

PROJECT REPORT

(Submission for the partial fulfillment of the degree of B.COM Hons. In accounting and finance under University of Calcutta)

CORPORATE SOCIAL RESPONSIBILITY:THE STUDY OF TATA GROUP

SUPERVISED BY

NAME OF THE SUPERVISOR : CA.SOUMA HALDER

DESIGNATION : ASSISTANT PROFESSOR

NAME OF THE COLLEGE : GOVERNMENT GIRLS'

GENERAL DEGREE

COLLEGE

SUBMITTED BY

NAME OF THE CANDIDATE : SHAFQAT FARHEEN

CU. REGISTRATION NO. : 027-1211-0136-19

CU. ROLL NO. : 1910-2711-0025

COLLEGE ROLL NO. : 145

NAME OF THE COLLEGE : GOVERNMENT GIRL'S

GENERAL DEGREE

COLLEGE

MONTH AND YEAR OF SUBMISSION : APRIL , 2022

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CHAPTER-1 INTRODUCTION

Although the subject "*Corporate*



Social Responsibility" in its form

Present form and content has Gained popular attraction only in recent years ,its origin can be traced back to the evolution of the concept of a welfare state . As the pace of industrialization quickened employers became more and more concerned with the loss of productivity efficiency dua to avoidable sickness or accidents or stoppage of work due to bad personal relationship. This gave rise to the idea of a welfare state, which was further strengthened by the growth of democracy and of respect to human dignity during the last 150 years. The frame work of a welfare state with it the concept of social responsibility gave thus come to stay in many countries of the world.The changing image of business in the recent years has lent further support to the idea of social responsibility . Some public opinion polls in the 1960's and 1970's in United States have left businessman disenchanted. These polls have revealed that the businessman is viewed as an individual who does not cares for other,who ignored social problems, who preys upon the population,who exploits labor, and who is a selfish money grabber.On the other hand. until these opinions were unveiled.

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Afreen Afsar, student of B.Com, Honours in Accounting & Finance of Government Girls' General Degree College under the University of Calcutta has worked under my supervision and guidance for the Project Work and prepared a Project Report with the title "IMPACT OF WHITE COLLAR FRAUD IN INDIAN ECONOMY" which she is submitting, is her genuine and original work to the best of my knowledge.

Signature:

S. Halder
13/4/22

Name: Prof. SOUMA HALDER

Designation: Head

Name of the College: Government Girls' General Degree College

Place : Kolkata

Date :

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Afreen Bano student of B.Com. Honours in Accounting & Finance of Govt. Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title Consumer Protection Act which she is submitting, is her genuine and original work to the best of my knowledge.

Place: Kolkata

Signature:

S. Halder
2/10/22

Date:

Name: Prof. SOUMA HALDER

Designation: *Head*

Name of the College: GOVERNMENT GIRLS GENERAL
DEGREE COLLEGE

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Afreen Khatoon, student of B.Com., Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "A Study on the Impact of the Covid-19 Pandemic on Aviation" which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date: *21/06/22*


Prof. Souma Halder

Head,

Department of Commerce

Government Girls' General Degree College

Supervisor's Certificate

This is to certify that Ms. Afroz Iqbal a student of B.com. Honours in Accounting & Finance of Government Girl's General Degree college under the University of Calcutta has worked under my supervision and guidance for his project work and prepared a project Report with the title study on Goods and Services Tax (GST) which he is submitting, is his genuine and original work to the best of my knowledge.

Signature:- *G. Das*
21/05/22

Name:- Prof. Gourab Das

Designation:- Associate Professor

Name of College:- Government Girl's General Degree college

Place:- Kolkata

Dated:-

SUPERVISOR'S CERTIFICATE

This is to certify that Afsara Naaz, a student of B.com (HONOURS) in Accounting & Finance of Government girls general degree college under THE UNIVERSITY OF CALCUTTA has worked under my supervision and guidance for her project work and prepare project Report with the title "Impact of GST on Automobile Industry" which she is submitting, is her genuine and original work to the best of my knowledge.

Signature: - 

Name: Prof. Souma Halder Designation: Asst.

Professor Name of the college: Government

Girls General Degree College

Place: Kolkata

Date:- 25th April 2022

SUPERVISOR'S CERTIFICATE

This is to certify that miss Anjum Parveen, student of B.com. Honours in accounting and finance of Government Girl's General Degree College under the University of Calcutta has worked under my supervision and guidance for the project work and prepared a project report with the title IMPACT OF COVID-19 IN E-COMMERCE BUSINESS which she is submitting is her genuine and original work to the best of my knowledge.

