

M.COM. THIRD SEMESTER

COURSE CODE: MCMC06 COURSE TYPE: ECC/CB
 COURSE TITLE : ACCOUNTING METHODS

CREDIT: THEORY: PRACTICAL: 6 HOURS: THEORY: PRACTICAL: 90
 MARKS: THEORY: PRACTICAL : 80+20

OBJECTIVE: The objective of this course is to expose students to accounting issues and practice.

UNIT-1 18 Hours

Accounting standards in India. Preparation of Accounts from Incomplete Records and Single Entry System.

UNIT-2 18 Hours

Branch Accounts - Independent and Foreign Branch. Departmental Accounts.

UNIT-3 18 Hours

Lease Accounts, Social Accounting.

UNIT-4 18 Hours

Accounting for Price level Changes. Human Resource Accounting.

UNIT-5 18 Hours

Government Accounting, Insolvency Accounts. (Individual and firm).

RECOMMENDED READINGS

1. Peter J. Eisen Accounting
2. Christophermoles : Accounting oxford university press.
3. S.M. Shukla financial Accounting, Sahitya Bhawan Publication Agra.
4. Dr. Kareen Khanja Financial Accounting SBPD Agra.
5. Dr. S. N. Maheshwari Financial Accounting S. Chand Publication.

M. COM. FORTH SEMESTER

Course Code	Paper/Subject	Credit	Contract Hour Per			EoSE (Hrs)	
			L	T	P	TH	P
MCM401	Corporate Legal Framework ✓	6	4	3	0	3	0
MCM402	Marketing Research ✓	6	4	3	0	3	0
MCM403	Investment Management ✓	6	4	3	0	3	0
MCMS04	Dissertation ✓	6	4	3	0	3	0
OSC (Compulsory)							
ECC-D01	Consumer Behavior ✓						
ECC-D02	Financial Institution and Markets						
ECC-D03	Goods & Service Taxes - GST						
ECC-D04	Industrial Law						
ECC-D05	Bank Management	6	4	3	0	3	0
ECC-D06	Introduction to Information Technology						
MINIMUM CREDIT IN INDIVIDUAL SUBJECT IS 6 AND IN COMPLETE SEMESTER IT WOULD BE 30			30				



Principal
 GOVT. R.B.R.N.E.S. PG COLLEGE
 MASIPUR NAGAR (C.G.)

M.COM.....IVth SEMESTER 2021-22

OBJECT:-.....Dissertation.....Viva date.....23.7.2022

S.NO.	NAME	Signature	TOPIC
1	ABHIJEET GUPTA	<u>Abhiyal</u>	
2	ANURUPA PRABHATI KERKETTA	<u>Anurupa</u>	
3	BHOJRAJ BHAGAT	<u>Bhoiraj</u>	
4	DEVANTI SAHU	<u>Devanti Sahu</u>	
5	DEVIKA NAYAK	<u>Devika</u>	
6	JAISHRI YADAV	<u>Jaishri</u>	
7	KAJAL KUMARI GUPTA	<u>Kajal Gupta</u>	
8	MAMTA YADAV	<u>Mamta</u>	
9	MANISH BHAGAT	<u>Manish</u>	
10	MANISHA SINHA	<u>Manisha Sinha</u>	<u>23/07/22</u>
11	RAKESH KUMAR GUPTA	<u>Rakesh</u>	
12	SANDEEP BARWA	<u>Barwa</u>	<u>23/07/2022</u>
13	SUBHI SINHA	<u>Subhi</u>	<u>23/07/22</u>
14	VIVEK KUMAR SAHU	<u>Vivek</u>	<u>23/07/22</u>



