

Journal of Emerging Technologies and Innovative Research An International Open Access Journal Peer-reviewed, Refereed Journal www.jetir.org | editor@jetir.org An International Scholarly Indexed Journal

Certificate of Publication

The Board of

Journal of Emerging Technologies and Innovative Research (ISSN : 2349-5162)

Is hereby awarding this certificate to

Dr.R.Rajendran

In recognition of the publication of the paper entitled

CUSTOMERS PERSPECTIVE ON EXPECTATION AND PERFORMANCE GAP A STUDY ON VEHICLE FINANCE LOAN SERVICES

Published In JETIR (www.jetir.org) ISSN UGC Approved (Journal No: 63975) & 7.95 Impact Factor

Published in Volume 4 Issue 12, December-2017 | Date of Publication: 2017-12-15

Paria P

EDITOR



JETIR1712066

Research Paper Weblink http://www.jetir.org/view?paper=JETIR1712066

An International Scholarly Open Access Journal, Peer-Reviewed, Refereed Journal Impact Factor Calculate by Google Scholar and Semantic Scholar | Al-Powered Research Tool, Multidisciplinary, Monthly, Multilanguage Journal Indexing in All Major Database & Metadata, Citation Generator



Journal of Emerging Technologies and Innovative Research An International Open Access Journal Peer-reviewed, Refereed Journal www.jetir.org | editor@jetir.org An International Scholarly Indexed Journal

Certificate of Publication

The Board of

Journal of Emerging Technologies and Innovative Research (ISSN : 2349-5162)

Is hereby awarding this certificate to

R. Ashok Kumar

In recognition of the publication of the paper entitled

CUSTOMERS PERSPECTIVE ON EXPECTATION AND PERFORMANCE GAP A STUDY ON VEHICLE FINANCE LOAN SERVICES

Published In JETIR (www.jetir.org) ISSN UGC Approved (Journal No: 63975) & 7.95 Impact Factor

Published in Volume 4 Issue 12, December-2017 | Date of Publication: 2017-12-15

Paria P

EDITOR





Registration ID : 171082

JETIR1712066

Research Paper Weblink http://www.jetir.org/view?paper=JETIR1712066

An International Scholarly Open Access Journal, Peer-Reviewed, Refereed Journal Impact Factor Calculate by Google Scholar and Semantic Scholar | Al-Powered Research Tool, Multidisciplinary, Monthly, Multilanguage Journal Indexing in All Major Database & Metadata, Citation Generator



Journal of Emerging Technologies and Innovative Research An International Open Access Journal Peer-reviewed, Refereed Journal www.jetir.org | editor@jetir.org An International Scholarly Indexed Journal

Certificate of Publication

The Board of

Journal of Emerging Technologies and Innovative Research (ISSN : 2349-5162)

Is hereby awarding this certificate to

P. Balamurugan

In recognition of the publication of the paper entitled

CUSTOMERS PERSPECTIVE ON EXPECTATION AND PERFORMANCE GAP A STUDY ON VEHICLE FINANCE LOAN SERVICES

Published In JETIR (www.jetir.org) ISSN UGC Approved (Journal No: 63975) & 7.95 Impact Factor

Published in Volume 4 Issue 12, December-2017 | Date of Publication: 2017-12-15

Paria P

EDITOR



Registration ID : 171082

JETIR1712066

Research Paper Weblink http://www.jetir.org/view?paper=JETIR1712066

An International Scholarly Open Access Journal, Peer-Reviewed, Refereed Journal Impact Factor Calculate by Google Scholar and Semantic Scholar | Al-Powered Research Tool, Multidisciplinary, Monthly, Multilanguage Journal Indexing in All Major Database & Metadata, Citation Generator