Signature : *S. Halder*

Name : Prof. SOUMA HALDER

Designation: *Head*

Name of the College : Government Girl's General
Degree College

Place: *Kolkata*

Date: *21/06/22*

ANNEXURE – IA

SUPERVISOR'S CERTIFICATE

This is to certify that Benazir Ahmed a student of B.Com **Honours in Accounting and Finance** of 'Government Girls General Degree College' under the University of Calcutta has worked under my supervision and guidance for her project work and prepared a Project-Report with the Title **ADVERTISING AND SALES PROMOTION** which she is genuine and original to the best of my knowledge.

Place : KOLKATA

Signature *G. Das*

Date: *25/09/22*

Name: Gourab Das

Designation: LECTURER IN Commerce

Name of the College: Government Girls General Degree College

ANNEXURE IA

Supervisor's Certificate

This is to certify that **MS.FAUZIA TABASSUM** a student of B.Com. Honours in Accounting & Finance of **GOVERNMENT GIRLS'GENERAL DEGREE COLLEGE** under the **UNIVERSITY OF CALCUTTA** has worked under my supervision and guidance for his Project Report with the title "**A STUDY ON ONLINE BANKING IN INDIA**" which he is submitting, is his genuine and original work to the best of my knowledge.

Place: Kolkata

Date:

G. Das
25/09/22
Signature

Name of Prof. **GOURAB DAS**

College Name: **GOVERNMENT**

GIRLS'GENERAL DEGREE COLLEGE

SUPERVISOR'S CERTIFICATE

This is to certify that miss Gulnaz, student of B.com. Honours in accounting and Finance of Government Girl's General Degree College under the University of Calcutta has worked under my supervision and guidance for the project work and prepared a project report with the title **CORPORATE SOCIAL RESPONSIBILITY OF ITC COMPANY** which she is submitting, is her genuine and original work to the best of my knowledge.

Signature : *S. Halder*

Name : Prof. SOUMA HALDER

Designation : *Head*

Name of the College : Government Girl's General Degree College

Place : *Konkata*

Date : *21/06/22*

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Habiba. Hussain student of B.Com. Honours in Accounting & Finance of Govt. Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title share market scam In India which she is submitting, is her genuine and original work to the best of my knowledge.

Place: Kolkata

Signature:

S. Halder
15/09/22

Date:

Name: Prof. SOUMA HALDER

Designation:

Head

Name of the College: GOVERNMENT GIRLS GENERAL

DEGREE COLLEGE

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Mehnaz Khan , student of B.Com. Honours in Accounting & Finance of Govt. Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **A STUDY OF FINANCIAL INITIATIVES TAKEN BY NABARD TO BOOST ECONOMY** which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

Signature: *S. Halder*
15/07/22

Name: Prof. **SOUMA HALDER**

Designation: *Head*

Name of the College: **GOVT. GIRLS GENERAL**

DEGREE COLLEGE

ANNEXURE 1A.

SUPERVISOR'S CERTIFICATE

This is to certify that Ms. **MUSARRAT AZMI** a student of B.Com Honours in Accounting & Finance of The **GOVERNMENT GIRL'S GENERAL DEGREE COLLAGE** of under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **MARKET RESEARCH** – Can be defined as the function that links the consumers, customer and public to the marketer through information.

This project report, which he is submitting is his genuine and original work to the best of my knowledge.

Signature

: *G. Das*

Name

: GOURAB DAS

Designation

: ASSISTANT PROFESSOR IN COMMERCE

Name of the College

: GOVERNMENT GIRL'S GENERAL DEGREE COLLAGE

PLACE

: KOLKATA

DATE

: *15/09/22*

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Musarrat Kahkasha, student of B.Com., Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "Women Entrepreneurship" which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

S. Halder
20/06/22
Prof. Souma Halder

Head

Department of Commerce

Government Girls' General Degree College

Annexure – IA

Supervisor's Certificate

This is to certify that Miss Nausaba Ahmed a student of B.com. Honours in Accounting & Finance in business of Government Girls' General Degree College under the University of Calcutta has worked under my supervision and guidance of her Project Work and prepared a Project Report with the title Comparative Analysis of Equity Fund for Top Five Mutual Fund Companies which she is submitting, is her genuine and original work to the best of my knowledge

Place: KOLKATA

Date: 27-04-2022

Signature.

