

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(Deemed to be University Under Section 3 of UGC Act, 1956)



*The Board of Management of Sathyabama Institute of Science and Technology hereby makes known that JOHN PAUL.M has been conferred the **DEGREE OF DOCTOR OF PHILOSOPHY** under the **FACULTY OF BUSINESS ADMINISTRATION**, having been certified by duly appointed examiners to be qualified to receive the same on **JULY 2021** for the thesis entitled **A COMPARATIVE STUDY ON CRM PRACTICES WITH REFERENCE TO NATIONALIZED BANKS AND NEW GENERATION BANKS IN CHENNAI** given under the seal of the institution, at Chennai this **TWENTY FIFTH day of SEPTEMBER 2021***

Given under the seal of the Institution

Vice Chancellor

Chancellor



Dated : September 25, 2021

Jeppiaar Nagar, Chennai-600119,
Tamil Nadu, INDIA.

