OBJECTIVES OF THE STUDY

1. To identify the gap between customer expectation and their perception of service quality provided by Public sector Banks

2. To study the reasons for enduring the relationship of consumers associated with public sector banks.

3. To make suggestions to improve service quality in Indian banks on the basis of findings of the study.

4. To study the recent developments of Banking Sector in India.

5. To study the awareness among the client about the norms of banking given by public sector bank