[Signature]
Commerce
H.O.D.
Govt. R. B. R. N. E. S College
Jaghpur

Date 23.7.2022

M.COM..... SEMESTER 2021-22

SUBJECT:- Dissertation Viva

S.NO.	NAME	TOPIC
1	ABHIJEET GUPTA	A Study of Customer Satisfaction with respect to mobile
2	ANURUPA PRABHATI KERKETTA	प्रधानमंत्री जन धन योजना विकास कार्यक्रम का आर्थिक अध्ययन
3	BHOJRAJ BHAGAT	A Study on Internet data Consumption By Youngster's Consumer
4	DEVANTI SAHU	भारतीय जीवन बीमा निधि का आर्थिक अध्ययन (जशपुर तहसील के विशेष संदर्भ में)
5	DEVIKA NAYAK	प्रधानमंत्री जन-धन योजना का आर्थिक अध्ययन (जशपुर तहसील के विशेष संदर्भ में)
6	JAISHRI YADAV	How can E-COMMERCE COMPANIES ENLARGE THE BUSINESS AFTER STARTUP
7	KAJAL KUMARI GUPTA	Young consumers preference of mobile wallets gate way for cashless payment-
8	MAMTA YADAV	महत्मा गांधी राष्ट्रीय ग्रामीण रोजगार गारंटी योजना का आर्थिक अध्ययन (जशपुर तहसील के विशेष संदर्भ में)
9	MANISH BHAGAT	महत्मा गांधी राष्ट्रीय ग्रामीण रोजगार गारंटी योजना का आर्थिक अध्ययन
10	MANISHA SINHA	मुख्यमंत्री कौशल विकास योजना (जशपुर के लाइवलीहूड का अध्ययन)
11	RAKESH KUMAR GUPTA	" प्रधानमंत्री आवास योजना का आर्थिक अध्ययन "
12	SANDEEP BARWA	भारतीय जीवन बीमा का आर्थिक अध्ययन (जशपुर तहसील के विशेष संदर्भ में)
13	SUBHI SINHA	Role of small financial bank in financial inclusion (Jashpur)
14	VIVEK KUMAR SAHU	मधुमक्खी पालन (जशपुर परिसर के संदर्भ में)



[Signature]
 H.O. C.
 Commerce
 Govt. B.B.R.M.E.S. College
 Jashpur

Sant Gahira Guru Universtiy surguja Ambikapur (Chhattisgarh)



Research ministry

Session - 2021-22

'A study of customer satisfaction with respect to HDFC Bank Jashpur.

Master of commerce

dissertation submitted for degree



HDFC BANK

A. Bairagi
research director

23.7.2022
A.R. Bairagi
Asst. Professor (Department of
Commerce)

Abhijeet
Researcher

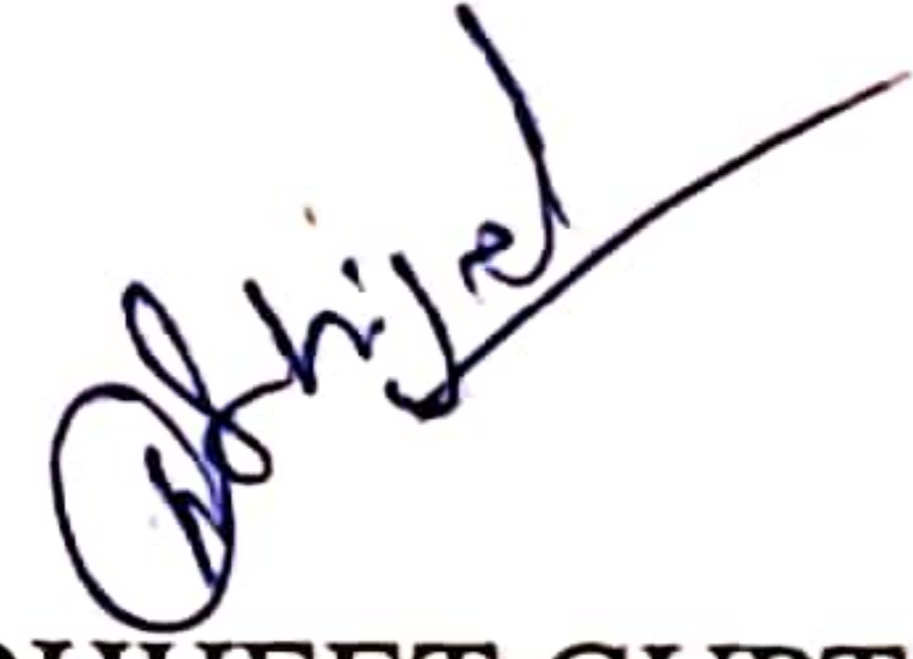
Abhijeet Gupta
M. Com. fourth Semester
Roll no. - 15114

**Government Ram Bhajan Rai NES Post Graduate College Jashpur Nagar
(Chhattisgarh)**

Declaration:

I Abhijeet Gupta, hereby declare that the Dissertation Report entitled ' **A STUDY OF Customer Satisfaction with respect to HDFC Bank Jashpur**' written and submitted be me to the Govt. Ram Bhajan Rai N.E.S PG Collage Jashpur, in partial fulfilment of the requirement for the award of degree of Masters of Commerce of under the guidance of Prof. Ar baragi is my original work and this dissertation report has not performed the basis for the award of any degree or diploma/associateship/fellowship or any similar project titles.