:  27/4/22

Name

: Prof Souma Halder

Designation

: Head, Department of Commerce

Name of the College : Government Girls' General Degree College

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Nazia Tanveer, student of B.Com., Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "Working Capital Management – A Case Study of CEAT Company Ltd." which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

S. Halder
27/07/22
Prof. Souma Halder

Head

Department of Commerce

Government Girls' General Degree College

Annexure-I

SUPERVISOR'S CERTIFICATE

This is to certify that Neeha Khatun a student of B.Com. 6th Semester Honours in Accounting & Finance of GOVERNMENT GIRL'S GENERAL DEGREE COLLEGE under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "***THE IMPACT OF SOCIAL MEDIA INFLUENCERS ON CONSUMER BEHAVIOUR***". The project report, which she is submitting, is her genuine and original work to the best of my knowledge.

Place : KOLKATA

Date :

G. DAS
20/06/22

(Signature)

NAME : GOURAB DAS

DESIGNATION: FACULTY OF COMMERCE

NAME OF THE COLLEGE: GOVERNMENT GIRL'S GENERAL

DEGREE COLLEGE

SUPERVISOR CERTIFICATE

This is to certify that miss Priyanka kumari Ray, student of b.com honours in Accounting and Finance of Governemt Girl's General Degree College under the University of Calcutta has worked under my supervision and guidance for the project and prepared a project report with the title THE ELECTRONIC PAYMENT SYSTEM which she is submitting, is her genuine and original work to the best of my knowledge.

Signature  28/04/22

Name of the professor: Souma Halder

Designation:

Name of the college: Government Girl's General Degree College

Place :

Date: 28/04/2022

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Rehnuma Nissa, student of B.Com., Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "E-COMMERCE MARKETING AND PROMOTIONAL STRATEGIES OF AMAZON VS. FLIPKART" which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

S. Halder
21/06/22

Prof. Souma Halder

Head

Department of Commerce

Government Girls' General Degree College

Annexure -1A

SUPERVISOR'S CERTIFICATE

This is to certify that Ms **RESHMA KHATOON** a student of B.Com. Honors in Accounting & Finance of the **GOVERNMENT GIRLS GENERAL DEGREE COLLEGE** under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "**NPA MANagements in Banks.**"

The project report, which she is submitting, is her genuine and original work to the best of my knowledge.

Signature:

G. Das.
20/06/22

Name. :

GOURAB DAS

Designation:

Assistant professor in commerce

Name of the College:

GOVERNMENT GIRL'S GENERAL DEGREE COLLEGE

Place:

KOLKATA

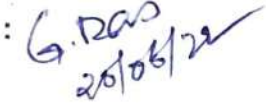
Date:

ANNEXURE 1A.

SUPERVISOR'S CERTIFICATE

This is to certify that Ms. ROSHAN TARA a student of B.Com Honours in Accounting & Finance of The GOVT. GIRL'S GENERAL DEGREE COLLAGE of under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **E- Commerce – A STUDY ON THE IMPACT OF ONLINE RETAILING ON THE SECTOR : A CASE ON FLIPKART.**

This project report, which he is submitting is his genuine and original work to the best of my knowledge.

Signature : 
Name : GOURAB DAS
Designation : ASSISTANCE PROFESSOR IN COMMERCE
Name of the College : GOVERNMENT GIRL'S GENERAL DEGREE COLLAGE
Place : KOLKATA
Date :

Annexure-I

SUPERVISOR'S CERTIFICATE

This is to certify that **SAIYARA PARVEEN** a student of **BCom Hons.** in Accounting & Finance of **GOVERNMENT GIRL'S GENERAL DEGREE COLLEGE** under the **University of Calcutta** has worked under my supervision and guidance for her project work and prepared a Project Report with the title Consumer Awareness. The project report, which he is submitting, is his genuine and original work to the best of my knowledge.

Signature: *S. Halder*
27/4/22

Name: Souma Halder

Designation: HEAD OF COMMERCE DEPARTMENT

Place: Kolkata

Date:

SUPERVISOR'S CERTIFICATE

This is to certify that Sajia Praveen a student of B.com. Honors in Accounting & Finance of Government Girls General degree college under the University of Calcutta has worked under my supervision and guidance for his project Work and prepared a project Report with title "**Working capital Management of TATA STEEL LIMITED**"

The project report which she is submitting her genuine and original Work to the best of my knowledge.

Place : *KOLKATA*

Date :

Designation:

Name of the college: **GOVERNMENT GIRLS GENERAL DEGREE COLLEGE**

Signature *G. Das* 25/09/22 ✓
Name prof : **GOURAB DAS**

ANNEXURE-I

SUPERVISOR'S CERTIFICATE

This is to certify that **SAKINA SHAHEEN** a student of B.Com Honours in ACCOUNTING AND FINANCE of **GOVERNMENT GIRLS GENERAL DEGREE COLLEGE** under the University of Calcutta has worked under my supervision and guidance for his project work and prepared a project to report with the title "A Study on the Insurance Industry in India,(Life Insurance Corporation of India)".

