

Janata Shikshana Sangha's
**SHREE TAMMANNAPPA CHIKODI ARTS AND COMMERCE
COLLEGE, BANHATTI**

P.G. DEPARTMENT OF STUDIES IN COMMERCE

(Affiliated to Rani Channamma University Belagavi)

A Project Work On
**"INFLUENCE OF TECHNOLOGY IN BANKING – A CUSTOMER
CENTRIC STUDY WITH SPECIAL REFERENCE TO
NORTH KARNATAKA"**

A Dissertation Report Submitted To



RANI CHANNAMMA UNIVERSITY, BELAGAVI

In partial fulfillment of requirement for the award of Degree of

MASTER OF COMMERCE

Research Supervisor

Prof. G. S. Sajjan

M.com, KSET

HOD of Commerce,

Shree Tammannappa Chikodi Arts & Commerce College, Banhatti

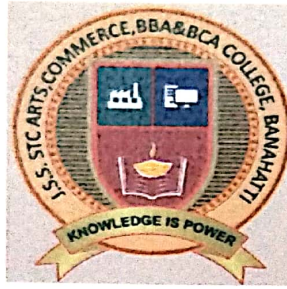
Submitted By

Miss. Laxmi S. Gombi

Register No-P15HT21C0004

2022-2023

Janata Shikshan Sangha's




**SHREE TAMMANNAPPA CHIKODI ARTS AND COMMERCE
COLLEGE, BANHATTI**

PG DEPARTMENT OF STUDIES IN COMMERCE

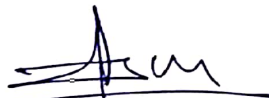
CERTIFICATE

This is to certify that Miss. Laxmi S. Gombi bearing Reg. No. P15HT21C0004 has done the project report entitled “**Influence of Technology In Banking – A Customer Centric Study With Special Reference To North Karnataka**” for the partial fulfillment of M.COM course (IV semester) under my guidance and supervision.

The work has been done satisfactorily and is recommended for consideration towards partial fulfillment of requirement for the awards of the degree of **MASTER OF COMMERCE** by **Rani Channamma University, Belagavi**.


Guide

Prof. G. S. Sajjan


Co-ordinator

Prof. G. S. Sajjan

HOD
DEPARTMENT OF COMMERCE
STC Arts and Commerce College, Banhatti.


Director

Dr. G. R. Junnaykar
Director

Post-Graduate Studies in Commerce
STC Arts & Commerce College
BANHATTI

DECLARATION

I the undersigned Miss. Laxmi S. Gombi here by, declare that, this project work entitled "INFLUENCE OF TECHNOLOGY IN BANKING- A CUSTOMER CENTRIC STUDY WITH SPECIAL REFERENCE TO NORTH KARNATAKA" is a result of my own research work and has not been previously submitted to any other University for any other examination.

I hereby further declare that all information of this document has been obtained and presented in accordance with academic rules and regulations and ethical conduct.

Date:

L.S. Gombi
Laxmi S. Gombi

Place: Banhatti



CONTENTS

CHAPTER NO	TOPIC	PAGE NO
1	INTRODUCTION	1-7
2	CONCEPTUAL FRAMEWORK	8-24
3	INDUSTRIAL PROFILE	25-36
4	ANALYSIS AND INTERPRETATION	37-55
5	FINDINGS AND SUGGESTIONS	56-59
	BIBLIOGRAPHY	60-61