



Comparative Analysis of E-Banking Services of State Bank of India (SBI) and Industrial Credit and Investment Corporation of India (ICICI)

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INDUSTRY PROFILE

As per the Reserve Bank of India (RBI), India's banking sector is sufficiently capitalised and well-regulated. The financial and economic conditions in the country are far superior to any other country in the world. Credit, market and liquidity risk studies suggest that Indian banks are generally resilient and have withstood the global downturn well.

The Indian banking industry has recently witnessed the rollout of innovative banking models like payments and small finance banks. In recent years India has also focused on increasing its banking sector reach, through various schemes like the Pradhan Mantri Jan Dhan Yojana and Post payment banks. Schemes like these coupled with major banking sector reforms like digital payments, neo-banking, a rise of Indian NBFCs and fintech have significantly enhanced India's financial inclusion and helped fuel the credit cycle in the country.

Indian Fintech industry is estimated to be at US\$ 150 billion by 2025. India has the 3rd largest FinTech ecosystem globally. India is one of the fastest-growing Fintech markets in the world. There are currently more than 2,000 DPIIT-recognized Financial Technology (FinTech) businesses in India, and this number is rapidly increasing.

The digital payments system in India has evolved the most among 25 countries with India's Immediate Payment Service (IMPS) being the only system at level five in the Faster Payments Innovation Index (FPII). * India's Unified Payments Interface (UPI) has also revolutionized real-time payments and strived to increase its global reach in recent years.

MARKET SIZE

The Indian banking system consists of 12 public sector banks, 22 private sector banks, 46 foreign banks, 56 regional rural banks, 1485 urban cooperative banks and 96,000 rural cooperative banks in addition to cooperative credit institutions. As of October 2023, the total number of micro-ATMs in India reached 15,30,287. Moreover, there are 1,25,969 on-site ATMs and Cash Recycling Machines (CRMs) and 93,771 off-site ATMs and CRMs.

Banks added 2,796 ATMs in the first four months of FY23, against 1,486 in FY22 and 2,815 in FY21. 100% of new bank account openings in rural India are being done digitally. BCG predicts that the proportion of digital payments will grow to 65% by 2026.

In 2023 (till December 1st, 2023), total assets in the public and private banking sectors were US\$ 1688.15 billion and US\$ 1017.26 billion, respectively. In 2023 (till December 1st, 2023), assets of public sector banks accounted for 58.32% of the total banking assets (including public, private sector and foreign banks).

Public sector banks accounted for over 57.48% of interest income in 2023 (till December 1st, 2023). The interest income of public banks reached US\$ 102.51 billion in 2023 (till December 1st, 2023). In 2023 (till December 1st, 2023), interest income in the private banking sector reached US\$ 70.07 billion.

India's digital lending market witnessed a growth of CAGR 39.5% over a span of 10 years. The Indian digital consumer lending market is projected to surpass US\$ 720 billion by 2030, representing nearly 55% of the total US\$ 1.3 trillion digital lending market opportunity in the country.

According to RBI's Scheduled Banks' Statement, deposits of all scheduled banks collectively surged by a whopping Rs.1.75 lakh crore (US\$ 2,110.87 billion) as of December 1st, 2023.

According to the BCG Banking Sector Roundup Report of 9M FY23, credit growth is expected to hit 18.1% in 2022-23 which will be a double-digit growth in eight years.

Non-food bank credit registered a growth of 17.6% in November 2022 as compared with 7.1% a year ago on the back of robust credit demand from the segments such as services, industry, personal, and agriculture and allied activities, according to RBI's statement on Sectoral Deployment of Bank Credit.

INVESTMENTS/DEVELOPMENTS

Key investments and developments in India's banking industry include:

- In December 2023, ICICI Prudential Life Insurance and Ujjivan Small Finance Bank forged the Bancassurance Partnership.
- In October 2023, AU Small Finance Bank announced the acquisition of Fincare Small Finance Bank in an all-share deal and to merge it with itself.

- According to data released by the National Payments Corporation of India (NPCI), UPI transactions reached 10.241 billion until August 30th, 2023.
- In September 2023, Hitachi Payment Services launched India's first-ever UPI-ATM with NPCI.
- In September 2023, the Reserve Bank of India is likely to bring in CBDC in the call money market.
- In July 2023, Mahindra and Mahindra acquires minority stake in RBL Bank.
- In July 2023, State Bank of India to acquire 100% stake of SBI Capital in SBICAP Ventures for US\$ 85.25 million (Rs. 708 crore).
- In June 2023, State Bank of India to acquire entire 20% stake of SBI Capital Markets in SBI Pension Funds.
- M&A activity with an India angle hit a record US\$ 171 billion in 2022.
- In April 2022, IDFC to sell Mutual Fund Business to Bandhan-Financial Holdings led Consortium for US\$ 550.23 million (Rs. 4,500 crore).
- On June, 2022, the number of bank accounts—opened under the government’s flagship financial inclusion drive ‘Pradhan Mantri Jan Dhan Yojana (PMJDY)’—reached 45.60 crore and deposits in the Jan Dhan bank accounts totaled Rs. 1.68 trillion (US\$ 21.56 billion).
- In April 2022, India’s largest private bank HDFC Bank announced a transformational merger with HDFC Limited.
- On November 09, 2021, RBI announced the launch of its first global hackathon 'HARBINGER 2021 – Innovation for Transformation' with the theme ‘Smarter Digital Payments’.
- In October 2021, Indian Bank announced that it has acquired a 13.27% stake in the proposed National Asset Reconstruction Company Ltd. (NARCL).
- In July 2021, Google Pay for Business has enabled small merchants to access credit through tie-up with the digital lending platform for MSMEs—FlexiLoans.
- In February 2021, Axis Bank acquired a 9.9% share in the Max Bupa Health Insurance Company for Rs. 90.8 crore (US\$ 12.32 million).
- In December 2020, in response to the RBI’s cautionary message, the Digital Lenders’ Association issued a revised code of conduct for digital lending.
- On November 6, 2020, WhatsApp started UPI payments service in India on receiving the National Payments Corporation of India (NPCI) approval to ‘Go Live’ on UPI in a graded manner.

