

CERT/2021/12/01/020

CERTIFICATE OF PUBLICATION



Seema Pandey, Mukesh Kumar

for authoring and publishing the research paper titled:

E-CRM: A COMPARATIVE STUDY OF SERVICE QUALITY BETWEEN PUBLIC AND PRIVATE SECTOR BANKS IN HARYANA

In

**Purva Mimaansa:
A Multi-Disciplinary Bi-Annual Research Journal**

(Refereed/Peer Reviewed)

Impact Factor:- 4.115, ISSN: 0976-0237

Vol-12, Issue-September 2021



UGC APPROVED JOURNAL *
No. 40903

Dr. Balesh Kumar
Executive Editor

Dr. Satinder Verma
Editor-in-Chief