

Project Dissertation Report
on
Unveiling the relationship between Remote Work and Work Life
Balance

Submitted in partial fulfillment of the requirements for
the award of the degree of

Master of Business Administration (MBA)

To

Guru Gobind Singh Indraprastha University, Delhi

Guide:

Dr. Latika Malhotra
Associate Professor

Submitted by:

Saaniya Tanwar
00113703922



Institute of Information Technology & Management,

New Delhi-110058

Batch (2022 – 2024)

CERTIFICATE

I, Ms. Saaniya Tanwar, Roll No. 00113703922 certify that the Project Dissertation (MS-202) entitled "Unveiling the relationship between remote work and work life balance." is done by me and it is an authentic work carried out by me at PFC Ltd. The matter embodied in this report has not been submitted earlier for the award of any degree or diploma to the best of my knowledge and belief.

Signature of the Student: Saaniya

Date: 15/05/24

Certified that the Project Dissertation (MS-202) entitled "Unveiling the relationship between remote work and work life balance" done by Ms. Saaniya Tanwar, Roll No. 00113703922, is completed under my guidance.

Signature of the Guide: J. Malhotra

Date: 15/05/24

Name of the Guide: Dr. Latika Malhotra

Designation: Associate Professor.

Countersigned

Program Coordinator /HOD

Rachita Rana
Dr. Rachita Rana
Director
Institute of Information Technology
Management New Delhi

ACKNOWLEDGMENT

I offer my sincere thanks and humble regards to Institute of Information Technology and Management, Janakpuri for imparting us very valuable professional training in MBA.

I wish to thank my mentor Dr. Latika Malhotra for giving me the opportunity to be a part of this project. Her support and valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work and helped me in understanding the process and how I should proceed. She constantly kept a check and showed the right path as the project was developing.

I take this opportunity to convey my sincere thanks to our Computer Lab Staff and Library Staff for providing me opportunity to utilize their resources for the completion of the project and making it a success. I also extend my sincere thanks to those who helped me in and provided modalities to conduct a survey. I appreciate people who gave me their precious time while conducting the survey.

I am also thankful to my family and friends for constantly motivating me to complete the project and providing me an environment, which enhanced my knowledge.



Saaniya Tanwar

00113703922

EXECUTIVE SUMMARY

Chapter 1 provides an in-depth analysis of various aspects related to remote work. It begins by discussing the concept of remote work, highlighting its significance in the modern era. The chapter then examines the impact of the Covid-19 pandemic on remote work, emphasizing how it has become a prevailing mode of work during these challenging times. Furthermore, the chapter delves into the relationship between remote work and stress, shedding light on the potential challenges faced by individuals in maintaining a healthy work-life balance. The importance of work-life balance theory is then introduced, emphasizing its relevance in the context of remote work. Moreover, the chapter investigates the connection between work-life balance and remote work, exploring how the two concepts intertwine. Additionally, the chapter explores the technological tools employed in remote working and the significance of managerial support and effective leadership in remote work settings. Finally, the chapter concludes by contemplating future trends in remote working and its impact on work-life balance. Overall, this chapter provides a comprehensive understanding of remote work, its implications, the importance of work-life balance, and the role of various factors in enhancing remote work experiences.

In Chapter 2, there is an extensive discussion on literature review, encompassing diverse research papers authored by multiple researchers and featuring their abstracts

Chapter 3 focuses on the research methodology of the study, with objectives including identifying factors influencing Work Life Balance, assessing the relationship between Remote work and Work Life Balance, and studying the effect of Remote work on Work Life Balance. The scope of the study is based on remote work and work life balance, with primary data collected through a structured questionnaire via Google Forms from individuals who have worked remotely in Delhi, India. The study aims to ascertain the relationship between remote work and work life balance, as well as determine if people find remote work more satisfying than traditional work modes. Data collection sources include primary data through questionnaires and secondary data from websites, magazines, and research papers. The population/universe for the study consists of all individuals who have worked remotely, with the sampling unit being users of remote work residing in Delhi, India. The sample size for the study is 71. In Chapter 3, the analysis of data is conducted utilizing SPSS tools such as correlation, regression, and factor analysis. This chapter also encompasses the interpretation of these analyses.

