

SCHOLARLY RESEARCH JOURNAL'S

CERTIFICATE

of Contribution Awarded to

Ms. Rinkey Priya Bali

Has successfully contributed and published a paper

**CUSTOMER EXPECTATIONS AND PERCEPTIONS OF
SERVICE QUALITY AND THE RESULTANT
FINANCIAL IMPLICATIONS IN SELECT BANKS IN
INDIA**

In an

International Peer Reviewed & Refereed

**Scholarly Research Journal For
Interdisciplinary Studies**

E- ISSN 2278 - 8808, SJIF 2015:5.403

SEPT-OCT, 2016 Volume 4, Issue 26, Released On 04/11/2016

Certificate No. SRJIS/70/70/2016
www.srjis.com



Dr. Yashpal D. Netragaonkar
Editor in chief for SR Journal's