- In October 2020, HDFC Bank and Apollo Hospitals partnered to launch the 'Healthy Life Programme', a holistic healthcare solution that makes healthy living accessible and affordable on Apollo's digital platform.
- In April 2020, Axis Bank acquired additional 29% stake in Max Life Insurance.
- In March 2020, State Bank of India (SBI), India's largest lender, raised US\$ 100 million in green bonds through private placement.
- In February 2020, the Cabinet Committee on Economic Affairs gave its approval for continuation of the process of recapitalization of Regional Rural Banks (RRBs) by providing minimum regulatory capital to RRBs for another year beyond 2019-20 - till 2020-21 to those RRBs which are unable to maintain minimum Capital to Risk weighted Assets Ratio (CRAR) of 9% as per the regulatory norms prescribed by RBI.

ROAD AHEAD

Enhanced spending on infrastructure, speedy implementation of projects and continuation of reforms are expected to provide further impetus to growth in the banking sector. All these factors suggest that India's banking sector is poised for robust growth as rapidly growing businesses will turn to banks for their credit needs. The advancement in technology has brought mobile and internet banking services to the fore. The banking sector is laying greater emphasis on providing improved services to their clients and upgrading their technology infrastructure to enhance customer's overall experience as well as give banks a competitive edge.

In recent years India has experienced a rise in fintech and microfinancing. India's digital lending stood at US\$ 75 billion in FY18 and is estimated to reach US\$ 1 trillion by FY23 driven by the five-fold increase in digital disbursements. The Indian fintech market has attracted US\$ 29 billion in funding over 2,084 deals so far (January 2017-July 2022), accounting for 14% of global funding and ranking second in terms of deal volume. By 2025, India's fintech market is expected to reach Rs. 6.2 trillion (US\$ 83.48 billion).

COMPANY PROFILE OF SBI

The origin of the **State Bank of India** goes back to the first decade of the nineteenth century with the establishment of the Bank of Calcutta in Calcutta on 2 June 1806. Three years later the bank received its charter and was re-designed as the Bank of Bengal (2 January 1809). A unique institution, it was the first joint-stock bank of British India sponsored by the Government of Bengal. The Bank of Bombay (15 April 1840) and the Bank of Madras (1 July 1843) followed the Bank of Bengal. These three banks remained at the apex of modern banking in India till their amalgamation as the Imperial Bank of India on 27 January 1921.

Primarily Anglo-Indian creations, the three presidency banks came into existence either as a result of the compulsions of imperial finance or by the felt needs of local European commerce and were not imposed from

outside in an arbitrary manner to modernise India's economy. Their evolution was, however, shaped by ideas culled from similar developments in Europe and England, and was influenced by changes occurring in the structure of both the local trading environment and those in the relations of the Indian economy to the economy of Europe and the global economic framework.

ABOUT SBI

State Bank of India (SBI) a Fortune 500 company, is an Indian Multinational, Public Sector Banking and Financial services statutory body headquartered in Mumbai. The rich heritage and legacy of over 200 years, accredits SBI as the most trusted Bank by Indians through generations.

SBI, the largest Indian Bank with 1/4th market share, serves over 48 crore customers through its vast network of over 22,405 branches, 65,627 ATMs/ADWMs, 76,089 BC outlets, with an undeterred focus on innovation, and customer centricity, which stems from the core values of the Bank - Service, Transparency, Ethics, Politeness and Sustainability.

The Bank has successfully diversified businesses through its various subsidiaries i.e SBI General Insurance, SBI Life Insurance, SBI Mutual Fund, SBI Card, etc. It has spread its presence globally and operates across time zones through 235 offices in 29 foreign countries.

Growing with times, SBI continues to redefine banking in India, as it aims to offer responsible and sustainable Banking solutions.

AWARDS

- SBI honoured with India's Best Annual Report Awards-2022 by Free Press Journal.
- SBI honoured with three Gold Awards at ET Human Capital Awards
 - HR Leader of the Year - Large Scale Organisations
 - Excellence in Business Continuity Planning & Management
 - Most Valuable Employer During COVID-19
- SBI won two Awards from NASSCOM -DSCI
 - Best Security Operations Centre of the Year
 - Cyber Security Awareness
- Gold & Silver awards in The ET HR World Future Skill Awards
- SBI awarded "Issuer of the Year - Private Placement" at the 5th National Summit & Awards on Corporate Bond Market 2022 by ASSOCHAM

- SBI won gold category in Public Sector Bank in Outlook Money Awards 2022.

SUBSIDIARIES/JOINT VENTURES

1. SBI LIFE INSURANCE COMPANY LIMITED (SBI-LIFE)

SBI Life Insurance, one of the most trusted life insurance companies in India, was incorporated in October 2000 and was registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001. Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions. Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service. Additionally, SBI Life is committed to enhance digital experiences for its customers, distributors, and employees alike. For more information, please visit: www.sbilife.co.in

2. SBI GENERAL INSURANCE COMPANY LIMITED (SBI GENERAL)

SBI General is one of the fastest growing private general insurance companies, with the strong parentage of SBI. We, at SBI General Insurance, are committed to carry forward the legacy of trust and security and have a vision to become the most trusted general insurer for a transforming India

Ever since our establishment in 2009, our growth has been exponential in various aspects. We have expanded our presence from 17 branches in 2011 to over 139 branches pan-India. Till date, we have served over 10 crores customers. We have been awarded 'Insurer of the Year' in the non-life category at FICCI Insurance Industry Awards, for two consecutive years in 2020 & 2021. In 2022, recognized as the 'Best General Insurance Company of the Year' at the 'Third Emerging Asia Insurance Awards' organized by the 'Indian Chamber of Commerce'.

We have a robust multi-distribution model encompassing Bancassurance, Agency, Broking, Retail Direct Channels and Digital tie-ups. The widespread network of distributors like 22000 plus SBI branches, Agents, other financial alliances, OEMs, and multiple digital partners enable us to extend our reach to the pocketed remote areas of India. We offer a bouquet of products spread across various lines of businesses that cater to customers across all segments like Retail, Corporate, SME and Rural, ensuring accessibility via i.e., digital as well as physical modes.