Chapter 4 presents the conclusion of the study, which utilizes correlation tables, rotated factor matrices, and regression analysis to gain a comprehensive understanding of the impact of remote work on individuals' personal and professional lives. The correlation tables reveal a wide range of effects on productivity, work-life balance, job satisfaction, stress levels, and mental health. Positive correlations with productivity, flexibility, and employer support highlight the potential advantages of remote work. Conversely, negative correlations with stress, work-life balance challenges, and pressure to work longer hours shed light on the complexities and obstacles of remote work. Further insights are gained through the rotated factor analysis, which identifies distinct components such as work-life balance, stress management, and career advancement opportunities in the remote work context. By understanding these underlying factors, organizations and policymakers can tailor interventions accordingly. Regression analysis adds another layer of comprehension by identifying significant predictors of key outcomes such as productivity, job satisfaction, and mental health in the remote work setting. Understanding these predictors allows organizations to develop targeted strategies to enhance the effectiveness of remote work and address potential challenges. Overall, while remote work offers benefits such as integration and flexibility, it also presents significant challenges, emphasizing the need for a nuanced approach.

Lastly, suggestions and recommendations includes :

1. The insights provided offer valuable suggestions for balancing remote work and achieving a harmonious work-life balance, emphasizing the importance of time management skills among remote workers to enhance productivity and efficiency while allowing time for personal activities.
2. Incorporating more offline meetings can foster human connection in remote work environments, reducing feelings of isolation and strengthening team cohesion, while promoting fair work-life balance through clear boundaries, flexible hours, and self-care prioritization is crucial.
3. Prioritizing video conferencing for regular communication helps maintain connections among remote team members, bridging the gap created by remote work and enhancing interpersonal relationships, alongside implementing flexible hours, occasional in-person meetings, and fostering trust and autonomy to support remote workers' well-being and productivity.

CONTENT

S.NO	TITLE	PAGE NUMBER
1	Certificate	i
2	Acknowledgement	ii
3	Executive Summary	iii-iv
4	List of Table	
5	List of Figure	
6	Chapter 1: Introduction 1.1 Remote Work 1.2 COVID and Remote Work 1.3 Remote Work and Stress 1.4 Work life Balance 1.5 Work life balance theory 1.6 Relationship between Remote work and Work life balance 1.7 Technological tools and work life balance in remote working 1.8 Managerial support and effective leadership in remote work environment. 1.9 Future trends in remote work and work life balance	1-19
7	Chapter 2: Literature Review	20-21
8	Chapter 3: Research Methodology 3.1 Objectives of the study 3.2 Scope of the study 3.3 Sources of Data collection 3.4 Population/Universe 3.5 Sampling Unit 3.6 Sample Size 3.7 Sampling Technique 3.8 Tools for Data collection 3.9 Analysis of the study	22-61
9	Chapter 4: Conclusion, Recommendation and Suggestion	62-63
10	Bibliography	64
11	Annexure	65-70

