

C O N T E N T S

Sr.No.	T I T L E	PAGE NO.
1.	INTRODUCTION	1 to 7
2.	A PROFILE OF BANKING SYSTEM IN INDIA	8 to 17
3.	PROFILE OF BANK OF INDIA	18 to 33
4.	CONCEPTUAL STUDY OF CUSTOMER RELATIONS	34 to 63
5.	BANK CUSTOMER RELATIONS IN BANK OF INDIA - ANALYSIS AND PRESENTATION OF DATA. INTERPRETATION	64 to 81
6.	SUGGESTIONS AND CONCLUSIONS	82 to 86
-	BIBLIOGRAPHY	87 to 89
-	APENDIX	90