I also declare that the project has not been submitted to any other University or Institute towards the award of any degree or diploma.



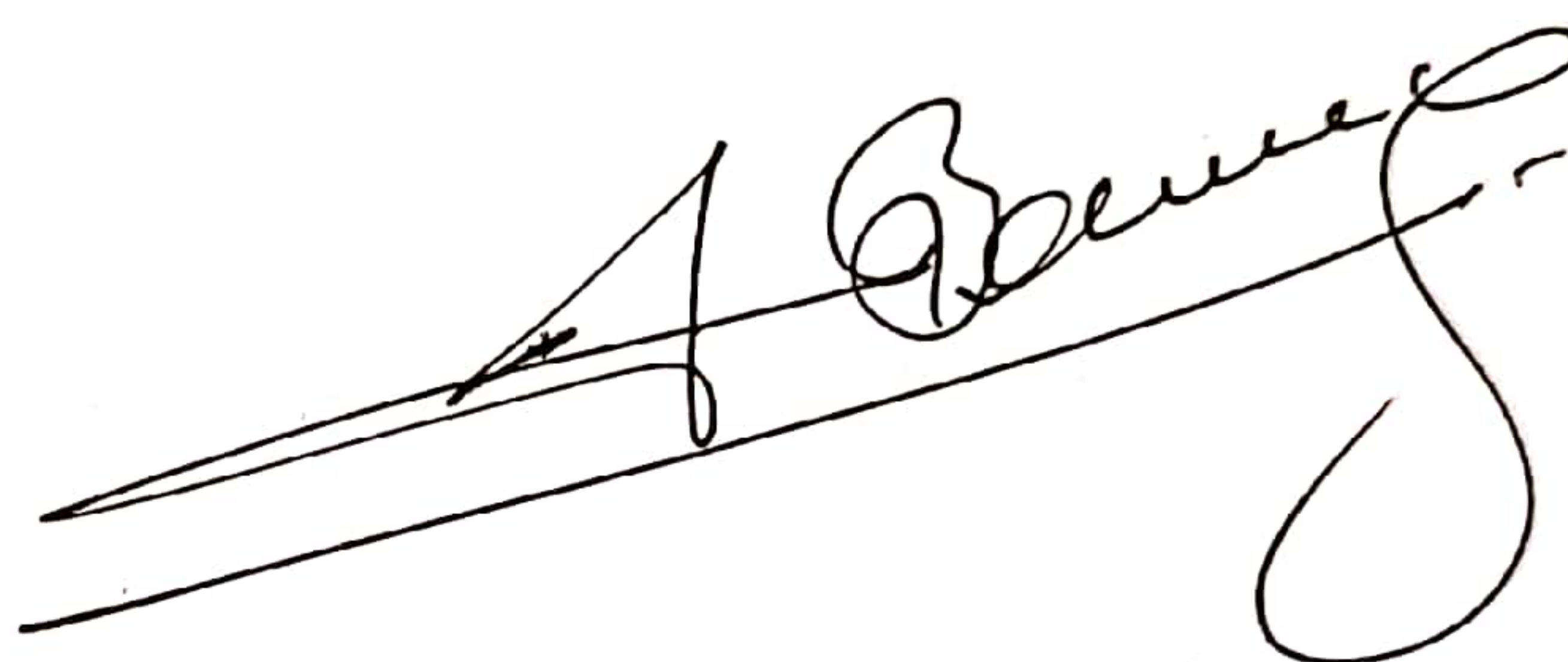
ABHIJEET GUPTA

M.COM (Sem IV)

Certificate

This is to certify that the Dissertation Report entitled 'A Study of Customer Satisfaction with respect to HDFC Bank Jashpur' is a bonafide work done by Mr Abhijeet Gupta, carried out in partial fulfilment for the award of Masters of Commerce (M.Com) of GOVT. Ram bhajan Rai N.E.S PG Collage Jashpur during the academic year 2022.

This project work is original and not submitted earlier for the award of any degree/diploma or associate ship of any other University/Institute to the best of my knowledge and behalf.

A handwritten signature in black ink, appearing to read 'Abhijeet Gupta', is written over two parallel horizontal lines. The signature is cursive and extends to the right of the lines.

INDEX:

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Executive Summary:

The report gives an overview of the banking Sector and company profile. And awareness of customers about different types of products and services offered by HDFC Bank.

This study was conducted to find out the customer satisfaction regarding HDFC bank.