LIST OF FIGURES

S.NO	TITLE	PAGE NO.
1	Remote work	1
2	How productive is remote work	6
3	How to de stress at home	11
4	Work life balance	12
5	Hybrid mode	13
6	How to achieve work life balance	14
7	Remote Working tools	17
8	Factors impacting remote work productivity	18
9	Age group of respondents	24
10	Gender of respondents	25
11	Respondents working hours	26
12	Respondents employment status	27
13	Respondents designated workplace	28
14	Respondents level of agreement	29
15	How Respondents manage work life balance while working remotely	30
16	Does respondents find easy to achieve work life balance while working remotely.	31
17	Does remote work provide more opportunities to respondents	32
18	Does Respondents feel that remote work provides equal opportunities for career advancement compared to traditional office-based work	33
19	Does respondents feel it is difficult to separate your personal life from your work life when working remotely?	34
20	Does respondents feel stressed or overwhelmed while working remotely?	35
21	Are respondents able to disconnect from work and take breaks when needed while working remotely.	36
22	Does respondents feel that your employer adequately supports your efforts to maintain work-life balance while working remotely.	37
23	Does respondents feel motivated and engaged while working remotely.	38
24	Does respondents feel there's any negative impact on your mental health due to remote work.	39
25	Does respondents feel there's any negative impact on your mental health due to remote work.	40
26	Does respondents feel that remote work offers more flexibility in managing personal commitments, such as childcare or care giving responsibilities?	41
27	Does respondents feel there's any negative impacts on your	42

	relationships (with family, friends, or significant others) due to remote work.	
28	Does respondents feel there's any changes in your overall job satisfaction since transitioning to remote work.	43
29	Does respondents feel an increase in your stress levels since transitioning to remote work.	44
30	Does respondents feel pressured to work longer hours when working remotely.	45
31	How would respondents rate your overall work-life balance while working remotely.	46

LIST OF TABLES

S.NO	TITLE	PAGE NUMBER
1	Age group of respondents	24
2	Gender of respondents	25
3	Respondents working hours	26
4	Respondents employment status	27
5	Respondents designated workplace	28
6	Respondents level of agreement	29
7	How Respondents manage work life balance while working remotely	30
8	Does respondents find easy to achieve work life balance while working remotely.	31
9	Does remote work provide more opportunities to respondents	32
10	Does Respondents feel that remote work provides equal opportunities for career advancement compared to traditional office-based work	33
11	Does respondents feel it is difficult to separate your personal life from your work life when working remotely?	34
12	Does respondents feel stressed or overwhelmed while working remotely?	35
13	Are respondents able to disconnect from work and take breaks when needed while working remotely.	36
14	Does respondents feel that your employer adequately supports your efforts to maintain work-life balance while working remotely.	37
15	Does respondents feel motivated and engaged while working remotely.	38
16	Does respondents feel there's any negative impact on your mental health due to remote work.	39
17	Does respondents feel there's any negative impact on your mental health due to remote work.	40
18	Does respondents feel that remote work offers more flexibility in	41

	managing personal commitments, such as childcare or care giving responsibilities?	
19	Does respondents feel there's any negative impacts on your relationships (with family, friends, or significant others) due to remote work.	42
20	Does respondents feel there's any changes in your overall job Satisfaction since transitioning to remote work.	43
21	Does respondents feel an increase in your stress levels since Transitioning to remote work.	44
22	Does respondents feel pressured to work longer hours when working remotely	45
23	How would respondents rate your overall work-life balance while working remotely	46
24	Correlation	47-52
25	Regression	55
26	Factor Analysis	57-58

Summer Training Report

on

Study of the Business Model Followed by Airpay Payment Services

Submitted in partial fulfillment of the requirements

for the award of

Master of Business Administration (MBA)

To

Institute of Information Technology and Management



Guide:

Dr. Gopal Singh Latwal

Associate Professor

Submitted by:

Mohd Saami Naseer

Roll No: 00313703922

Batch (2022 – 2024)

Certificate

I, **Mr Mohd Saami Naseer**. Roll No. 00313703922 certify that the Summer Training Report (MS-201) entitled “**Study of the Business Model Followed by Airpay Payments Services**” is done by me and it is an authentic work carried out by me at **Institute of Information Technology and Management** (Name of the Institute). The matter embodied in this report has not been submitted earlier for the award of any degree or diploma to the best of my knowledge and belief.

Saami

Signature of the Student

Date: 7/12/2023

Certified that the Summer Training Report (MS-201) entitled “**Study of the Business Model Followed by Airpay Payments Services**” done by **Mr Mohd Saami Naseer**, Roll No. 00313703922, is completed under my guidance.

