INTERNET BANKING (COMPARATIVE ANALYSIS OF PSBS, PSIBS & PSFBS)

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ABSTRACT
This paper is concerned with the detailed study of Internet banking in India. The paper presents a comparative study of Internet banking in Public, Private and Foreign banks in India. No doubt, e-banking provides so many benefits, but it also has so many problems. In e-banking transactions, face to face contact between the bank and the customer is absent and this causes most of the problems like credit card frauds, fraud of internet, etc. The use of technology is the best answer to the problem, but the security of the transactions is a major concern. So, the focus is to analyze services of Internet banking in India with respect to three sectors of banks.

KEY WORDS: Internet banking, services, e-banking, frauds, banks, customer satisfaction.