**Abstract**

On account of  the competitive customer service and sprit, unleashed by the above said banks, there is a transformation in the customer needs like access to deposits anywhere anytime, speedy transfer of funds, quick remittances and bill collections and fast screening of credit proposals without undue paper work etc., This was hitherto unknown to the public sector commercial banks of India and it necessitated them to focus on service quality and customer satisfaction  dimensions not only to retain the existing clientele but also to attract  new customer  to remain competitive. In this regard, this study attempts to assess the services provided to the customers in the banking industry.