Signature of the Guide

Date: 07.12.2023

Name of the Guide: Dr. Gopal Singh Latwal

Designation: Associate Professor

Address: Institute of Information Technology
& Management, New Delhi - 110058

Rachita Rana

Dr. Rachita Rana

Director

Institute of Information Technology
Management New Delhi

Countersigned

Programme Coordinator /HOD

CERTIFICATE FROM COMPANY

ACHMB07322

airpay

PAYMENT SERVICES

INTERNSHIP CERTIFICATE

August 29th 2023

To whom it may concern,

This certification proves that **Mohd Saami Naseer** has completed the internship program at airpay payment services pvt. Ltd. As a "**Business Research – Intern**" started joining the program from **July 13th 2023** until **August 28th 2023**.



During his stay in the company as an Intern, he displays enthusiasm, leadership, self-discipline, and self-motivation.

We are lucky to have him as one of our interns before and we would like to wish him all the best.



Sincerely,

Naeemuddin Khan

Human Resource Manager

Airpay Payment Services Pvt Ltd.



ACKNOWLEDGEMENT

My first and foremost gratitude is to my mentor, Dr Gopal Singh Latwal for his constant guidance, support and encouragement all throughout the duration of the study. Without his support, supervision, motivation and inspiration it would not have been possible for me to complete the project report.

I am grateful to the respectable Director, Head of Departments and faculty of the Institute of Information Technology and Management for their motivation; encouragement and participation that made it possible for this piece of work to get its present shape.



MOHD. SAAMI NASEER

MBA (III) 2022-2024

Roll No. 00313703922

EXECUTIVE SUMMARY

The following project is made on the topic "Study of the Business Model followed by Airpay Payments Services".

Airpay is an Indian payment solutions provider that offers a variety of services that facilitate online and offline payments for businesses. Airpay allows businesses to receive payments through a variety of channels, including credit and debit cards, online banking, UPI (Unified Payments Interface), mobile wallet and more. It offers a wide range of payment solutions for e-commerce platforms, merchants and businesses

Being India's first omnichannel payment gateway it has gained massive acceptance in the Indian market due to multi-channel connection and cross platform integrability.

The upcoming firms and startups pose a threat to the business but at the same time also opens the vast world of opportunities and success.

The 6-week internship helped develop a deeper understanding and highlighted some valuable insights in the world of fintech and how a robust business model can help a company grow and expand its customer base.

Thus, Airpay has proved its vast potential of success and with emerging times and technological developments it can expand and also be a market leader in the segment.

CONTENTS

S.No.	Topic	Page No.
1	Certificate from university	i
2	Certificate from organization	ii
3	Acknowledgement	iii
4	Executive Summary	iv
5	Chapter 1: Introduction	1-15
6	Chapter 2: Functional Analysis	16-33
7	Chapter 3: Job specific Analysis	34-52
8	Chapter 4: Learning Summary	53-59
9	References	60-61
10	Appendices	62-66

LIST OF FIGURES AND TABLES

Figure. No	Description	Page No
1	Airpay Logo	6
2	Organizational Structure	12
3	Customer base of Airpay	13
4	Table 1: Company performance analysis	15
5	Table 2: Company overview table	17
6	Company business model	18
7	Pillars of Airpay	18
8	SWOT analysis matrix	19
9	One QR mechanism	23
10	Pay later services	24
11	Dynamic payment mechanism	25
12	Competitive analysis	36
13	History of fintech	39
14	Dynamic trade mechanism	43

MINOR PROJECT REPORT

ON

“Export process in freight forwarding company”.

*Submitted in partial fulfilment of the requirements for the award of
the degree of*

Masters of Business Administration Semester-II

(Paper Code – MS114)

To

Guru Gobind Singh Indraprastha University, Delhi

Guide:

Name of the Guide: Dr. Sunitha Ravi

Designation: Associate Professor

Submitted by:

Name of the Student: Jatin Rawat

Roll No. 01613703923

Batch: 2023-2025




Institute of Information Technology & Management

New Delhi – 110058

2023-2025

CERTIFICATE


Mr. /Ms. Jatin Rawat, Roll No. 01613703923 certify that the Minor Project (Paper Code MS-114) entitled "Export process in freight forwarding company." is completed by me by collecting the material from the referenced sources. The matter embodied in this has not been submitted earlier for the award of any degree or diploma to the best of my knowledge and belief.

