

**A  
PROJECT REPORT  
ON  
“A STUDY OF CUSTOMER SATISFECTION OF TATA MOTOR”**

**Submitted To  
SAVITRIBAI PHULE PUNE UNIVERSITY**



**In partial fulfilment of the requirement for the award of degree of  
Bachelor Of Business Administration (BBA)**

**SUBMITTED BY  
MISS. KALE KOMAL KESHAV**

**UNDER THE GUIDANCE OF  
PROF. SUDARSHAN HURULE**



**MULA EDUCATION SOCIETY  
ART'S COMMERCE & SCIENCE COLLEGE, SONAI**

**2023-2024**



Mula Education Society's  
**ARTS, COMMERCE AND SCIENCE COLLEGE, SONAI**  
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Affiliated to Savitribai Phule Pune University, Pune (I.D.PU/AN/ASC/031/1989)  
NAAC Re-accredited with 'A' Grade, DBT Star College Scheme, ISO 9001: 2015 Certified, AISHE Code - C-42096

## CERTIFICATE

This Is To Certify That Miss. KALE KOMAL KESHAV Student Of Mula Education Society Art's Commerce And Science College Sonai. Department Of Bachelor Of Commerce Worked On Project Titled "**A STUDY OF CUSTOMER SATISFECTION OF TATA MOTOR**" Has Successfully Completed His/Her Project Work On Partial Fulfillment Of Degree Of **Bachelor Of Commerce (BBA)** This Report Is The Record Of Student's Own Efforts Supervision And Guidelines.

Place: Sonai

Date: 28/11/2025

  
signature

PROJECT GUIDE

  
signature

INTERNAL EXAMINER

  
signature

EXTERNAL EXMINER

  
Principal

Mula Education Society's  
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## DECLARATION

I, the undersigned, hereby declare that the Project Report entitled “**CUSTOMER SATISFECTION OF TATA MOTOR**” written and submitted by me to the University of Pune, Pune in partial fulfilment of the requirements for the award of degree of Bachelor of Business Administration under the guidance of **Prof. Sudarshan Hurule** is my original work and the conclusions drawn therein are based on the material collected by myself.

  
**KALE KOMAL KESHAV**

**Student Name**