



**Guru Ghasidas Vishwavidyalaya, Bilaspur**

( A Central University established by Central University Act. 2009 )

**Department of commerce**

# Certificate of Achievement



This is to Certify that

**SHIV SHANKAR**

has successfully completed his/her project work on topic

**BRAND LOYALTY AND CUSTOMER SATISFACTION IN ONLINE SHOPPING WITH SPECIAL REFERENCE TO MUNGELI CITY**

under the supervision of

**Dr. Manish Seth**

For M.Com 4th Semester (Academic Session 2020-21) for compulsory partial fulfillment of project report

विकासकर्ता / N.O.D.

वाणिज्य विभाग / Dept of Commerce  
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