALEM, Guntur** has been submitted by **B.VIJAYA DURGA** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

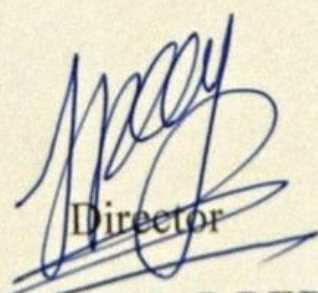

Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

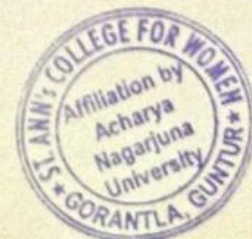

Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





Date:10.02.2023

CERTIFICATE

This is to certify that **Ms.B.VIJAYA DURGA (Regd.No:Y22BU58002)** is a student of MBA from **St.Ann's College for Women**, Amaravathi Road, Guntur-Dt has completed her project work i.e., a study on "**HUMAN RESOURCE PLANNING**" in **PEARL BEVERAGES LIMITED**, Nadimpalem, from 01.11.2022 to 31.01.2023.

For **PEARL BEVERAGES LIMITED**



RL NARASIMHA RAO

GENERAL MANAGER (HR)

**A STUDY ON
CUSTOMER SATISFACTION WITH REFERENCE TO
SANGAM MILK PRODUCER COMPANY LTD, GUNTUR**

**A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of**

MASTER OF BUSINESS ADMINISTRATION



Submitted by
B.VENKATA SRAVANI
Regd.No:Y22BU58003



Project Director

Mrs.G.RADHIKA

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

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION**

ST.ANN'S COLLEGE FOR WOMEN

GORANTLA, GUNTUR

ANDHRA PRADESH

2021-2023

ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF
BUSINESS ADMINISTRATION



CERTIFICATE

This is to certify that this a study on **CUSTOMER SATISFACTION** with reference to **SANGAM MILK PRODUCER COMPANY LTD, GUNTUR** has been submitted by **B.VENKATA SRAVANI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

Radhika
Mrs.G.RADHIKA

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

Head of the Department

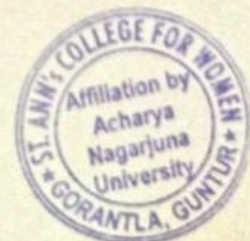
Radhika
Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D

Prathapreddy
Director

Dr.J.PRATHAPREDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





SANGAM MILK PRODUCER COMPANY LIMITED
AN ISO 22000:2018 CERTIFIED DAIRY

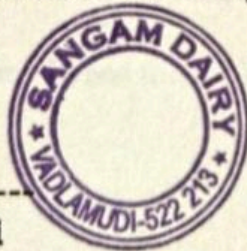
CERTIFICATE

Date. 10.02.2023

This is to certify that **Ms.BOBBALA VENKATA SRAVANI**
Regd.No:Y22BU58003 MBA Student of **St.Ann's College for Women,**
Guntur has successfully completed her academic project work during the
period from 01-11-2022 to 31-01-2023 in the are of Marketing on the
topic of **"A STUDY ON CUSTOMER SATISFACTION"** in Sangam Dairy,
Vadlamudi.

For **Sangam Milk Producer Company Limited**

Balaji Pravataneni
Manager Personnel



**A STUDY ON
JOB SATISFACTION WITH REFERENCE TO HINDUSTAN
COCA COLA BEVERAGES PVT LTD, GUNTUR-DIST**

**A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of**

MASTER OF BUSINESS ADMINISTRATION



Submitted by
G.BHARATHI
Regd.No:Y22BU58004



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.Phil.,Ph.D

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023**

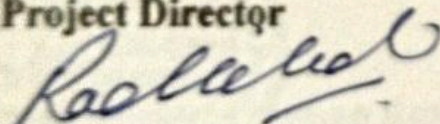
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF
BUSINESS ADMINISTRATION



CERTIFICATE

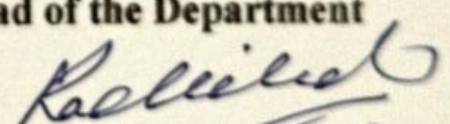
This is to certify that this [a study on **JOB SATISFACTION** with reference to **HINDUSTAN COCA COLA BEVERAGES PVT LTD, GUNTUR-DIST** has been submitted by **G.BHARATHI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

