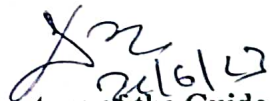


## CERTIFICATE

This is to certify that the thesis entitled IMPACT OF CUSTOMER EXPERIENCE ON BRAND LOYALTY WITH SPECIAL REFERENCE MARUTI NEXA, is being submitted by ASHUTOSH NAYAK in fulfilment for the award of MASTER OF BUSINESS ADMINISTRATION to Fakir Mohan University, Balasore is a record of bonafide work carried out by his/her under my guidance and supervision.

The results embodied in this thesis have not been submitted to any other University or institute for the award of any degree or diploma.

  
Signature of the Guide  
(With place, date and seal)