SBI General Insurance reported a 11% growth in Gross Written Premium (GWP) in FY 2021-22 and the GWP stood at INR 9260 crore. With the increasing need of health insurance, we have a very channelized strategy for health insurance business, which has reflected in 50% growth in health insurance GWP for the FY2021-22.

For more information, please visit: www.sbigeneral.in

3. SBI CARDS AND PAYMENT SERVICES LIMITED (SBICPSL)

SBI Cards and Payment Services Limited (SBICPSL) is a subsidiary of State Bank of India. SBI Cards and Payment Services Limited (“SBI Card”) is a non-banking financial company and is India’s largest pure play credit card issuer with a base of over 15.5 million cards in force, as of December 2022. SBI Card offers extensive credit card portfolio to individual cardholders and corporate clients which includes lifestyle, rewards, travel & fuel, and banking partnership cards along with corporate cards, covering all major cardholders’ segments in terms of income profile and lifestyle. The company has diversified customer acquisition network that enables it to engage prospective customers across multiple channels.

For more information, please visit: <https://www.sbocard.com>

4. SBI FUNDS MANAGEMENT LIMITED(SBIFML)

With 35 years of rich experience in fund management, we at SBI Funds Management Ltd. (SBIFML) bring forward our expertise by consistently delivering value to our investors. We have a strong and proud lineage that traces back to the State Bank of India (SBI) - India's largest bank. We are a Joint Venture between SBI and AMUNDI (France), one of the world's leading fund management companies. Our aim is to offer diversified asset management solutions and help our varied base of investors achieve their financial goals.

For more information, please visit www.sbimf.com

5. SBI CAPITAL MARKETS LIMITED (SBICAPS)

SBICAPS is India’s leading investment banker, offering a bouquet of investment banking and corporate advisory services to diversified clients across three product groups - Project Advisory and Structured Finance, Equity Capital Markets and Debt Capital Markets. These services include Project Advisory, Loan Syndication, Structured Debt Placement, Mergers and Acquisitions, Private Equity, Restructuring Advisory, ESG Advisory, Stressed Assets Resolution, IPO, FPO, Rights Issues, Debt, Hybrid Capital raising, InvIT advisory, REIT advisory and COC advisory (Committee of Creditors).

For more information, please visit www.sbicaps.com

6. SBICAP Securities Ltd (SSL)

SSL, a wholly owned subsidiary of SBI Capital Markets Ltd, is the retail broking arm of the SBI Group. SSL offers its customers a variety of products and services to choose from – such as Equity, Derivatives, Mutual Funds, Insurance Products, Corporate FDs etc. through state of art trading platform on mobile app, website and

through dealer terminal. SSL is also a captive sourcing arm of the State Bank of India for sourcing Home Loan and Auto Loan business.

For more information, please visit www.sbisecurities.in

7. SBICAP Ventures Limited (SVL)

SVL is SBI's Asset Management Arm handling alternate investments and one of India's fastest growing asset managers in this space. Set up in year 2005, SVL is a wholly owned subsidiary of SBI Capital Markets Limited.

SVL currently manages 3 Alternate Investment Funds (AIF) with aggregate committed capital of INR 17,500 crores. SVL has a successful track record of investing pan-India in stressed residential real estate and MSME sector including renewable energy, waste management and climate related investments. SVL is also fund manager to three Fund of Funds with target corpus of INR 15,000 crores with principal focus on MSME sector.

Major global investment partners of SVL includes Foreign and Commonwealth Development Organization (FCDO) of UK Government, European Investment Bank (EIB) and Japan International Cooperation Agency (JICA).

For more information, please visit <https://sbicapventures.com/>

8. SBICAP TRUSTEE COMPANY LIMITED (STCL)

STCL is a wholly owned subsidiary of SBI Capital Markets Limited (SBICAP) which in turn is a wholly owned subsidiary of State Bank of India (SBI).

STCL is registered with Securities and Exchange Board of India (SEBI) to act as a Debenture Trustee. It offers a whole bouquet of services viz. Security Trusteeship, Debenture Trusteeship, Alternate Investment Fund Trusteeship, Share Pledge Trusteeship, Escrow Trusteeship, Facilitator for the execution of Will, Safe Keeper, Virtual Data Room Services, Facility Agent, etc

It is guided by the principle of Long-Term Relationship, Fairness & Transparency in all transactions and Customer Delight.

For more information, please visit www.sbicaptrustee.com

9. SBI SG GLOBAL SECURITIES SERVICES PRIVATE LIMITED (SBI-SG)

SBI-SG, a joint venture between State Bank of India (SBI) and Société Générale (SG) with 65% holding by SBI. The Company was set up to offer high quality custodial and fund accounting services to domestic and foreign institutional investors supplemented by the bouquet of premier banking services of SBI. SBI-SG commenced commercial operations in 2010. It is among the top 5 Custodians and among the top 2 in Fund Accounting services in India. SBISG is ISO 9001: ISO 27001 certified and has been acclaimed for its services.

SBI-SG has also won the coveted Award in Global Custodian Mutual Fund Administration Survey 2022 and has been recognized as Category Outperformer & Global Outperformer at Agent Banks in Emerging Markets (ABEM) 2022, for Custody services.

For more information, please visit www.sbisgcs.co.in

10. SBI DFHI LIMITED (SBI DFHI)

SBI DFHI Limited is one of the largest standalone Primary Dealers (PD) with a pan India presence. As a Primary Dealer (PD) it is mandated to support the book building process in primary auctions and provide depth and liquidity to secondary markets in G-Sec. Besides Government securities, it also deals in money market instruments, non-G-Sec debt instruments, amongst others. As a PD, its business activities are regulated by RBI.

For more information, please visit www.sbidfhi.com

11. SBI Payment Services Pvt Ltd. (SBI Payments)

SBI Payment Services Pvt. Ltd. (SBI Payments) SBI became the first public sector bank to form an exclusive Joint Venture i.e., SBI Payments for merchant acquiring business and holds 74% stake in the company. SBI Payments is one of the largest acquirers of the country with presence across more than 5000 centres PAN India. The objective is to create a state-of-the-art acceptance ecosystem in all geographies of the country and enable the merchants to accept payments digitally through various form factors such as PoS, Bharat QR, BHIM-Aadhaar, NETC, Soft PoS etc.