The methodology adopted for the study was through a structured questionnaire, which is targeted to the different persons in Jashpur. For this purpose, sample size of 60 was taken. The data collected from the different persons was analysed thoroughly and presented in the form of charts and tables.

HDFC bank ltd provides various financial products and services. It operates in three segments: Retail Banking, Wholesale Banking, and Treasury. HDFC must advertise regularly and create brand value for its products and services.

Most of its competitors like ICICI, Axis, Kottak Mahindra and nationalized banks use television advertisements to promote their products. The Indian consumer has a false perception about private banks – they feel that it would not safe.

The perception of the majority of the customer regarding the bank is good because majority of the customers are satisfied with the bank and they also recommend the products of the bank.

The Bank should make some efforts to improving good relationship with customer. And also make effort to aware the customers about their all the extra services.

The customers are aware about the bank's services but the Bank should try to create more awareness among people. HDFC Bank should lay more stress on advertisements, both in print as well as in other media for this purpose. Number of formalities should reduce, as customer feels irritated with lots of formalities. This will also save the time of customers as well as bank.

Sant Gahira Guru Universtiy surguja Ambikapur (Chhattisgarh)



Research ministry

Session - 2021-22

'A study of customer satisfaction with respect to HDFC Bank Jashpur.

Master of commerce

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A.R. Bairagi
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Commerce)

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Abhijeet Gupta
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(Chhattisgarh)**



संत गाहिरा गुरु विश्वविद्यालय, सरगुजा, अम्बिकापुर (छ.ग.०)



लघु शोध प्रबंध

प्रधानमंत्री जन धन योजना विकास कार्यक्रम का आर्थिक अध्ययन

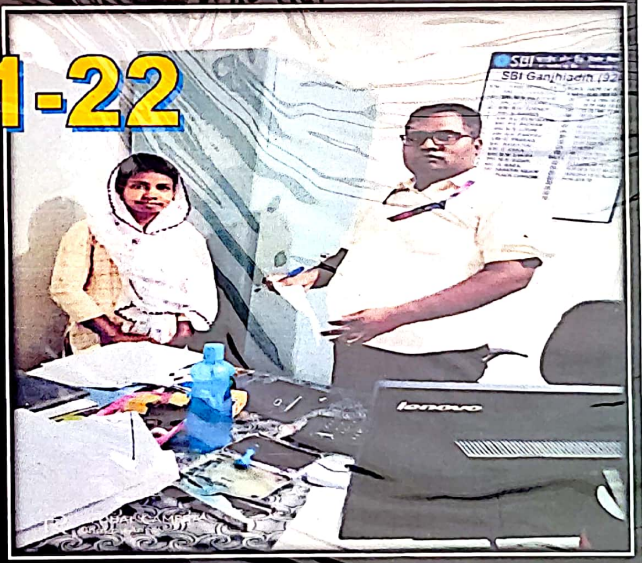
छ.ग. के जयपुर जिले के फरसाबहार तहसील के विशेष संदर्भ में

मास्टर ऑफ कॉमर्स

उपाधि हेतु प्रस्तुत शोध प्रबंध



2021-22



शोध निर्देशक

ए.आर.बैरागी

सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता

अनुरूपा प्रभाती केरकेट्टा

एम.कॉम.चतुर्थ सेमेस्टर

रोल नं. - 15116

द्यासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जयपुर नगर

Sant Gahira Guru Universtiy surguja Ambikapur (Chhattisgarh)



Research ministry

Session - 2021-22

A Study On Internet Data Consumption By Youngster's Consumers

Master of commerce

dissertation submitted for degree



research director

A.R. Bairagi

**Asst. Professor (Department of
Commerce)**

Researcher

Bhojraj Bhagat

M. Com. fourth Semester

Roll no. - 15117

**Goverment Ram Bhajan Rai NES Post Graduate College Jashpur Nagar
(Chhattisgarh)**



संत गाहिरा गुरु विश्वविद्यालय, सरगुजा, अम्बिकापुर (छ.ग.)



शोध प्रबंध

भारतीय जीवन बीमा का आर्थिक अध्ययन कुनकुरी तहसील के
विशेष संदर्भ में
मास्टर ऑफ कॉमर्स
उपाधि हेतु प्रस्तुत शोध प्रबंध
सत्र-2021-2022



LIC

भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

शोध निर्देशक
ए.आर.बैरागी
सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता
देवन्ती साहू
एम.कॉम.चतुर्थ सेमेस्टर
रोल नं. - 15119

छात्रकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जयपुर नगर

संत गाहिरा गुरु विश्वविद्यालय, सरगुजा, अम्बिकापुर (छ.ग.)