Signature of the Student: 

Name of the Student: Jatin Rawat

Date: 07.05.24

Certified that the Minor Project (Paper Code MS-114) entitled "Export process in freight forwarding company". Done by Mr. /Ms. Jatin Rawat, Roll No. 01613703923 is completed under my guidance.

Signature of the Guide 

Name of the Guide: Dr. Sunitha Ravi

Designation: Associate Professor

Date: 7/5/24.

Countersigned Director/Project Coordinator


Dr. Rachita Rana
Director
Institute of Information Technology &
Management New Delhi

ACKNOWLEDGEMENT

I would like to express my deepest gratitude to all those who have contributed to the completion of this project. Their support, guidance, and encouragement have been invaluable throughout the journey.

First and foremost, I would like to extend my heartfelt appreciation to my Guide, **Dr. SUNITHA RAVI** for her unwavering guidance and expertise. Her insights, constructive feedback, and dedication have played a crucial role in shaping this Minor Project.

I am immensely grateful to the faculty members of IITM for their knowledge and expertise shared during my academic journey. Their teachings and mentorship have enriched my understanding and contributed to the success of this project.

I am indebted to my friends and family for their unwavering support, understanding, and encouragement. Their belief in me and their constant motivation have been a driving force behind my efforts.

Finally, I would like to express my heartfelt gratitude to all the individuals who have provided assistance, whether directly or indirectly, throughout this project. Their contributions, no matter how small, have made a significant difference.

Once again, thank you to everyone who has contributed to this project. Your support has been truly invaluable.

Signature of the Student



Name: Jatin Rawat

Enrollment no - 01613703923

Place - New Delhi

TABLE OF CONTENTS

S.NO.	TITLE	PAGE NO.
1	Certificate	i
2	Acknowledgement	ii
3	Table of Contents	iii
4	List of Abbreviation	iv
5	Executive Summary	v
6	Objective of the Study	vi
7	Chapter 1: Introduction	1 - 10
	1.1 Definition of Freight Forwarding	1
	1.2 Importance of Freight Forwarding in the Export Process	2
	1.3 Overview of how freight forwarding facilitates the movement of goods from the exporter to the destination.	4
	1.4 Freight Forwarding Process	8
8	Chapter 2: International Trade and Regulations	12-24
	2.1 International trade	13
	2.2 Significance in the Global Economy	15
	2.3 Challenges in International Trade	18
9	Chapter 3: Freight Forwarding Services and Responsibilities	25-37
	3.1 Services offered by freight forwarding companies	26
	3.2 Responsibilities of a freight forwarder in coordinating and managing the export process.	32
10	Chapter - 4 Policies of export promotion	38-45
	4.1 Overview of export promotion policies aimed at encouraging and supporting businesses engaged in international trade.	39
	4.2 Examination of government initiatives, incentives, and programs designed to promote exports.	42
11	Chapter -5 Conclusion and Recommendations	46-52
	5.1 Key findings	47
	5.2 Enhancing Efficiency, Compliance, and Success in the Export Process: Recommendations for Exporters and Freight Forwarding Companies.	49
12	Bibliography	53
13	Annexure	54-55

LIST OF ABBREVIATIONS

S NO	Abbreviated Name	Full Name
1	TPP	Trans- pacific partnership
2	FDI	Foreign Direct Investment
3	FCL	Full & half container
4	CSR	Corporate Social Responsibility
5	EPA'S	Export Promotion Agencies
6	R&D	Research & Developement

EXECUTIVE SUMMARY

The project on freight forwarding aimed to provide a comprehensive understanding of the logistics involved in the transportation of goods internationally. It explored various aspects such as the role of freight forwarders, the processes involved in freight forwarding, challenges faced in the industry, and potential solutions to enhance efficiency.

