

e-Certificate

**RET ACADEMY FOR INTERNATIONAL JOURNALS OF
MULTIDISCIPLINARY RESEARCH (RAIJMR)**

Dear Author/Research Scholar,

P. Suganda Debi

This is to certify that your Research Paper/Article titled

**“A Pragmatic Revision on CRM as an Implement to Evaluate Customer
Satisfaction for Banks-An Appraisal of Public and Private Sector Banks”**

has been published after reviewed and editorial process in our online issue of IJRMP
(ISSN: 2320-0901) International Refereed, Reviewed and Indexed Research e-Journal.

Vol. 3, Issue: 5 for the Month of June-July Year: 2014.

Our best Wishes for your future.

Place: Mehsana (Gujarat)

Date of Issue: 29/07/2014



Shahel *H. Bhasin*

**Associate Editor(s)
(RAIJMR)**

**Editor-in-Chief
(RAIJMR)
WWW.RAIJMR.COM
editorraijmr@yahoo.com**