

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. Payal Bassi

In recognition of the publication of the paper entitled

Impact of Service Quality on Customer Satisfaction: A Comparative Study of Public and Private Sector Commercial Banks of Punjab

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

Published in Volume 5 Issue 5, MAY-2018 | Date of Publication: 2018-05-01

EDITOR

Parise P

EDITOR IN CHIEF

JETIR1805614 Research Paper Weblink http://www.jetir.org/view?paper=JETIR1805614

Registration ID: 182550

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

Mr. Navneet Mittal

In recognition of the publication of the paper entitled

Impact of Service Quality on Customer Satisfaction: A Comparative Study of Public and Private Sector Commercial Banks of Punjab

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

Published in Volume 5 Issue 5, MAY-2018 | Date of Publication: 2018-05-01

EDITOR

EDITOR IN CHIEF

JETIR1805614

Parise P

Research Paper Weblink http://www.jetir.org/view?paper=JETIR1805614

Registration ID: 182550

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