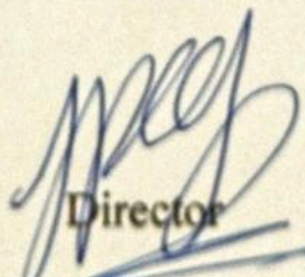

Mrs.G.RADHIKA

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

Head of the Department

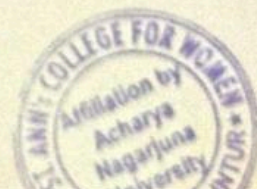

Mrs.G.RADHIKA

MBA., M.Com., M.Phil., Ph.D


Director

Dr.J.PRATHAPREDDY

M.Sc., M.B.A., M.E., M.Phil., Ph.D





Hindustan Coca-cola
Beverages Pvt. Ltd

Hindustan Coca-Cola Beverages Pvt. Ltd
Atmakuru Village, Mangalagiri Mandal
Guntur District.522 503
Andhra Pradesh

T. + 9108645 - 234505
M. + 9108645 - 234508
F. + 9108645 - 234508

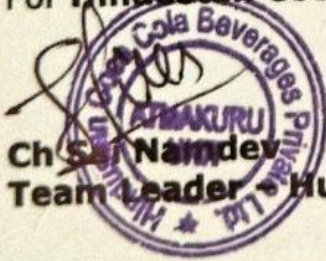
10.02.2023

To Whom So Ever It May Concern

This is to certify that **Ms.GELLEPOGU BHARATHI, (Regd.No:Y22BU58004)** student of ST.Ann's College for Women, Amaravathi Road, Guntur-522035 has done project work on "**JOB SATISFACTION**" from 01.11.2022 to 31.01.2023.

Found Satisfactory while doing her project with us and we wish her All the best in her future endeavors.

For **Hindustan Coca-Cola Beverages Private Limited**



Ch S. Nandev
Team Leader - Human Resource.

**A STUDY ON
RECRUITMENT AND SELECTION PROCESS
WITH REFERENCES TO PEARL BEVARAGES LTD.,
NADIMPALEM, GUNTUR**

*A Project Report Submitted in Fulfillment of the requirement for the award of the degree
of*

MASTER OF BUSINESS ADMINISTRATION



Submitted by
K.KOMALI JYOTHI
Regd.No:Y22BU58005



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN**

**GORANTLA, GUNTUR
ANDHRA PRADESH**

2021-2023

ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

This is to certify that this **A STUDY ON RECRUITMENT AND SELECTION PROCESS WITH REFERENCE TO PEARL BEVARAGES LTD., NADIMPALEM, GUNTUR** has been submitted by **K.KOMALI JYOTHI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

Received
Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

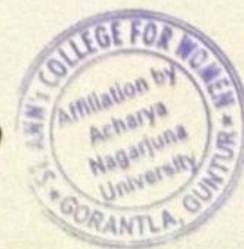
Received
Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D

[Signature]
Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





PEARL BEVERAGES LIMITED

An ISO 22000-2005 Company

302/325 Nadimpalem, Yadlapadu (S.P.O.) Guntur - 522019

Tel: (0863) 2288390/1/2, FAX (0863) 2288089.

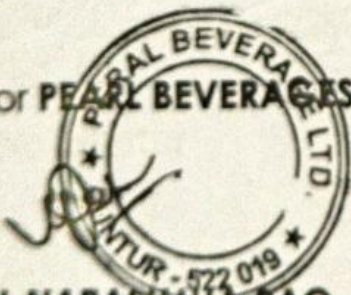


Date:10.02.2023

CERTIFICATE

This is to certify that **Ms.K.KOMALI JYOTHI (Regd.No:Y22BU58005)** is a student of MBA from **St. Ann's College for Women**, Amaravathi Road, Guntur-Dt has completed her project work i.e., a study on "**RECRUITMENT AND SELECTION**" in **PEARL BEVERAGES LIMITED**, Nadimpalem, from 01.11.2022 to 31.01.2023.

