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We certify that we received substantial, important, line by line peer review with several and substantial comments, important remarks and hints from 3 Reviewers and the Assistant Editor for my paper:

**Examining the Relationship between Service Quality and Customer Satisfaction in the Public Service. The Case of Botswana**

with Authors: PHETOGO MOSIMANEGAPE , OLUMIDE JAIYEoba, CHUX GERVASE IWU , CHENESO CHEKULA-MAHAMA

We would like to thank all the reviewers for their thoughtful comments and efforts towards improving our manuscript. We revised the manuscript with special attention to the comments that we received from 3 reviewers that they were experts, specialist in the area of my paper.

New: Added for the authors that will send their final/revised version after May 7, 2020:

Also, I declare also that no reviewer, no Associate-Editor, no Editor-in-Chief, no member of the WSEAS Secretariat, nobody whatsoever and never forced me in WSEAS Journals to add references / citations to any previous WSEAS Publications or any other publications

Please, write additional comments below (take ideas from: <http://wseas.org/main/author-testimonials.html> )

**Thank you. The reviewers' comments were helpful.**

Signature (insert an image file with scanned signature or print out the whole page, sign and scan)

A handwritten signature in black ink, consisting of several loops and a long tail stroke.

Date: May 14, 2020