

CERTIFICATE

This is to certify that the Dissertation Project Report titled **Perception towards Credit Cards in India**, is a bonafide work carried out by **Mr. Rahul Girdhar** of MBA 2014-16 and submitted to Delhi School of Management, Delhi Technological University, Bawana Road, Delhi-42 in partial fulfillment of the requirement for the award of the Degree of Masters of Business Administration.

Signature of Guide

Signature of Head (DSM)

Seal of Head

Place:

Date:

DECLARATION

I **Rahul Girdhar**, student of MBA 2014-16 of Delhi School of Management, Delhi Technological University, Bawana Road, Delhi-42 declare that Project Dissertation on **Perception towards Credit Crads in India** submitted in partial fulfillment of Degree of Masters of Business Administration is the original work conducted by me.

The information and data given in the report is authentic to the best of my knowledge.

This Report is not being submitted to any other University for award of any other Degree, Diploma and Fellowship.

Rahul Girdhar

Place:

Date:

ACKNOWLEDGEMENT

“AS I LOOK BACK ON MY LIFE, I REALIZE THAT EVERYTIME I THOUGHT I WAS BEING REJECTED FOR SOMETHING GOOD. I WAS ACTUALLY BEING REDIRECTED TO SOMETHING BETTER.”

The best way to start this report work is to pay my gratitude to all who made this study possible.

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ABSTRACT

A credit card is a small plastic card issued to users as a system of payment. It allows its holder to buy goods and services based on the holder's promise to pay for these goods and services. The issuer of the card creates a revolving account and grants a line of credit to the consumer (or the user) from which the user can borrow money for payment to a merchant or as a cash advance to the user.

There is now a flood of Indian banks offering credit cards to the potential customers. Multinational banks operating in India have also joined the bandwagon with high voltage advertising and seemingly competitive reward programmes for loyal credit card users. Banks income from credit cards can be divided mainly into four components namely annual fee, interchange charge, revolving fee (interest charged for revolving credit) and other fees. Indian credit card market is growing at almost 30 to 40 per cent annually and the number of credit cards in circulation is twenty seven and half million as reported by credit card issuers.

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