



RANI CHANNAMMA UNIVERSITY, BELAGAVI

B. V. V. SANGHA'S

**BASAVESHWAR COMMERCE COLLEGE
BAGALKOTE**



**MASTER OF COMMERCE
2021-2022**

A PROJECT REPORT ON

**"A STUDY ON CUSTOMER RELATIONSHIP
MANAGEMENT WITH REFERENCE TO SHRI VIJAY
MAHANTESH CO-OPERATIVE BANK LTD.
BAGALKOTE"**

Internal Guide

Prof. T. P. DARBAR

External Guide

Mr. V. KICHADIMATH

SUBMITTED BY

Miss. RAJIYA.M.WALIKAR

M.Com Final Year

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BASAVESHWAR COMMERCE COLLEGE,
BAGALKOT - 587 101.

Dist : BAGALKOT)

(KARNATAKA STATE



NAAC : B++

Dr. Jagannath V. Chavan

Principal

M.A., M.Phil., Ph.D., S.L.E.T.

Ref. No.: BCCB /

120

Date

30/08/2022

Email : bvsvcommerce@gmail.com bccb_evaluation@rediffmail.com
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CERTIFICATE OF APPROVAL

This is to certify that the project entitled "A STUDY ON CUSTOMER RELATIONSHIP MANAGEMENT WITH REFERENCE TO SHRI VIJAY MAHANTESH CO-OPERATIVE BANK LTD, BAGALKOT" is being submitted by Miss. RAJIYA M WALIKAR, a student of M.Com final year (Reg. No: MC205626) has satisfactorily completed project work for partial fulfillment of M.Com degree in RANI CHANNAMMA UNIVERSITY, BELAGAVI.

Prof. T. P. Darbar

Internal Guide

Prof. Smt K. J. Malaji

Co-coordinator & HOD

Dr. J. V. Chavan

Principal,

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Reg. No. 22472 Dtd. : 17-10-1961
R.B.I.L. No.UBD-KA/549-P 10-9-1986

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ಶ್ರೀ ವಿಜಯ ಮಹಾಂತೇಶ ಸಹಕಾರಿ ಬ್ಯಾಂಕ ನಿರ್ಮಿತ,
ಹುನಗುಂದ - ೫೮೭ ೧೧೮ ಜಿಲ್ಲಾ : ಬಾಗಲಕೋಟೆ - ಕರ್ನಾಟಕ ರಾಜ್ಯ

SHRI VIJAY MAHANTESH CO-OPERATIVE BANK LTD.,
HUNGUND - 587 118 Dist. : Bagalkot - Karnataka State

BBRANCHES ① : Gudur S.C. : 285072 Amigad : 280246 Ilkal : 270203 Ilkal Alampur Peth : 271898 Bagalkot : 222050
Koppal : 221288 Karatagi : 275077 Muddebihal : 220520 Hungund Mahant Nagar : 260505 Gadag : 237994 Lingsugur : 257976

Ref. No.

Date

Branch: Hungund


Date: 30/08/2022

CERTIFICATE

This is to certify that Miss. Rajiya M Walikar bearing Reg No: MC205626-MCOM Student of Basaveshwar Commerce College P.G Department, Bagalkot has successfully completed the project work on "A STUDY ON CUSTOMER RELATIONSHIP MANAGEMENT AT BANKS WITH REFERENCE TO SHRI VIJAY MAHANTESH CO-OPERATIVE BANK LTD BAGALKOT". At our office from 02-05-2022 to 30-8-2022. She is found sincere and hard working during the period of study. Her performance and conduct was good.

The Project is found satisfactory up to our expectations. We wish her all the success.

For, Shri Vijay Mahantesh
Co-Op. Bank Ltd,
HUNGUND Br:Bagalkot


Manager