



# INTERNATIONAL RESEARCH JOURNAL OF COMMERCE, ARTS AND SCIENCE

*An Internationally Indexed Peer Reviewed & Refereed Journal*

Impact Factor\* : 2.9301

Ref: CASIRJ/2014/A101538

DOI : [HTTPS://DOI.ORG/10.32804/CASIRJ](https://doi.org/10.32804/CASIRJ)

ISSN 2319 – 9202 (O)

THIS CERTIFIES THAT

**DR. VINOD KUMAR SINGH**

HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON

**GAP ANALYSIS IN SERVICE THROUGH SERVQUAL: A CASE OF SERVICE PROVIDED BY  
PRIVATE BANK TO ITS SAVING ACCOUNT HOLDERS**

APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN

Vol – 5 , Issue – 3 Mar , 2014



Editor in Chief





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