

International Journal of Business and Management Invention

e-ISSN: 2319 – 8028 p-ISSN: 2319 – 801X

CERTIFICATE

It is certify that the paper entitled by "Service Quality Vis-À-Vis Customer Retention In The Banking Industry: The Mediating Role Of Service Recovery" has been published in International Journal of Business and Management Invention (IJBMI).

Your article has been published with following details:

Author's Name: Aira May T. Balancio

Journal Name: International Journal of Business and Management Invention (IJBMI)

Journal Web: www.ijbmi.org

Journal Type: Online & Offline

Review Type: Peer Review Refereed

Publication Year: 2023

Publication Month: September

Vol No.: 12

Issue No.: 09



Editor-In-Chief

International Journal of Business and Management Invention (IJBMI)

E-mail ID: ijbmi@invmails.com

Web: www.ijbmi.org

Impact Factor: 4.72

UGC Approval Serial Number: 4485 & UGC Journal Number: 46889