For more information, please visit: <https://www.sbipayments.com/>

12. SBI GLOBAL FACTORS LIMITED (SBIGFL)

SBIGFL is a leading provider of factoring services for domestic and international trade. It is a wholly owned subsidiary of State Bank of India. The Company's services are especially suitable for MSME clients for freeing up resources locked in book debts. The Company is actively participating in bidding on the TReDS platforms. By virtue of its membership of Factors Chain International (FCI), the Company can ameliorate credit risk from export receivables under the 2-factor model.

For more information, please visit <https://www.sbiglobal.in>

13. SBIPENSION FUNDS PRIVATE LIMITED

SBIPFPL has been appointed as the Pension Fund Manager (PFM) along with 9 (Nine) others to manage the pension corpus under National Pension System (NPS). SBIPFPL is one of the 3 (three) PFMs appointed by the Pension Fund Regulatory & Development Authority (PFRDA) for management of Pension Funds under the

NPS for Central Government (except Armed Forces) and State Government employees and one of the 10 (Ten) PFMs appointed for management of Pension Funds under the Private Sector.

For more information, please visit <http://www.sbipensionfunds.com>

14. STATE BANK OPERATIONS SUPPORT SERVICES PVT. LTD. (SBOSS)

State Bank Operations Support Services Pvt Ltd (SBOSS) is a wholly owned subsidiary of SBI set up in July 2022, for providing operations support services at RUSU branches of SBI. The company has its Registered Office at New Delhi.

The company has developed a robust Pan India “High Tech”, “High Touch” and “Low Cost” model for providing multidimensional support to operations in Agri & SME segments. It has adopted appropriate technologies to provide doorstep services to customers / borrowers of the Bank in RUSU areas. It facilitates greater Financial Inclusion through appropriate credit linkages for meeting our national development goals.

For more information, please visit <http://www.sboss.net.in>

INVESTOR RELATIONS

State Bank of India, the country's largest commercial Bank in terms of profits, assets, deposits, branches and employees, welcomes you to its 'Investors Relations' Section. SBI, with its heritage dating back to the year 1806, strives to continuously provide latest and up to date information on its financial performance. The Bank communicates with the stakeholders through a variety of channels, such as through e-mail, website, conference call, one-on-one meeting, analysts' meet and attendance at Investor Conference throughout the world. Please find Bank's financial results, analysis of performance and other highlights which will be of interest to Investors, Fund Managers and Analysts. SBI has always been fundamentally strong in its core business which is mirrored in its results – year after year.

COMPANY PROFILE OF ICICI

ICICI was formed in 1955 at the initiative of the World Bank, the Government of India and representatives of Indian industry. The principal objective was to create a development financial institution for providing medium-term and long-term project financing to Indian businesses. Until the late 1980s, ICICI primarily focused its activities on project finance, providing long-term funds to a variety of industrial projects. With the liberalization of the financial sector in India in the 1990s, ICICI transformed its business from a development financial institution offering only project finance to a diversified financial services provider that, along with its subsidiaries and other group companies, offered a wide variety of products and services. As India's economy became more market-oriented and integrated with the world economy, ICICI capitalized on the new opportunities to provide a wider range of financial products and services to a broader spectrum of clients. ICICI

Bank was incorporated in 1994 as a part of the ICICI group. In 1999, ICICI became the first Indian company and the first bank or financial institution from non-Japan Asia to be listed on the New York Stock Exchange.

The issue of universal banking, which in the Indian context meant conversion of long-term lending institutions such as ICICI into commercial banks, had been discussed at length in the late 1990s. Conversion into a bank offered ICICI the ability to accept low-cost demand deposits and offer a wider range of products and services, and greater opportunities for earning non-fund-based income in the form of banking fees and commissions. After consideration of various corporate structuring alternatives in the context of the emerging competitive scenario in the Indian banking industry, and the move towards universal banking, the managements of ICICI and ICICI Bank formed the view that the merger of ICICI with ICICI Bank would be the optimal strategic alternative for both entities, and would create the optimal legal structure for ICICI group's universal banking strategy. The merger would enhance value for ICICI shareholders through the merged entity's access to low-cost deposits, greater opportunities for earning fee-based income and the ability to participate in the payments system and provide transaction-banking services. The merger would enhance value for ICICI Bank shareholders through a large capital base and scale of operations, seamless access to ICICI's strong corporate relationships built up over five decades, entry into new business segments, higher market share in various business segments, particularly fee-based services, and access to the vast talent pool of ICICI and its subsidiaries.

In October 2001, the Boards of Directors of ICICI and ICICI Bank approved the merger of ICICI and two of its wholly-owned retail finance subsidiaries, ICICI Personal Financial Services Limited and ICICI Capital Services Limited, with ICICI Bank. The merger was approved by shareholders of ICICI and ICICI Bank in January 2002, by the High Court of Gujarat at Ahmedabad in March 2002, and by the High Court of Judicature at Mumbai and the Reserve Bank of India in April 2002. Consequent to the merger, the ICICI group's financing and banking operations, both wholesale and retail, were integrated in a single entity.

AWARDS

- ICICI Bank has been awarded the '**Best Governed Company Award**' by the **Asian Centre for Corporate Governance & Sustainability** for its outstanding commitment to corporate governance. The Bank has won the award for 2023 because of its 'adherence to robust standards of corporate governance as a key enabler of shareholder and stakeholder value proposition,' the organisers mentioned in the citation.
- ICICI Bank emerged as the '**Best Bank**' in the 'Large Banks' category at the 16th edition of the **Mint BFSI Summit and Awards**. The awards were organised by Mint, a leading financial daily. The Bank was recognised by a five-member stellar jury at the Awards organised by Mint.

ICICI GROUP COMPANIES

- ICICI Prudential Life Insurance Company-** ICICI Prudential Life Insurance Company Limited (ICICI Prudential Life) is promoted by ICICI Bank Limited and Prudential Corporation Holdings Limited. ICICI Prudential Life began its operations in the fiscal year 2001. On a retail weighted received premium basis (RWRP), it has consistently been amongst the top companies in the Indian life insurance sector. Our Assets Under Management (AUM) at December 31, 2023 were `2,866.76 billion.