The project report which she is submitting is her genuine and original work to the best of my knowledge.

Place: Kolkata

Date:

Signature: G. Das
20/06/22

Name: GOURAV DAS

Designation: PROFESSOR IN

COMMERCE

College: **GOVERNMENT GIRLS
GENERAL DEGREE COLLEGE**

SUPERVISOR'S CERTIFICATE

This is to certify that miss Shafqat Farheen student of B.COM. Honours in Accounting and Finance of Government Girls' General Degree College under the university of Calcutta has worked under my supervision and guidance for the project work and prepared a project with the title **CORPORATE SOCIAL RESPONSIBILITY: A CASE STUDY OF TATA GROUP** which she is submitted is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

Signature: *S. Halder*
25/11/22

Name: prof. **SOUMA HALDER**

Name of college:

GOVERNMENT GIRL'S

GENERAL DEGREE

COLLEGE

SUPERVISOR'S CERTIFICATE

This is to certify that Miss **Shaheen Parveen** student of B.Com. Honours in Accounting & Finance of **Govt. Girls General Degree College** under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **GOODS AND SERVICE TAX** which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

Name of the College:

Signature: *G. Das*
20/06/22
Name: **Prof. Gourab Das**
Designation:

Annexure – IA

Supervisor 's Certificate

This is to certify that Miss. **SHAHIN PARVEEN** a student of B.Com. Honors in Taxation of **GOVERNMENT GIRL'S GENERAL DEGREE COLLEGE** under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **RATIO ANALYSIS MAHINDRA AND MAHINDRA LIMITED.**

The project report, which she is submitting, is her genuine and original work to the best of my knowledge.

Signature: G. Das. 20/06/22

Name: GOURAB DAS

Designation: Asst. Prof.

Name of the College: GOVERNMENT GIRL'S
GENERAL DEGREE COLLEGE

Place: Kolkata

Date:

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Shaziya Naushad, student of B.Com. Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **GOODS AND SERVICE TAX** which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

Signature: *S Halder*
27/09/22

Name: Prof.: **SOUMA HALDER**

Designation:

Name of the College: **GOVERNMENT GIRLS GENERAL
DEGREE COLLEGE**

SUPERVISOR'S CERTIFICATE

This is to certify that Miss Tarannum Zaya, student of B.Com., Honours in Accounting & Finance of Government Girls General Degree College under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "Customer Satisfaction: A Study of Airtel Customer" which she is submitting, is her genuine and original work to the best of my knowledge.

Place: *Kolkata*

Date:

G. Das
21/06/22
Prof. Gourab Das

Department of Commerce
Government Girls' General Degree College

SUPERVISOR'S CERTIFICATE

This is to certify that Ms. ZAHEEN ASLAM a student of B.Com Honours in Accounting & Finance of The GOVT. GIRL'S GENERAL DEGREE COLLAGE of under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title **WIPRO LTD – A STUDY ON THE FINANCIAL PERFORMANCE OF WIPRO.**

This project report, which he is submitting is his genuine and original work to the best of my knowledge.

Signature : G. Das.
20/06/22

PLACE : KOLKATA

Name : GOURAB DAS

DATE :

Designation : Asst. Prof.

Name of the College : GOVT. GIRL'S GENERAL DEGREE COLLEGE

ANNEXURE -1A

SUPERVISOR'S CERTIFICATE

This is to certify that Ms **ZEBA ASHRAF SHAMSHI** a student of B.Com. Honors in Accounting & Finance of the **GOVERNMENT GIRLS GENERAL DEGREE COLLEGE** under the University of Calcutta has worked under my supervision and guidance for her Project Work and prepared a Project Report with the title "**DIGITAL MARKETING.**"

The project report, which she is submitting, is her genuine and original work to the best of my knowledge.

Signature:

G. Das.
25/06/22

Name. :

GOURAB DAS

Designation:

Assistant professor in commerce

Name of the College:

GOVERNMENT GIRL'S GENERAL DEGREE COLLEGE

Place:

KOLKATA

Date:

Annexure – 1A

Supervisor's Certificate

This is to certify that Miss. Zeba Parveen a student of **B.Com. Honours in Accounting & Finance of Government Girls General Degree College the University of Calcutta** has worked under my supervision and guidance for his/her Project Work and prepared a Project Report with the title **AN ANALYSIS TO INSURANCE INDUSTRY-(SPECIAL REFERENCE TO LIFE INSURANCE)** which he/she is submitting, is his/her genuine and original work to the best of my knowledge.

Place: KOLKATA

Name: Prof Souma Halder

Date:

Signature:

S. Halder
20/06/22

Designation: Head, Department of
Commerce