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CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	<p style="text-align: center;">CUSTOMERS SATISFACTION WITH THE NEW AGE PAYMENT AND SETTLEMENT SYSTEM OFFERED BY THE BANKS OF GURUGRAM DISTRICT</p> <p style="text-align: center;"><i>ANSHUL FANDA & Dr. S. S. RANAWAT</i></p>	1
2.	<p style="text-align: center;">RECENT DEVELOPMENT AND CHALLENGES IN THE INDIAN ECONOMY</p> <p style="text-align: center;"><i>RITISHA SHARMA & Dr. VIJAY KUMAR</i></p>	2
	REQUEST FOR FEEDBACK & DISCLAIMER	3

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CUSTOMERS SATISFACTION WITH THE NEW AGE PAYMENT AND SETTLEMENT SYSTEM OFFERED BY THE BANKS OF GURUGRAM DISTRICT

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ABSTRACT

The success of any technology is determined with the satisfaction of its users. The new age payment and settlement system was introduced to improve to the service quality of banks, so keeping this in view this research has been conducted to study customers' satisfaction with new age payment and settlement system. The data has been collected from 312 customers with the help of semi structured questionnaire and it has been concluded that customers are satisfied with the new age payment and settlement system offered by the banks of Gurugram district. Further it was concluded that private bank customers are more satisfied with new age payment and settlement system as compared to the public bank customers

RECENT DEVELOPMENT AND CHALLENGES IN THE INDIAN ECONOMY

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ABSTRACT

The study has been carried out with particular reference to hotel industry in Uttarakhand during Covid and its impact on state's economy. The hotel industry of Uttarakhand seeks discernible attention as the state itself offers limitless opportunities for tourism and adventure tourism. However, the pandemic posed unusual circumstances on various industries of Indian Economy including the hotel and tourism industry. The government and the hotel operators can collectively uplift the tourism and hospitality sector of Uttarakhand. The present paper is an attempt to throw light upon various new aspects of tour and travel industry i.e., Reverse Migration, Work from hills culture and Revenge Tourism which are being helpful in elevating the state's economy. The paper has also explored the concept of green hotels and hidden treasures of Uttarakhand. In addition, the recovery for hotel and tourism industry is a bit difficult, therefore, the state government needs to take some constructive measures. The paper suggests the need for polishing and refining the hospitality standards and services to deliver best of experience to the tourists, which will eventually increase their visit to Uttarakhand and hence uplift the economy.

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Thanking you profoundly

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