## Appendix-IV

## **CERTIFICATE**

This is to certify that the Dissertation titled "A STUDY ON CUSTOMERS PERCEPTION ON BANKING CHARGES WITH SPECIAL REFERNCE TO STATE BANK OF INDIA" (With Special Reference to Kolar Gold Fields) is an original work of Ms. PAVITHRA V bearing university Register Number CM191314 and its being submitted in partial fulfillment for the award of the Master's Degree in Commerce of BENGALURU NORTH UNIVERSITY. The report has not been submitted earlier either to this university/institution for the fulfillment of the requirement of a course of study

DATE: 27/09/2021

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HOD

Department of Post Graduate Studies Sri Bhagawan Mahaveer Jain College Robertsonpet, K.G.F. - 563 122.