For PEARL BEVERAGES LIMITED



RL NARASIMHA RAO

GENERAL MANAGER (HR)

**A STUDY ON
COMPARISON BETWEEN PUBLIC AND PRIVATE
SECTOR BANKS**

**A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of**

MASTER OF BUSINESS ADMINISTRATION



Submitted by
K.CHANDANA SOWMYA
Regd.No:Y22BU58006



Project Director

Mrs.G.RADHIKA

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

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023**

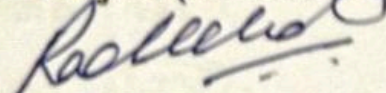
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF
BUSINESS ADMINISTRATION



CERTIFICATE

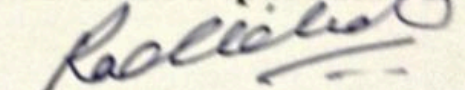
This is to certify that this a study on **COMPARISON BETWEEN PUBLIC AND PRIVATE SECTOR BANKS** has been submitted by **K.CHANDANA SOWMYA** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

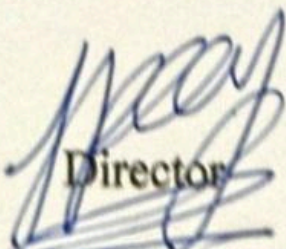

Mrs.G.RADHIKA

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

Head of the Department

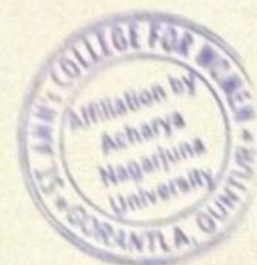

Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAPREDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D



DECLARATION

Date: 10.02.2023


TO WHOM SO EVER IT MAY CONCERN


This is to certify that **Ms.K.CHANDANA SOWMYA (Regd.No:Y22BU58006)** student of MBA St.Ann's College for Women' Gorantla, Guntur has undergone project in our organization from 01.11.2022 to 31.01.2023. She has completed her project work in Finance- "**A STUDY ON COMPARISON BETWEEN PUBLIC AND PRIVATE SECTOR BANKS.**"

She conduct during the training period was satisfactory and we wish her all success in her future endeavours.

With best regards,

For ICICI Bank


Mr.D.Ray
Branch Manager



**A STUDY ON
TRAINING AND DEVELOPMENT WITH
REFERENCES TO ITC LTD, GUNTUR**

*A Project Report Submitted in Fulfillment of the requirement for the award of the degree
of*

MASTER OF BUSINESS ADMINISTRATION



Submitted by
K.UMA SAI
Regd.No:Y22BU58007



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

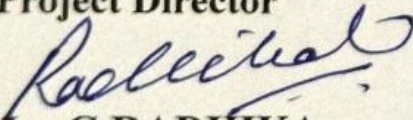
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

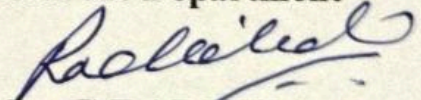
This is to certify that this **A STUDY ON TRAINING AND DEVELOPMENT WITH REFERENCE TO ITC LTD., GUNTUR** has been submitted by **K.UMA SAI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

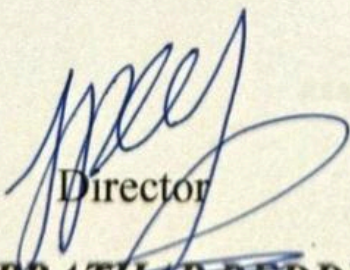

Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

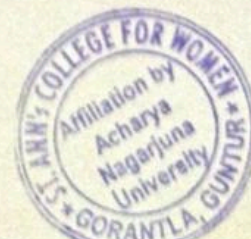

Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





ITC LIMITED
AGRI BUSINESS DIVISION
Grand Trunk Road, Post Box No. 317
Guntur - 522 004, A.P., India
Telephone : +91 863 2348000
e-mail : abd@itc.in

0th February 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.K.UMA SAI (Regd.No:Y22BU58007)** Student of MBA St. Ann's College for Women, Gorantla, Guntur has successfully completed her project titled "**A STUDY ON TRAINING AND DEVELOPMENT**" at ITC Limited – Agri Business Division from 1st November 2022 to 31st January 2023.

We wish her success in all her future endeavors.

