

INTERNATIONAL RESEARCH JOURNAL OF MANAGEMENT SCIENCE AND TECHNOLOGY

An Internationally Indexed Peer Reviewed & Refereed Journal



Impact Factor* : 3.2832

Ref:IRJMST/2016/A104746

DOI : [HTTPS://DOI.ORG/10.32804/IRJMST](https://doi.org/10.32804/IRJMST)

ISSN – 2250 – 1959 (0) 2348 – 9367 (P)

THIS CERTIFIES THAT

DR. J.C. PORWAL . JYOTI CHAWLA

HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON

**EVALUATION OF MARKETING STRATEGIES THROUGH CUSTOMER'S SATISFACTION USING
RATER MODEL(WITH SPECIAL REFERENCE TO PNB & ICICI)**

APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN

Vol – 7 , Issue – 5 May , 2016



Editor in Chief



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