At ICICI Prudential Life, we operate on the core philosophy of customer-centricity. We offer long-term savings and protection products to meet the different life stage requirements of our customers. We have developed and implemented various initiatives to provide cost-effective products, superior quality services, consistent fund performance and a hassle-free claim settlement experience to our customers.
- ICICI Securities-** India's trusted, customer centric and leading technology based financial services firm offering holistic financial solutions and services to Indians seeking seamless access to the world of finance. Since our inception in 1995 we have grown into a 'Full Service Financial Marketplace' offering, a bouquet of services, including investing, trading, private wealth management, Mutual Fund Investments, Insurance, Borrowings as well as Issuer and Advisory Services.

We serve over 9.1 million customers comprising retail investors, High Net Worth Individuals, corporates, financial institutions and government in meeting their financial objectives.

We endeavour to deliver advice and solutions that helps you achieve your goals by putting your best interests first. Maintaining our trusted reputation for providing an exemplary level of expertise supreme customer experience, tailored to individual needs, is critical to us.
- ICICI Lombard General Insurance Company-** ICICI Lombard is the leading private general insurance company in the country. The Company offers a comprehensive and well-diversified range of products through multiple distribution channels, including motor, health, crop, fire, personal accident, marine, engineering, and liability insurance. With a legacy of over 21 years, ICICI Lombard is committed to customer centricity with its brand philosophy of 'Nibhaaye Vaade'. The company has issued over 32.7 million policies, settled 3.6 million claims and has a Gross Written Premium (GWP) of ₹217.72 billion for the year ended March 31, 2023. ICICI Lombard has 305 branches and 12,865 employees, as on March 31, 2023.
- ICICI Prudential AMC & Trust-** CI Prudential Asset Management Company Ltd. is a leading asset management company (AMC) in the country focused on bridging the gap between savings & investments and creating long term wealth for investors through a range of simple and relevant investment solutions.

The AMC is a joint venture between ICICI Bank, a well-known and trusted name in financial services in India and Prudential Plc, a leading pan-Asia & Africa focused group providing health, protection and savings solutions. Throughout these years of the joint venture, the company has forged a position of pre-eminence in the Indian Mutual Fund industry.

- **ICICI Venture-** ICICI Venture was founded in 1988 as the Technology Development and Information Company of India Limited, through a joint venture between the ICICI Limited and Unit Trust of India. In 1998 it became a wholly owned subsidiary of ICICI Limited and was renamed ICICI Venture Funds Management Company Limited. ICICI Venture is a wholly owned subsidiary of ICICI Bank Limited (which is the successor entity to ICICI Limited). In 2002, ICICI Venture migrated from (a) early-stage VC investments to late-stage investments and (b) proprietary capital-oriented funds to Third Party Capital oriented funds.

By 2019, ICICI Venture's AUM/A reached \$5 billion since inception across all strategies including the erstwhile VC strategy. The ICICI Venture team consists of 60 people including dedicated investment professionals in each business vertical and a multi-functional corporate centre. By 2022, ICICI Venture's AUM/A reached \$6 billion since inception across all strategies including the erstwhile VC strategy.

- **ICICI Home Finance Company Limited-**ICICI Home Finance Company Limited (ICICI HFC) is a Housing Finance Company regulated by Reserve Bank of India (RBI) and is a wholly-owned subsidiary of ICICI Bank Ltd. A part of the 69-year-old ICICI Group, the vision of ICICI Home Finance is to make the dream of owning a new home come true, for millions of Indians. The primary business of the company is to provide a range of home loans and home improvement loans, office premises loans, home equity loans, loan against property to customers and construction finance to developers. It also offers services related to these loans like home and commercial property search in select cities. The company recently introduced a gold loan product in select cities. Fixed Deposit issued by ICICI Housing Finance company is rated AAA/Stable by CRISIL, AAA/Stable by ICRA and AAA/Stable by CARE.

E-BANKING SERVICES

E-banking is an arrangement between a bank or a financial institution and its customers that enables encrypted transactions over the internet. Short for electronic banking, E-banking has various types that cater to customers' different requirements, which can be resolved online.

E-banking is also helpful for non-financial transactions such as changing your ATM PIN, getting a mini statement, updating your personal details, balance inquiry or printing an account statement. Essentially, it refers to any transaction that doesn't involve any movement of funds to or from your account.

Types of E-banking

The major types of E-banking are online **internet banking**, mobile banking, automated teller machine (ATM), and debit and credit cards. There's a good chance you've already heard about most of these. However, let's understand each and how they cater to different customer requirements.

- **Mobile and Internet banking** - Internet banking and E-banking are almost synonymous, except the latter is a broader term encompassing the former. Any transaction – financial or non-financial – that you make over through a web page (generally the bank's website) or a web application constitutes internet banking.
- **Credit and debit cards** - Credit and debit cards are a form of E-banking, too! Debit cards can help us easily withdraw cash from ATMs and POS (Point of Sale) machines. On the other hand, credit cards allow customers to borrow funds up to a pre-approved limit and help them avail a range of offers.
- **ATMs**- ATM was the first E-banking service provided by banks when they started going digital. An ATM makes the process of withdrawing and depositing money convenient.
- **Electronic Data Interchange (EDI)**- EDI is a technology that is restricted to business transactions. It is used to improve operational efficiency and reduce transaction costs across a supply chain consisting of manufacturers, suppliers, logistics providers, retailers, and wholesalers, etc. EDI has succeeded in making transactions across businesses paperless and seamless.
- **Electronic Fund Transfer (EFT)** - An EFT is used to electronically transfer money from one bank account to another. Some examples of EFT are National Electronic Funds Transfer (NEFT), Immediate Payment Service (IMPS) and Real-Time Gross Settlement (RTGS). Hence, E-banking comprises a range of different mediums of transacting online.

E-banking enables digital payments which are secure, transparent, and fast. In addition, E-banking allows you to access your bank account whenever you want to. Add to this the benefit of lower transaction costs on transactions made through E-banking. The instant notifications are also a plus, as they help you know everything about your bank account in real-time.

Benefits of E-banking

- It enables digital payments, which encourages transparency.
- It allows 24/7 access to the bank account.

- It also sends notifications and alerts to get updated with the banking transactions and changes in the rules.
- It lowers transaction cost for the banks.
- It is convenient and easy for customers, as they are not required to visit the bank branch every time.