ITC LIMITED - ABD
P.B.No: 317, GT ROAD
GUNTUR (AP)-522 004
☎ : 0863-354001-08
Asst. Manager - Human Resources
Anshay Sinha

**A STUDY ON
STRESS MANAGEMENT WITH REFERENCES TO
HINDUSTHAN COCOLA BEVARAGES PVT LTD,
ATAMKUR**

*A Project Report Submitted in Fulfillment of the requirement for the award of the degree
of*

MASTER OF BUSINESS ADMINISTRATION



Submitted by
K.VENKATA SAI JYOTHI
Regd.No:Y22BU58008



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

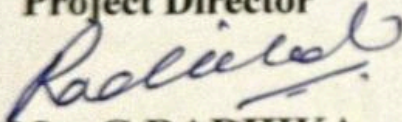
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

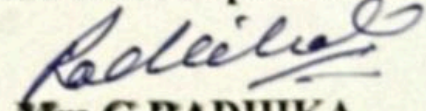
This is to certify that this **A STUDY ON STRESS MANAGEMENT WITH REFERENCE TO HINDUSTHAN COCOLA BEVARAGES PVT LTD.,** at **ATAMKUR,** has been submitted by **K.VENKATA SAI JYOTHI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the Academic year 2022-2023.

Project Director


Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department


Mrs.G.RADHIKA

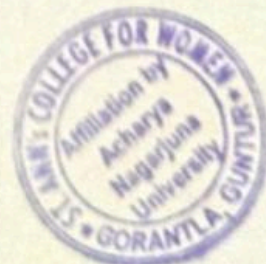
MBA.,M.Com.,M.Phil.,Ph.D



Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D



T. + 9108645 - 234505
M. + 9108645 - 234508
F. + 9108645 - 234508


10.02.2023


To Whom So Ever It May Concern

This is to certify that **Ms.K.VENKATA SAI JYOTHI, (Regd.No:Y22BU58008)** student of St.Ann's College for Women, Amaravathi Road, Guntur-522035 has done Project Work on "**Stress Management**" from 01.11.2022 to 31.01.2023.

Found Satisfactory while doing her project with us and we wish her All the best in her future endeavors.

For Hindustan Coca-Cola Beverages Private Limited


Ch. Sai Ramdey
Team Leader - Human Resource.



**A STUDY ON
RECRUITMENT AND SELECTION PROCESS
WITH REFERENCES TO ITC LTD, GUNTUR**

*A Project Report Submitted in Fulfillment of the requirement for the award of the degree
of*

MASTER OF BUSINESS ADMINISTRATION



Submitted by
N.SIRISHA
Regd.No:Y22BU58009



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

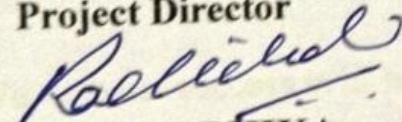
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

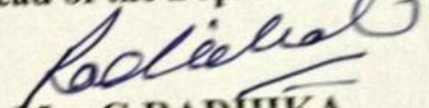
This is to certify that this **A STUDY ON RECRUITMENT AND SELECTION PROCESS WITH REFERENCE TO ITC LTD., GUNTUR** has been submitted by **N.SIRISHA** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

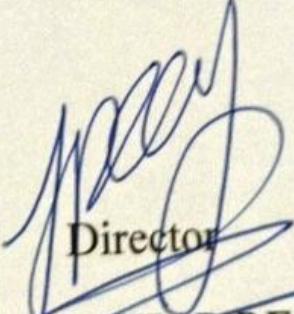

Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

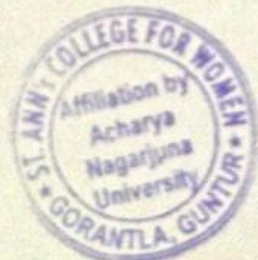

Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





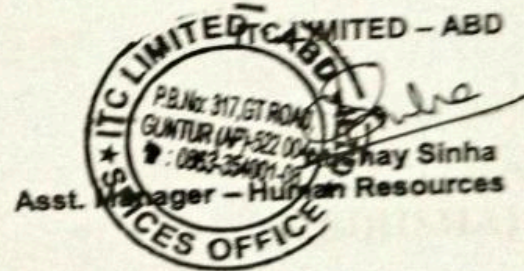
ITC LIMITED
AGRI BUSINESS DIVISION
Grand Trunk Road, Post Box No. 317
Guntur - 522 004, A.P., India
Telephone : +91 863 2348999
e-mail : abd@itc.in

10th February 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.N.SIRISHA (Regd.No:Y22BU58009)** Student of MBA St.Ann's College for Women, Gorantla, Guntur has successfully completed her project titled "**A STUDY ON RECRUITMENT AND SELECTION PROCESS**" at ITC Limited - Agri Business Division from 1st November 2022 to 31st January 2023.

