

LIST OF FIGURES

CHAPTER 1

- FIGURE 1.1:** Service Quality Model 6
- FIGURE 1.2:** Research Framework of Service Quality Measurement 10

CHAPTER 2

- FIGURE 2.1:** Fuel-wise Primary Energy Consumption Trend for 2008
(World) 27
- FIGURE 2.2:** Fuel-Wise Primary Energy Consumption Trend for
2008 (India) 27
- FIGURE 2.3:** World's Largest Oil Consuming Countries (MMT) 28
- FIGURE 2.4:** Oil Demand-Supply Gap 28
- FIGURE 2.5:** Gas Demand-Supply Gap 29
- FIGURE 2.6:** Oil and Gas Industry Structure 30
- FIGURE 2.7:** Retail Network Expansion 42
- FIGURE 2.8:** Throughput per Retail Outlet 42
- FIGURE 2.9:** Company-wise retail outlets as on FY08-09 43
- FIGURE 2.10:** MS Sales, HSD Sales, Retail Outlet Network and
throughput per Retail Outlet for Financial Year 2003 to
2007 47
- FIGURE 2.11:** Non-Fuel Proportion of Profits vs. Non-fuel
Proportion of Turnover 48