

## Acceptance Letter

To,  
Oruganti Cheena Rao,

We are pleased to inform you that the research paper / article titled "**QUALITY OF E- SERVICE, CUSTOMER HAPPINESS, AND BEHAVIORAL INTENTIONS: A RESEARCH IN THE CONTEXT OF INDIAN RETAIL, BANKING**" submitted by you, has been selected for publication in Volume 1 Issue 3 dated 13th March 2023, in **Airo International Journal**.

We wish you a bright research and academic prospects ahead.



**Swati Gupta**  
Authorized Signatory  
Editorial, Airo Journals

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