



Impact of E- Payment on Retail Grocery Shops (With Reference to Nagpur City)

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Abstract: *The paradigm shift in the mode of carrying out business from the physical to digital has brought about a change in the payment system. The Retail grocery sector has been completely transformed by digital technologies, and consumers' payment expectations now are very different from what they were simply a few years ago. Stores now run the risk of slipping behind the competition if they don't change to satisfy these changing expectations. When e-payments were introduced in the country Indian population was mostly unaware of these systems so they hesitated to accept them. After the demonetization move of the Indian government, people gained faith in the payments methods, and acquired new skills as most of them were being promoted by the government. The government started promoting the digital payment through its Digital India mission. In this research the researcher included retail grocery shops. The study was done in Nagpur city; the sample size is 100 who use e- payments methods. The main objective of the study is to find out the advantages and problems faced b the retail grocery shops in the e-payments system. The result shows that there is no association between the usage of e-payments and the age of the customers. The study even found that there is no association between problems of e- payments and the age of the customers.*

Keywords: E-payments, Retail Grocery Shops, and Demonetization

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