लघु शोध प्रबंध

प्रधानमंत्री जन धन योजना आर्थिक अध्ययन कुनकुरी तहसील के
विशेष संदर्भ में
मास्टर ऑफ कॉमर्स
उपाधि हेतु प्रस्तुत शोध प्रबंध



शोध निर्देशक

ए.आर.बैरागी

सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता

देविका नायक

एम.कॉम.चतुर्थ सेमेस्टर

रोल नं. - 15120

शासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जयपुर नगर



GOVT. R.B.R.N.E.S.P.G.COLLEGE JASHPUR NAGAR(C.G.)



SANT GAHIRA GURU UNIVERSITY
AMBIKAPUR (C.G.)

SESSION - 2021-22

DESERTATION

**TOPIC :- HOW CAN E-COMMERCE
COMPANIES ENLARGE THE BUSINESS
AFTER START UP PHASE**

GUIDED BY

P.C.SATHPATI

(H.O.D.)

(DEPT. OF COMMERCE)

SUBMITTED BY

JAISHRI YADAV

ROLL NO. -15121

(M.COM. COMMERCE 4TH SEM.)



SANT GAHIRA GURU UNIVERCITY SARGUJA AMBIKAPUR (C.G.)

SOCIAL OUTREACH & SKILL DEVLOPMENT



M.COM

FOURTH SEMESTER (2021-22)

PROJECT ON

**YOUNG CONSUMERS PREFERENCE OF MOBILE
WALLETS GATE WAY FOR CASHLESS PAYMENT**

Govt. R.B.R. N.E.S. PG. College, Jashpur (C.G.)



GUIDED BY

P.C. SATPATI

SUBMITTED BY

KAJAL KUMARI GUPTA

ROLL NO.-15122



संत गाहिस गुरु विश्वविद्यालय, सरगुजा, अम्बिकापुर (छाटा)



महात्मा गांधी राष्ट्रीय ग्रामीण राजगार गारंटी योजना का आर्थिक अध्ययन
(खटंगा तहसील दुलदुला जिला जशपुर के संदर्भ में)

मास्टर ऑफ कॉमर्स
उपाधि हेतु प्रस्तुत शोध प्रबंध



THE MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTEE ACT 2005

2021-22



शोध निर्देशक

पी. सी. सतपती

सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता

ममता यादव

एम.कॉम.चतुर्थ सेमेस्टर

रोल नं. - 15123

द्यासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जशपुर नगर



संत गाहिरा गुरु विश्वविद्यालय, सरगुजा, अम्बिकापुर (छ.ग.ग.)



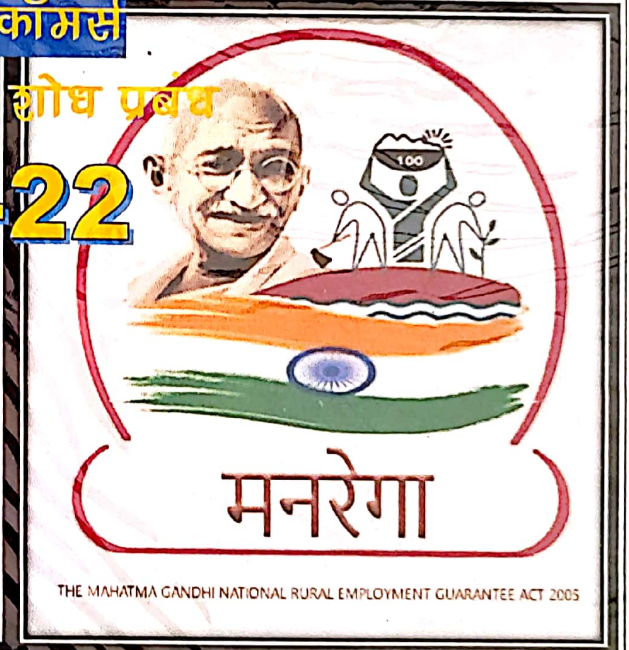
लघु शोध प्रबंध

महात्मा गांधी राष्ट्रीय ग्रामीण रोजगार गारंटी योजना का आर्थिक अध्ययन
(ग्राम कोमडो पंचायत सारुडिह तहसील जयपुर के विशेष संदर्भ में)

मास्टर ऑफ कॉमर्स

उपाधि हेतु प्रस्तुत शोध प्रबंध

2021-22



शोध निर्देशक

पी. सी. सतपती

सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता

मनीष भगत

एम.कॉम.चतुर्थ सेमेस्टर

रोल नं. - 15124

द्यासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जयपुर नगर



SANT GAHIRA GURU UNIVERSITY AMBIKAPUR (C.E.)



