

DECLARATION

I, Saroj Das, a student of MBA 3rd Semester, GCC Centre of Management Studies, Gauhati Commerce College, hereby declare that the project work entitled “*A study on the Customer Satisfaction towards products and after sales services offered by Ford Motors*” is based on my own work carried out during the course of my study at TI Ford Motors dealership, Guwahati under the supervision of **Mr. Mrinmoy Hazarika, Sales Manager, TI Ford Motors Pvt. Ltd., Guwahati**, from 1st August, 2021 to 31st August, 2021, and **Mr. Mr. Suman Sarmah, Assistant Professor, MBA Department, GCC Centre of Management Studies**, as a part of the partial fulfilment of the requirement of the degree of Masters of Business Administration (MBA) under Gauhati University.

I assert that the statements made and conclusions drawn are an outcome of the project work carried upon. Further, I declare to the best of my knowledge and belief that this project report does not contain any part of any work which has been submitted for the award of any degree/diploma/certificate in any institute/university

Date:

Place: Guwahati

Signature

Name: Saroj Das.

M.B.A 3th Semester.

G.U Roll No.: PM-201-107-0055.

G.U Registration No.: 222242.

GCC Centre of Management Studies.

Gauhati Commerce College, Chandmari.