

[Review Form2](#)

Book Name:	Business, Management and Economics: Research Progress
Manuscript Number:	Ms_BPR_2847
Title of the Manuscript:	Integrated Payment: Eliminating deceits and enhancement of customer satisfaction in Petro Retailing
Type of the Article	Book chapter

PART 1: Review Comments

Compulsory REVISION comments	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
Please write a few sentences regarding the importance of this manuscript for the scientific community. Why do you like (or dislike) this manuscript? A minimum of 3-4 sentences may be required for this part.	This manuscript provides a valuable contribution to the field of petro retailing, particularly within the Indian context. By exploring the integration of digital payment systems to eliminate fraud and enhance customer satisfaction, it offers relevant insights into the application of technology in a sector that has been slow to adopt such innovations. This work is important for the scientific community as it bridges a critical gap between traditional payment mechanisms and digital transformation in petro retail. It is especially significant due to the increasing number of frauds reported at petrol stations and the demand for more secure payment options.	
Is the title of the article suitable? (If not please suggest an alternative title)	The title of the article is appropriate, as it captures the essence of the manuscript, highlighting both the technological solution (integrated payment) and its impact (eliminating fraud and enhancing customer satisfaction). No suggestions for changes in the title.	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	The abstract is well-structured and covers all key points of the manuscript, including the research context, methodology, and outcomes. However, it could benefit from a clearer statement of the research. Adding a sentence emphasizing how the findings contribute to existing literature or industry practices would enhance its comprehensiveness.	
Are subsections and structure of the manuscript appropriate?	The subsections are appropriate, following a logical flow from introduction and literature review through to methodology, results, and conclusion. The structure supports the reader's understanding of the topic and maintains clarity throughout.	
Please write a few sentences regarding the scientific correctness of this manuscript. Why do you think that this manuscript is scientifically robust and technically sound? A minimum of 3-4 sentences may be required for this part.	The manuscript is scientifically sound and based on robust research methodology. It uses quantitative data collection through a customer survey and evaluates the impact of the integrated payment system over a four-month period. The findings, supported by statistical analysis, demonstrate clear benefits in reducing fraud and improving customer satisfaction. The integration of automation in the petro retailing sector aligns well with global trends in digital payment adoption.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form. :	The references provided are relevant and sufficient, covering both recent studies and foundational work in the areas of digital payment, technology adoption, and consumer behavior. No additional references are necessary, though including more recent publications from global perspectives on digital transformation in similar sectors would enhance the international relevance of the manuscript.	

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Minor REVISION comments Is the language/English quality of the article suitable for scholarly communications?	The language of the manuscript is generally suitable for scholarly communication. However, a minor revision is needed to correct occasional grammatical errors and improve sentence clarity. A more formal tone and precise wording would elevate the overall quality of the manuscript.	
Optional/General comments	The manuscript demonstrates potential for significant impact in the petro retailing sector and contributes to both academic research and practical applications. Minor revisions are recommended to refine the abstract and language, but the content is strong and well-supported by evidence. This manuscript is suitable for publication following minor revisions.	

PART 2:

	Reviewer's comment	Author's comment <i>(if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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