We wish her success in all her future endeavors.



FMCG . HOTELS , PAPERBOARDS & PACKING , AGRI - BUSINESS , INFORMATION TECHNOLOGY

Divisional Office: Grand Trunk Road, P.B.No:317, Guntur 522004, India.
Registered Office: Virginia House, 37, J L Nehru Road, Kolkata 700 071, India
Visit us at www.itcportal.com & www.itc.ltd.com, Corporate Identity Number 116005WB1910PLC001985. e-mail: enduringvalue@itc.in

**A STUDY ON
BRAND AWARENESS WITH REFERENCE TO
CONTINENTAL COFFEE LTD., DUGIRALLA,
GUNTUR.**

**A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of**

MASTER OF BUSINESS ADMINISTRATION



Submitted by
N.KALYANI
Regd.No:Y22BU58010



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023**

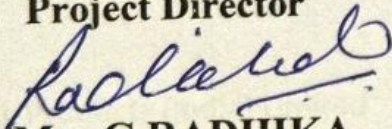
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

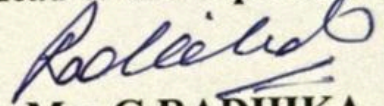
This is to certify that this a study on **BRAND AWARENESS** with reference to **CONTINENTAL COFFEE LTD., at Dugiralla, Guntur** has been submitted by **N.KALYANI** in partial fulfillment for the award of D egree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

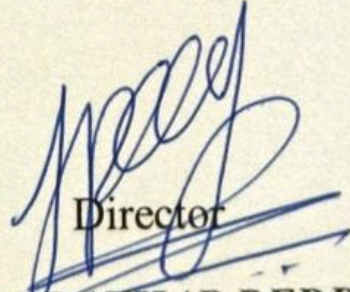

Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

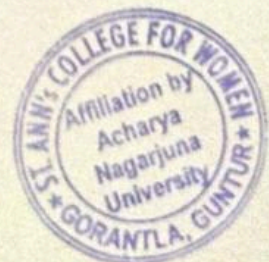

Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





DECLARATION

Date: 01/02/2023

TO WHOM SO EVER IT MAY CONCERN

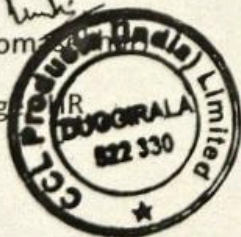
This is to certify that Ms. Nandigam Kalyani, D/o Venkata Rao Reg No: Y22BU58010 a student St. Ann's College for Women (PG), Gorantla, Guntur had successfully completed her project work in "Brand Awareness" at Our Organization from 01/11/2022 to 31-01-2023.

We found Satisfactory while doing her project work with us and we wish all the best in her future endeavors.

For CCL Products (India) Limited

(K.V. Somanna)

Manager



CCL PRODUCTS (INDIA) LIMITED

REGISTERED OFFICE
Duggirala, Guntur Dist, 522330, Andhra Pradesh, India. | CIN L15110AP1961PLC000874
☎ +91 8644 277294

CORPORATE OFFICE
7-1-2A/2/D, 'Greendale', Ameerpet, Hyderabad - 500016, Telangana, India.
☎ +91 40 2373 0855 | ✉ info@continental.coffee | 🌐 www.cclproducts.com 🌐 www.continental.coffee

**A STUDY ON
CUSTOMER SATISFACTION WITH REFERENCE
TO CONTINENTAL COFFEE LTD., DUGIRALLA,
GUNTUR.**

**A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of**

MASTER OF BUSINESS ADMINISTRATION



**Submitted by
N.KAVYA
Regd.No:Y22BU58011**



***Project Director*
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D**

**DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023**

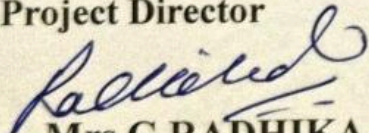
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

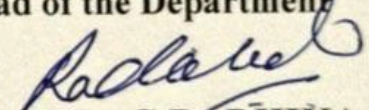
This is to certify that this a study on **CUSTOMER SATISFACTION** with reference to **CONTINENTAL COFFEE LTD., at Dugiralla, Guntur** has been submitted by **N.KAVYA** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