E-Banking services offered by SBI

State Bank of India is India's largest bank with a branch network of over 11000 branches and 6 associate banks located even in the remotest parts of India. State Bank of India (SBI) offers a wide range of banking products and services to corporate and retail customers. Online SBI is the Internet banking portal for State Bank of India.

The portal provides anywhere, anytime, online access to accounts for State Bank's Retail and Corporate customers. The application is developed using the latest cutting-edge technology and tools. The infrastructure supports unified, secure access to banking services for accounts in over 11,000 branches across India.

RETAIL BANKING: The Retail banking application is an integration of several functional areas, and enables customers to:

- Issue Demand Drafts online
- Transfer funds to own and third-party accounts
- Credit beneficiary accounts using the VISA Money Transfer, RTGS/NEFT feature
- Generate account statements
- Setup Standing Instructions
- Configure profile settings
- Use e-Tax for online tax payment
- Use e-Pay for automatic bill payments
- Interface with merchants for railway and airline reservations
- Avail DEMAT and IPO services

CORPORATE BANKING: The Online SBI corporate banking application provides features to administer and manage corporate accounts online. The corporate module provides roles such as Regulator, Admin, Up loader, Transaction Maker, Authorizer, and Auditor. These roles have access to the following functions:

- Manage users, define rights and transaction rules on corporate accounts
- Access accounts in several branches with a single sign-on mechanism
- Upload files to make bulk transactions to third parties, supplier, vendor and tax collection authorities.

- Use online transactional features such as fund transfer to own accounts, third party payments, and draft issues
- Make bill payments over the Internet.
- Authorize, modify, reschedule and cancel transactions, based on rights assigned to the user
- Generate account statement
- Enquire on transaction details or current balance

VALUE ADDED SERVICES:

- Tax payments to central and state governments through site-to-site integration.
- Direct Debit Facility
- E Collection Facilities for - Core Banking Transactions
- Internet Bank transactions for incoming RTGS/NEFT Transactions
- Internet banking transactions for SBI and associate banks
- Debit facility where suppliers can directly debit their customer's account through internet banking

PRODUCTS & SERVICES:

- | | | |
|---------------------------|---------------------------------------|---------------------|
| • E-Ticketing | SBI E-Tax | Bill Payment |
| • RTGS/NEFT | E-Payment | Fund Transfer |
| • Third Party Transfer | Demand Draft | Cheque Book Request |
| • Account Opening Request | Account Statement Transaction Enquiry | |
| • Demat Account Statement | Donation | |

E-TICKETING: You can book your **railway, air and bus tickets** online through Online SBI. To book your train ticket, just log on to irctc.co.in and create an ID there at if you do not have one. Submit your travel plan and book the ticket. I-ticket (where the delivery of tickets will be made at your address) or E-tickets (wherein after successful payment transactions, an e-ticket is generated which can be printed any time. For an e-ticket, the details of photo identity card will be required to be filled in) and select State Bank of India in the payment options.

You will be redirected to Internet Banking site of SBI (www.onlinesbi.com). After submitting the respective ID and password, you can select your account. After a successful debit, Railways will generate the ticket. E-ticket can be printed by you whereas the i-ticket will be dispatched by IRCTC at the given address. Service charges @ Rs.10/- per transaction shall be levied in addition to the cost of the ticket. Cancellation of E-ticket can be done by logging on to IRCTC's site; refund amount will be credited to your account directly within 2-3 days. For cancellation of I-ticket, you shall be required to submit your ticket at a computerized counter of Railways and on cancellation; the amount shall be credited back to your account.

You can also book your **Air ticket** through the e-ticketing feature. Logon to Indian Airlines website to make a payment for an e-ticket through State Bank of India, you need to select SBI as the payment option. The payment request will be redirected to Internet Banking site. The request may be processed based on values sent from the airline's website. Once a transaction is processed, an appropriate response will be sent to airlines site to update the status of the transaction. You can print the E-ticket immediately.

SBI E-TAX: You can pay your taxes online through SBI E-Tax. This facility enables you to pay TDS, Income tax, Indirect tax, Corporation tax, Wealth tax, Estate Duty and Fringe Benefits tax. Click the e-Tax link in the home page. You are displayed a page with two links Direct Tax and Indirect Tax.

Click the Direct Tax link. You will be redirected to the NSDL site where you can select an online challan based on the tax you wish to pay. Provide the PAN, name and address, assessment year, nature of payment and bank name. On selecting the bank name as SBI and submitting the form, you will be redirected to the Internet Banking site. After submitting the respective ID and password, you can select your account for making payment of taxes. After payment is successful you can print the E-Receipt for the payment.

The E-receipt can be printed at a later date also and the same can be retrieved from: Enquiries > Find Transactions > Status Enquiries > Click on the respective transaction to print the tax receipt.

The Indirect Tax link is used to make Central Excise and Service Tax payments to Central Board of Excise and Customs. The online payment feature facilitates anytime, anywhere payment and an instant E-Receipt is generated once the transaction is complete.

BILL PAYMENT: A simple and convenient service for viewing and paying your bills online. No more late payments No more queues No more hassles of depositing cheques Using the bill payment you can view and pay various bills online, directly from your SBI account. You can pay telephone, electricity, insurance, credit cards and other bills from the comfort of your house or office, 24 hours a day, 365 days a year. Simply logon to <http://www.onlinesbi.com/> with your credentials and register the biller to which you want to pay, with all the bill details.

Once the bill is uploaded by the biller, you can make payment online. You can see 'how do I' to learn the steps for using the facility. You can also set up Auto Pay instructions with an upper limit to ensure that your bills are paid automatically whenever they are due. The upper limit ensures that only bills within the specified limit are paid automatically, thereby providing you complete control over these payments.

RTGS/NEFT: You can transfer money from your State Bank account to accounts in other banks using the RTGS/NEFT service. The RTGS system facilitates transfer of funds from accounts in one bank to another on a

"real time" and on "gross settlement" basis. This system is the fastest possible interbank money transfer facility available through secure banking.

