PROBLEMS IN E-BANKING SERVICES IN INDIA: CUSTOMERS’ PERSPECTIVE

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ABSTRACT

Using electronic delivery channels for banking services and products has become increasingly popular in recent years. Electronic banking makes it possible to offer banking services around the world 24 hours a day. The dependent on technology for providing the services involve additional challenges for banking sectors. This paper aims to analyze the current issues and challenges in electronic banking system in India, with reference to frequently used e channels.

KEY WORDS: Electronic banking, Technology, Challenges and Issues