The research highlighted the critical functions of freight forwarders in facilitating global trade by coordinating the movement of goods from origin to destination. It delved into the complexities of international shipping, including documentation, customs clearance, and transportation logistics.

Furthermore, the project analyzed the evolving landscape of freight forwarding in the digital age, emphasizing the integration of technology to streamline operations and improve customer experience. It discussed the adoption of automation, data analytics, and block chain in optimizing supply chain management processes.

Key findings from the project underscored the importance of collaboration among stakeholders, including freight forwarders, carriers, shippers, and regulatory authorities, to address challenges such as fluctuating fuel costs, geopolitical issues, and environmental concerns.

In conclusion, the project provided insights into the dynamic nature of the freight forwarding industry and proposed strategies to adapt to changing market conditions and emerging trends. By leveraging innovation and fostering partnerships, businesses can enhance their competitiveness and sustain growth in the global marketplace.



(<https://plagiarismcheckerx.com/buy>)


Hotline: +31 88 000 0008 (International)

✓ Shopping Cart ~~2~~ Billing Information 3 Finish

Language: English

Show price in: INR - Indian Rupee

Products in your shopping cart

Product/Service name	Delivery	Quantity	Unit price	Value
 Plagiarism Checker X 2018 Business	Electronic	1	10,680.80 ₹	10,680.80 ₹

The billing currency is INR (₹)

Subtotal: 10,680.80 ₹

Total GST (18%) : 1,922.54 ₹

Total price: 12,603.34 ₹

● Add Add Backup CD to my order for only 721.92 ₹ (Details (Javascript:void(0);))

< Back to shopping (<https://plagiarismcheckerx.com/buy>)

Billing Information

Shanoo
25/09/18

Rachita Rana
Dr. Rachita Rana
Director
Institute of Information Technology &
Management New Delhi



Dashboard

Online Plagiarism

Overall Statistics

More than 192 documents scanned so far

1157205

Scanned Words

6

Average Plagiarism Found

19%

N/A

N/A

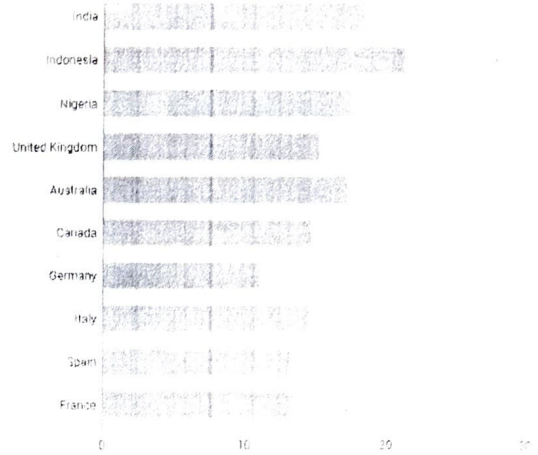
Online Plagiarism

Side by Side

Bulk Search

Plagiarism Statistics (Updated Daily)

View More



New Version Available

Saved Reports

NEW

Clear Reports

Item #	Document Name	Similarity
1	C:\Users\Pg-Lib-1\Documents\Plagiarismchecker\Docx1.Html	17
2	C:\Users\Pg-Lib-1\Documents\Plagiarismchecker\Docx2.Html	24
3	C:\Users\Pg-Lib-1\Documents\Plagiarismchecker\Docx3.Html	61
4	C:\Users\Pg-Lib-1\Documents\Plagiarismchecker\Docx4.Html	12
5	C:\Users\Pg-Lib-1\Documents\Plagiarismchecker\Docx5.Html	13

Connect with us



Your APO License is Registered to shiva.sharma@bibliopu.ac.in

Type here to search

8°C Fog 11:08 19/01/2024

Plagiarism Software

Rachita Rana
 Dr. Rachita Rana
 Director
 Institute of Information Technology &
 Management New Delhi





Plagiarism Checker X Originality Report

Similarity Found: 1%

Date: Monday, May 06, 2024

Statistics: 122 words Plagiarized / 8380 Total words

Remarks: Low Plagiarism Detected - Your Document needs Optional Improvement.