RTGS transaction requests will be sent to RBI immediately during working hours post working hours requests are registered and sent to RBI on next working day. You can also schedule a transaction for a future date. You can transfer an amount of Rs.1 lac and above using RTGS system. National Electronic Funds Transfer (NEFT) facilitates transfer of funds to the credit account with the other participating bank.

NEFT transactions are settled in batches based on the following timings 1.6 settlements on weekdays - at 09:00, 11:00, 12:00, 13:00, 15:00 and 17:00 hrs. 2.3 settlements on Saturdays - at 09:00, 11:00 and 12:00 hrs. Please note that all the above timings are based on Indian Standard Time (IST) only.

In order to transfer the funds to an account with other bank, kindly ensure that the bank branch of the beneficiary is covered under the RTGS/NEFT payment system. It is recommended that you choose the Bank/ Branch from the drop-down option provided under the link "Add Interbank beneficiary" and exercise care to provide the correct account number and name of the beneficiary.

E-PAYMENT: You can pay your insurance premium, mobile phone bills and also you can purchase mutual fund units by coming from the biller's website and selecting state bank of India in the payment option.

LIC PREMIUM: For paying premium of LIC policy logon to www.licindia.com and register your policy details. When the premium is due select State Bank of India in the make payment option.

SBI MUTUAL FUND: You can invest in the SBI Mutual Fund schemes online. Logon to www.sbimf.com and select the scheme in which you want to make investment in the payment option select State Bank of India. CC Avenue: Enjoy shopping at the CC Avenue Shopping Mall and purchase from a wide variety of products and services through CC Avenue Certified Vendors. Make payments for your purchases using your Internet enabled SBI accounts.

FUND TRANSFER: The Funds Transfer facility enables you to transfer funds within your accounts in the same branch or other branches. You can transfer aggregating Rs.1 lakh per day to own accounts in the same branch and other branches. To make a funds transfer, you should be an active Internet Banking user with transaction rights.

Funds transfer to PPF account is restricted to the same branch. Just log on to retail section of the Internet Banking site with your credentials and select the Funds Transfer link under Payments/Transfers tab. You can see all your

online debit and credit accounts. Select the debit account from which you wish to transfer funds and the credit account into which the amount is to be credited. Enter the amount and remarks.

The remarks will be displayed in your accounts statement for this transaction. You will be displayed the last five funds transfer operations on your accounts. On confirming the transaction, you will be displayed a confirmation page with the details of the transaction and the option to submit or cancel the funds transfer request. A reference number will be generated for your record.

THIRD PARTY TRANSFER: You can transfer funds to your trusted third parties by adding them as third-party accounts. The beneficiary account should be any branch SBI. Transfer is instant. You can do any number of Transactions in a day for amount aggregating Rs.1lakh. To transfer funds to third party having account in SBI, you need to add and approve a third party, you need to register your mobile number in personal details link under profile section.

You will receive a One-Time SMS password on your mobile phone to approve a third party. If you do not have a mobile number, third party approval will be handled by your branch. Only after approval of third party, you will be able to transfer funds to the third party. You can set limits for third party transactions made from your accounts or even set limits for individual third parties.

DEMAND DRAFT: The Internet Banking application enables you to register demand drafts requests online. You can get a demand draft from any of your Accounts (Savings Bank, Current Account, Cash Credit or Overdraft). You can set limits for demand drafts issued from your accounts or use the bank specified limit for demand drafts. You can opt to collect the draft in person at your branch, quoting a reference to the transaction. A printed advice can also be obtained from the site for your record. Alternatively, you may request the branch to courier it to your registered address, and the courier charges will be recovered from you.

CHEQUE BOOK REQUEST: You can request for a cheque book online. Cheque book can be requested for any of your Savings, Current, Cash Credit, and Over Draft accounts. You can opt for cheque books with 25, 50 or 100 cheque leaves. You can either collect it from branch or request your branch to send it by post or courier. You can opt to get the cheque book delivered at your registered address or you can provide an alternate address.

Cheque books will be dispatched within 3 working days from the date of request. Just log on to retail section of the Internet Banking site with your credentials and select the Cheque Book link under Requests tab. You can view all your transaction accounts. Select the account for which you require a cheque book; enter the number of cheque leaves required and the mode of delivery. Then, submit the same.

ACCOUNT OPENING REQUEST: Online SBI enables you to open a new account online. You can apply for a new account only in branches where you already have accounts. You should have an INB-enabled account with transaction right in the branch. Funds in an existing account are used to open. You can open Savings, Current, Term Deposit and Recurring Deposit accounts of Residents, NRO and NRE types.

Just log on to retail section of the Internet Banking site with your credentials and select the New Account link under Requests tab. You can see all types of accounts. Select the account and account type you wish to open and submit the same. Then, you need to select the branch and enter the initial amount to open the account. You can select any of your accounts for debiting the initial amount. Then, submit the transaction. Your new account opening request will be processed by the branch.

ACCOUNT STATEMENT: The Internet Banking application can generate an online, downloadable account statement for any of your accounts for any date range and for any account mapped to your username. The statement includes the transaction details, opening, closing and accumulated balance in the account. You can generate the online account statement for any date range or for any month and year. The account statement can be viewed online, printed or downloaded as an Excel or PDF file. You also have the option to select the number of records displayed in each page of the statement. The options are 25, 50, 75, 100 and ALL.

TRANSACTION ENQUIRY: Online SBI provides features to enquire status of online transactions. You can view and verify transaction details and the current status of transactions. Your VISA transactions can also be viewed separately. Just log on to retail section of the Internet Banking site with your credentials and select the Status Enquiry link under the Enquiries tab. You will be displayed all online transactions you have performed. To view details of individual transactions, you need to click the Transaction Reference number link. You are displayed the debit and credit account details, transaction amount, narration and transaction status.

DEMAT ACCOUNT STATEMENT: Online SBI enables you to view Demat account statement and maintain such accounts. The bank acts as your depository participant. In the third-party site, you can mark a lien on your Demat accounts and use the funds to trade on stock using funds in your SBI savings account. You can view Demat account details, and generate the following statements: statement of holding, statement of transactions, statement of billing.

DONATION: You can make donation to religious and charitable institution by using Internet Banking of SBI. Simply log on to <http://www.onlinesbi.com/> with your credentials and go to Payment and transfer and click on make donation link. After selecting the debit account select that you want to offer donation. After successful payment you can print an E-receipt for the donation made.

