



RANI CHANNAMMA UNIVERSITY, BELAGAVI

B. V. V. Sangha's

BASAVESHWAR COMMERCE COLLEGE

BAGALKOT



MASTER OF COMMERCE

2021-2022

PROJECT REPORT ON

**"A STUDY ON SERVICE QUALITY
MANAGEMENT WITH REFERENCE TO
SHAKUNTALA MULTISPECIALITY HOSPITAL"**

Internal Guide

Prof. V. R. BENDRE

External Guide

Mr. S. B. MANNIKERI

Submitted By

Miss. VIDYA. R. MADIWALAR

M.Com Final Year

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CERTIFICATE OF APPROVAL

This is to certify that, the project entitled "A STUDY ON SERVICE QUALITY MANAGEMENT AT SHAKUNTALA MULTISPECIALITY HOSPITAL BAGALKOTE is being submitted by Miss VIDYA. R. MADIWALAR, a student of Master of commerce final year (Reg. No: MC205636) has satisfactorily completed her project work for fulfillment of Master of Commerce Degree in RANI CHANNAMMA UNIVERSITY, BELAGAVI.

Prof. V. R. Bendre
Internal Guide

Prof. Smt. K. J. Malagi
HOD & Co-ordinator

Dr. J. V. Chavan
Principal

Basaveshwar Commerce
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SHAKUNTALA MULTISPECIALITY HOSPITAL
@PRERANA DENTAL AND MAXILLOFACIAL CENTER



Near Railway Station, BAGALKOT - 587 101.

☎ : Hosp. : 08354-220303

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Date: 30/8/22

CERTIFICATE

This is to certify Miss. Vidya. R. Madhwalakar student of M.com (IV semester of Basaveshwar Commerce College Bagalkote bearing the Reg. No: (MC205636) has satisfactorily completed project in our organization from 02/05/2022 to 30/08/2022 on "SERVICE QUALITY MANAGEMENT".

She has been sincere and punctual at her work during the project period.

We wish her all the success in her project as well as for her future.

Shakuntala Multi
Speciality Hospital

Proprietor