Chapter 1: Introduction to Export Process in Freight Forwarding Company Chapter1: Introduction to Export Process in Freight Forwarding Company. 1.1 Definition of Freight Forwarding: Cargo sending is a thorough and specific calculated help that assumes a significant **part in the worldwide** exchange biological system. It includes a complex arrangement of exercises and works embraced by cargo forwarders to work with the consistent development of products from the exporter's area to the last objective, regularly including cross-line exchanges.

Freight forwarders have a wealth of knowledge in navigating **the complexities of global shipping, ensuring compliance with international trade** regulations, and optimizing the logistical and transportation aspects of the export process. **They serve as intermediaries between** exporters, carriers, and various stakeholders in the supply chain. The essential obligations of cargo forwarders incorporate however are not restricted to planning and dealing with the whole delivery process, from organizing transportation (via air, ocean, land, or a blend thereof) to taking care of documentation complexities, customs leeway techniques, and strategies coordination.

Utilizing their broad information on global exchange guidelines, cargo forwarders contribute essentially to customs consistence, relieving the gamble of postponements and inconveniences related with shifting administrative systems. Cargo forwarders likewise assume a critical part in risk the executives, offering protection choices to defend against unanticipated conditions that might disturb the shipment's advancement. Their worldwide organization of specialists and accomplices works with compelling correspondence, critical thinking, and coordination across different business sectors, taking into consideration flexibility to evolving conditions, international elements, and different difficulties that might emerge during the commodity interaction.

⁵⁴
Rachita Rana
Dr. Rachita Rana
Director
Institute of Information Technology &
Management New Delhi



PLAGIARISM REPORT



Plagiarism Checker X Originality Report

Similarity Found: 2%

Date: Thursday, October 26, 2023

Statistics: 179 words Plagiarized / 7373 Total words

Remarks: Low Plagiarism Detected - Your Document needs Optional Improvement.

Summer Training Report On Study of the business model Followed by Airpay Payment Services Submitted in partial fulfillment of the requirements for the award of Master of Business Administration (MBA) To Institute of Information Technology and Management Guide: Submitted by: Dr. Gopal Singh Latwal (Associate Professor) Mohd. Saami Naseer (Student name) Roll No.: 00313703922 Batch (2022 2024) i Certificate I, Mr./Ms. Mohd Saami Naseer, Roll No 00313703922.

Certifies t that the Summer Training Report (MS-201) entitled " Study of the business model Followed by Airpay Payment Services " is done by me and it is an authentic work carried out by me at " Airpay Payment Services " . The matter embodied in this report has not been submitted earlier for the award of any degree or diploma to the best of my knowledge and belief.

Signature of the Student Date: Certified that the Summer Training Report (MS-201) entitled " Study of the business model Followed by Airpay Payment Services " done by Mr. /Ms Mohd Saami Naseer Roll No. is completed under my guidance. Signature of the Guide Date: Name of the Guide: Designation: Address: Institute of Information Technology & Management, New Delhi-110058 Countersigned Programme Coordinator /HOD ii CERTIFICATE FROM COMPANY iii ACKNOWLEDGEMENT My first and foremost gratitude is to my mentor, Dr Gopal Singh Latwal for his constant guidance, support and encouragement all throughout the duration of the study.

Without his support, supervision, motivation and inspiration it would not have been possible for me to complete the project report. I am grateful to the respectable Director, Head of Departments and faculty of the Institute of Information Technology and Management for their motivation, encouragement and participation that made it

Rachita Rana
Dr. Rachita Rana
Dir
Institute of Information Technology &
Management New Delhi

