## IMPACT OF ON-LINE SREVICES ON CUSTOMER SATISFACTION WITH SPECIAL REFERENCE TO BANK OF INDIA

A

**Dissertation Submitted to** 

## SHIVAJI UNIVERSITY KOLHAPUR

For the award of degree of

MASTER OF PHILOSOPHY

In

**COMMERCE AND MANAGEMENT** 

By

Mr. BANASODE NAGANATH DNYANOBA

(M. Com., M.B.A.)

Under the guidance of

Dr. GURUNATH J. FAGARE

(M. Com., M. Phil., G. D. C. & A., Ph. D.)

**Associate Professor** 

S. B. KHADE MAHAVIDYALAYA, KOPARDE

SHIVAJI UNIVERSITY, KOLHAPUR.

Dr. S.S. Mahajan

Head,
Head,
Management
Management
Shivaji University,Kolhapur.

FEBRUARY-2014

GUK- 5001- 70 (6835