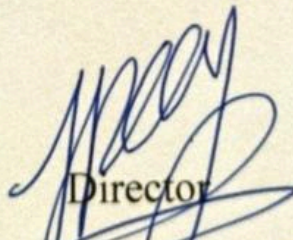

Mrs.G.RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

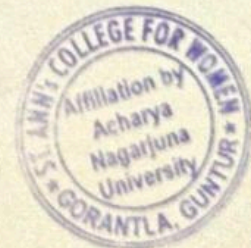
Head of the Department


Mrs.G.RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY
M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





DECLARATION

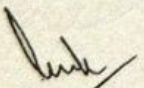
Date: 01/02/2023

TO WHOM SO EVER IT MAY CONCERN

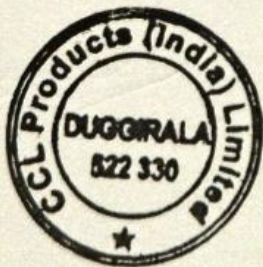
This is to certify that **Ms.N. Kavya**, Reg No: **Y22BU58011** a student St. Ann's College for Women (PG), Gorantla, Guntur had successfully completed her project work in "**CUSTOMER SATISFACTION**" at Our Organization from 01/11/2022 to 31-01-2023.

We found Satisfactory while doing her project work with us and we wish all the best in her future endeavors.

For CCL Products (India) Limited


(K.V.Somasekhar)

Manager-HR



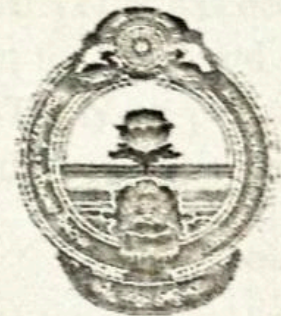
**A STUDY ON
EMPLOYEE WELFARE WITH REFERENCES
TO ITC LTD, GUNTUR**

*A Project Report Submitted in Fulfillment of the requirement for the award of the degree
of*

MASTER OF BUSINESS ADMINISTRATION



Submitted by
N. VARA LAKSHMI
Regd.No:Y22BU58012



Project Director
Mrs.G.RADHIKA
M.B.A.,M.Com.,M.phil.,Ph.D

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

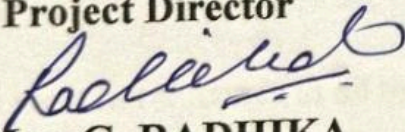
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

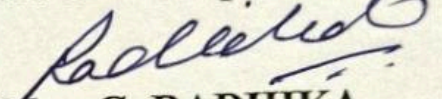
This is to certify that this **A STUDY ON EMPLOYEE WELFARE WITH REFERENCES WITH REFERENCE TO ITC LTD., GUNTUR** has been submitted by **N. VARA LAKSHMI** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarajuna University during the academic year 2022-2023.

Project Director

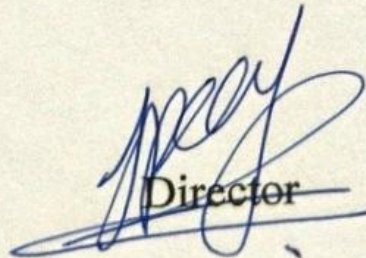

Mrs. G. RADHIKA

M.B.A.,M.Com.,M.phil.,Ph.D

Head of the Department

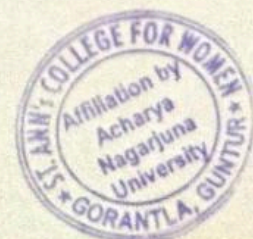

Mrs. G. RADHIKA

MBA.,M.Com.,M.Phil.,Ph.D


Director

Dr.J.PRATHAP REDDY

M.Sc.,M.B.A.,M.E.,M.Phil.,Ph.D





ITC LIMITED
AGRI BUSINESS DIVISION
Grand Trunk Road, Post Box No. 317
Guntur - 522 004, A.P., India
Telephone : +91 863 2348000
e-mail : abd@itc.in

10th February 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.N.VARALAKSHMI (Regd.No:Y22BU58012)** Student of MBA St.Ann's College for Women, Gorantla, Guntur has successfully completed her project titled "**A STUDY ON EMPLOYEE WELFARE**" at ITC Limited – Agri Business Division from 1st November 2022 to 31st January 2023.

We wish her success in all her future endeavors.