DISSERTATION

“मुख्यमंत्री कौशल विकास योजना का मूल्यांकन”
“छ.ग.के जशपुर जिले के संदर्भ में”

MASTER'S DEGREE IN COMMERCE



GUIDED BY

P.C.SATHPATI

(ASST. PROF.)

(DEPT. OF COMMERCE)

SUBMITTED BY

MANISHA SINHA

ROLL NO. -15125

(M.COM.- 4TH SEM . COMMERCE)



संत गहिरा गुरू विश्वविद्यालय सरगुजा अम्बिकापुर (छ0ग0)



शोध प्रबंध

सत्र- 2021-22

"प्रधानमंत्री आवास योजना का आर्थिक अध्ययन"

मास्टर ऑफ कॉमर्स

उपाधि हेतु प्रस्तुत शोध प्रबंध



शोध निर्देशक

ए.आर. बैरागी

सहा. प्राध्यापक (वाणिज्य विभाग)

शोधकर्ता

राकेश कुमार गुप्ता

एम.कॉम. चतुर्थ सेमेस्टर

रोल नं. -15127

शासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जशपुर नगर (छ0ग0)



संत गाहिर गुरू विश्वविद्यालय, सरगुजा, अम्बिकापुर (छांगो)



शोध प्रबंध

भारतीय जीवन बीमा का आर्थिक अध्ययन जहापुर तहसील के
विशेष संदर्भ में

मास्टर ऑफ कॉमर्स

उपाधि हेतु प्रस्तुत शोध प्रबंध

सत्र-2021-2022



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

शोध निर्देशक

ए.आर.बैरागी

सहा.प्रध्यापक(वाणिज्य विभाग)

शोधकर्ता

संदीप बरवा

एम.कॉम.चतुर्थ सेमेस्टर

रोल नं. - 15128

शासकीय राम भजन राय एन.ई.एस स्नातकोत्तर महाविद्यालय जहापुर नगर



GOVT. R.B.R.N.E.S.P.G.COLLEGE JASHPUR NAGAR(C.G.)



SANT GAHIRA GURU UNIVERSITY
AMBIKAPUR (C.G.)

SESSION - 2021-22

(M.COM. 4TH SEM.)

DISSERTATION

**ROLE OF SMALL FINANCE BANK IN
FINANCIAL INCLUSION**

(Special reference to utkarsh SFB, bakitoli jashpur)



Utkarsh Small Finance Bank

GUIDED BY

P.C.SATHPATI

(ASST. PROF.)

(DEPT. OF COMMERCE)

SUBMITTED BY

SUBHI SINHA

ROLL NO. -15129



SANT GAHIRA GURU UNIVERSITY AMBIKAPUR (C.G.)

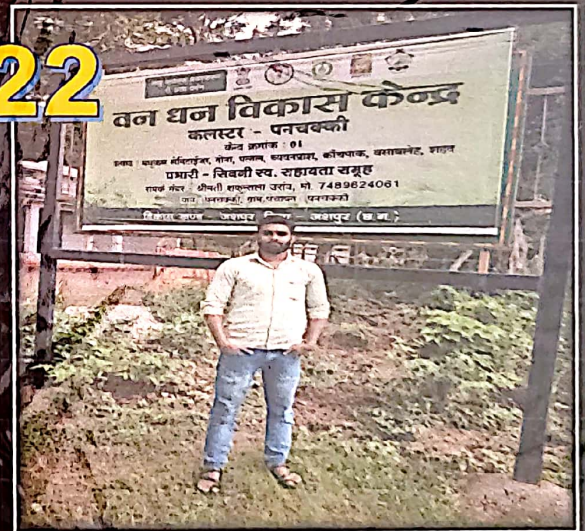


DISSERTATION

“मधुमक्खी पालन”

“जशपुर परिक्षेत्र के संदर्भ में”

MASTER'S DEGREE IN COMMERCE



GUIDED BY

A.R.BAIRAGI (H.O.D)

P.C.SATHPATI (ASST. PROF.)

(DEPT. OF COMMERCE)

SUBMITTED BY

VIVEK KUMAR SAHU

ROLL NO. -15130

(M.COM.- 4TH SEM . COMMERCE)

