

**A CASE STUDY ON CUSTOMERS' SATISFACTON  
WITH THE SERVICE PROVIDED BY THE SIPRADI**

**A THESIS**

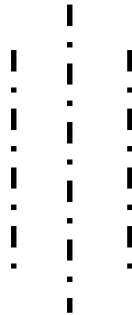
**SUBMITTED BY:**

**BIJAY SHRESTHA**

**MAKWANPUR MULTIPLE CAMPUS**

**HETAUDA, MAKWANPUR**

**TU REG. NO. 7-2-479-47-2003**



**SUBMITTED TO:**

**OFFICE OF THE DEAN**

**FACULTY OF MANAGEMENT**

**TRIBHUVAN UNIVERSITY**

**IN THE PARTIAL FULFILLMENT OF THE REQUIREMENT  
FOR THE DEGREE OF MASTERS OF BUSINESS STUDIES  
(MBS)**

**HETAUDA, MAKWANPUR**

**SEPTEMBER, 2011**

# RECOMMENDATION

This is certify that the thesis

Submitted by  
**Bijay Shrestha**

Entitled:  
"A CASE STUDY ON CUSTOMERS' SATISFACTION WITH THE SERVICE  
PROVIDED BY THE SIPRADI"

has been approved by this department in the prescribed format of the Faculty of Management. This is forwarded for examination. We recommend this thesis for acceptance.

.....  
**Yam Silwal**  
Thesis Supervisor  
(Makwanpur Multiple Campus)

.....  
**Bachhu Ram Adhikari**  
Campus Chief  
(Makwanpur Multiple Campus)

.....  
**Vijay Kumar Sharma**  
Head of the research department  
(Makwanpur Multiple Campus)

.....  
**Uddhab Prasad Sapkota**  
MBS Program Coordinator  
(Makwanpur Multiple Campus)

## VIVA-VOCE SHEET

We have conducted the viva-voce sheet examination of the thesis

Submitted by  
**Bijay Shrestha**

Entitled:

"A CASE STUDY ON CUSTOMERS' SATISFACTION WITH THE SERVICE  
PROVIDED BY THE SIPRADI"

And found the thesis to be the original work of the student and written in according to the prescribed format. We recommend the thesis to be accepted as partial fulfillment of the requirements for the Degree of Master's in Business Studies (MBS).

### Viva-Voce Committee:

Head of Research Department:.....

Member (Thesis Supervisor): .....

Member (External Expert): .....

Date: .....

## **DECLARATION**

I hereby declare that the work reported in thesis entitled "**A CASE STUDY ON CUSTOMERS' SATISFACTION WITH THE SERVICE PROVIDED BY THE SIPRADI**" is submitted to office of the Dean, Faculty of Management, Tribhuvan University, is my original work done in the form of partial studies (MBS) under the supervision of Mr. Yam Silwal, the head of Marketing department, Makwanpur Multiple Campus (MMC), Hetauda, Nepal.

.....  
**Bijay Shrestha**

Researcher  
T.U. Regd. No. **7-2-479-47-2003**  
Makwanpur Multiple Campus  
Hetauda-2, Makwanpur, Nepal.

Date: .....

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.....

**Bijay Shrestha**

Researcher

T.U. Regd. No. **7-2-479-47-2003**

Makwanpur Multiple Campus

Hetauda-2, Makwanpur, Nepal.

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