P.B.No: 317, GT ROAD
GUNTUR (AP) 522 004
Tel: 0863 2348000
Asst. Manager - Human Resources

**A STUDY ON CUSTOMER RELATIONSHIP
MANAGEMENT WITH REFERNCE TO BHARATHI
CONSUMER CARE PRODUCTS PVT LTD., GUNTUR**

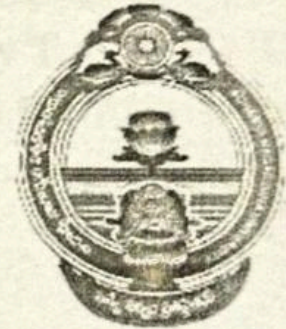
A Project Report Submitted in Fulfillment of the requirement for the award of
the degree of

MASTER OF BUSINESS ADMINISTRATION

Submitted by

T. SIREESHA

Regd. No: Y22BU58014



Project Director

Mrs. G. RADHIKA

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

DEPARTMENT OF
MASTER OF BUSINESS ADMINISTRATION
ST.ANN'S COLLEGE FOR WOMEN
GORANTLA, GUNTUR
ANDHRA PRADESH
2021-2023

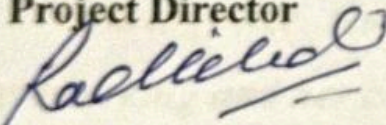
ST.ANN'S COLLEGE FOR WOMEN
DEPARTMENT OF MASTER OF BUSINESS
ADMINISTRATION



CERTIFICATE

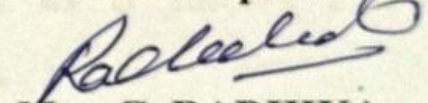
This is to certify that this a study on **CUSTOMER RELATIONSHIP MANAGEMENT** with reference to **BHARATHI CONSUMER CARE PRODUCTS PVT LTD., at Guntur** has been submitted by **T. SIREESHA** in partial fulfillment for the award of Degree of **MASTER OF BUSINESS ADMINISTRATION** as per the requirement of Acharya Nagarjuna University during the academic year 2022-2023.

Project Director



Mrs. G. RADHIKA

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

Head of the Department


Mrs. G. RADHIKA

MBA., M.Com., M.Phil.,


Director

Dr. J. PRATHAP REDDY

M.Sc., M.B.A., M.E., M.Phil., Ph.D.





Bharathi
Consumer Care Products Pvt Ltd

BHARATHI CONSUMER CARE PRODUCTS PVT LTD.

Correspondence : Door No. 11/25, Gorantla, Amaravathi Road, GUNTUR - 522 034, Andhra Pradesh
Phone No. : 0863 - 2223154, 2338295, 2355133, 2355137
E-mail : info@bccppl.com Website : www.bharathiconsumercare.com

Factory : Survey No.280, 281, Amaravathi Road, Peddaparimi Village, Thullur Mandal, Nidumukkala (Post),
Between Nidumukkala Mothadaka Village, GUNTUR - 522 016, Andhra Pradesh.
Phone No. : 0863 - 2387830 upto 860 (30 lines)

Chennai Branch Office : Door No. 42, Bhavani Ellaiaimman Kovil Street, OTTERI, CHENNAI - 600 012, Tamil Nadu.
Phone No. : 044-26418450

ARUNACHALAM MANICKAVEL
Chairman Cum Executive Director

PARIMALA MANICKAVEL
Managing Director

02-03-2023

TO WHOM SO EVER IT MAY CONCERN

This is to Certify that Miss.T.SIREESHA, student of ST.ANN'S COLLEGE FOR WOMEN, GORANTLA, GUNTUR, studying M.B.A., bearing Regd.No.Y22BU58014 has done her academic Project work in our organization from 01-11-2022 TO 31-01-2023 and also submitted us a detailed Report on her Project – Work under the titled of “A STUDY ON CUSTOMER RELATIONSHIP MANAGEMENT WITH REFERENCE TO BHARATHI CONSUMER CARE PRODUCTS PVT. LTD., GUNTUR”.

During her tenure, her association with us is sincere and hardworking and her conduct is found satisfactory.

We wish her a bright future for her Career ahead.

For BHARATHI CONSUMER CARE PRODUCTS PVT LTD.

P. Praveen Kumar
P.PRAVEEN KUMAR,
(LEGAL INCHARGE)