E-Banking services offered by ICICI

Electronic banking platform of ICICI offers us a comprehensive list of features and functions that enable you to carry out a plethora of banking activities from the comfort of your own home or your office. Here is a brief look at some of the features that you get to enjoy by subscribing to ICICI Bank's in.

BANK ACCOUNTS:

- Add Funds from other banks using UPI
- Balance details of all Bank Accounts
- Account details of all Bank Accounts
- View Mini Statement
- View Detailed Statement List and Calendar View (Download PDF and CSV)
- E-statements: Bank Accounts, Credit Card, Demat and PPF (Download PDF and CSV)
- E-statements over E-mail
- Reward Points
- Account Summary
- Enrol for National Pension System
- Enrol for Corporate NPS
- UPI Pull Funds

SERVICE REQUEST:

- Account conversion from Resident to NRI requested earlier, not done
- View/Update PAN Card
- Address Change requested earlier, not done
- Transfer Your Account to the nearest ICICI Bank branch/change home branch
- Request to update Company/Employer name in the Account
- Request for change of Communication Address
- Link my ATM/Debit Card to Bank Account
- Block Debit/ATM Card
- Reissue of Lost ATM/Debit Card
- Upgrade your Debit Card
- Request for Duplicate Statement (Physical Copy)
- Subscribe to E-mail Statements for Bank Account
- Update your Aadhaar number with Bank Account
- Request a Demand Draft at the Communication Address
- Update Form 60

- Cheque Book Request
- Link my Savings Account/Current Account to my User ID
- Local Cheque deposited in Bank Account but not credited
- Outstation cheque deposited in Bank Account but not credited
- Stop Payment of Cheque
- Cheque Status Inquiry
- View/Update nominee details
- Request for Re-dispatch of undelivered Card/Cheque Book
- Request for Family Banking
- FATCA/CRS Confirmation
- Increase/Decrease Debit Card Limit
- Debit Card PIN Generation
- Account upgrade
- Activation of Inactive/Dormant Account (NRI)
- Open additional SB NRE/NRO Account (NRI)
- Transfer your Bank Account online (NRI)
- Request for upgrade to NRI PRO or NRI PREMIA (NRI)
- Status on Address Change (NRI)
- ATM Card for Mandate (NRI)
- Status of Fund Transfer through Internet Banking (NRI)
- Address change OCR

BILL PAY:

- Bill Payment for other Billers
 - Pay Visa Credit Card Bill (any bank)
- Pay Any other bank Credit Card using NEFT
 - American Express Cards - Non-ICICI Bank
- ICICI Bank Credit Card payment
 - Scheduled Bills Payment
- Stop/Modify Schedule Bills
 - Auto Pay Payments
- Add a new Biller
 - View, Modify and Delete Registered Billers

- Registered Billers Payment
- Search option bill category wise
- Education Bill Pay
- Recent transactions & Payment
- Master search for all bill pay categories
- Pay any Master Credit Card

CHATBOT:

- Transactional Chat bot: Users can do the below transactions from Chat bot
- Account Balance
- Credit Card Bill Pay
- Recharge
- Credit Card Bill Amount and Due Date
- Card Last 5 transactions
- Bill Payment

CREDIT CARD:

- View all Credit Card details
- Last 30 days Transactions
- Credit Card - Convert to EMI
- Pay Bills
- Manage Credit Card usage
- Request Physical PIN
- CVV Display
- 3D Secure Unblock for Credit Card and Debit Card
- Add On Credit Card Credit Card upgrade
- Credit Card Current Statement
- Credit Card - Last Statement
- Credit Card - Alert Subscription
- Manage Credit Card limit
- Insta Credit Card
- Credit Card Current Statement
- Credit Card - Last Statement
- Credit Card - Alert Subscription
- Manage Credit Card limit
- Insta Credit Card
- Virtual Credit Card
- Virtual Credit Card

DASHBOARD:

- Personalised Dashboard with Accounts, Products and Customised Services & Offers
- Relationship Manager
- Spends Analysis
- Recent Transactions
- Notifications
- Financial Journey

DEMAT:

- | | |
|--|---------------------------------|
| • View Holding Statement | View Status of Transaction |
| • View Settlement Calendar E-Instruction | Request TIFD Booklet |
| • View Customer Ledger Request | View Demat Branches |
| • 3-in1 Account | ISIN Lookup View Demat Branches |
| • ISIN Lookup | Trade Shares Online |
| • View last credit received | Auto Debit set-up for Demat |
| • Loan Against Security | Loan Against MF |

DEPOSITS SERVICES REQUEST:

- Closure/Renewal of Existing Fixed/Recurring Deposit
- Apply for a Credit Card against your Fixed Deposit
- Renewal of Term Deposit
- Credit of proceeds through Direct Credit to Bank Account
- Credit of proceeds through INR DD
- Repatriation from FCNR/NRE FD via Wire Transfer
- Repatriation from FCNR/NRE FD via DD
- Status on Closure of Fixed Deposit
- Repatriation from NRE SB via DD
- View/Update Nominee

FUND TRANSFER:

- Transfer funds to ICICI Bank Accounts
- Transfer funds between Linked Accounts
- Transfer funds to other bank account using IMPS-IFSC
- Transfer funds to other bank account using NEFT
- Transfer funds to other bank account using RTGS
- Transfer funds to any mobile number through IMPS using MMID
- Transfer funds to an overseas account through Money2World
- Transfer funds to an overseas account through Money2India

- Transfer funds to ICICI Bank Virtual Account
- Quick Funds transfer within ICICI Bank and other bank
- Transfer from NRO/NRE Account
- Favourite Transactions
- Status of wire transactions

INSURANCE:

- Enrol for Atal Pension Yojana
- Enrol for Pradhan Mantri Suraksha Bima Yojana
- Enrol for Pradhan Mantri Jeevan Jyoti Bima Yojana
- Life Insurance Buy
- Life Insurance link
- Health Insurance Buy
- Insurance: Home Content Insurance Buy
- Insurance: Personal Accident Cover Buy
- Cancer Cover Buy
- Travel Insurance Buy
- Wellness Plan Buy
- Cancel Insurance Online
- Login
- Login with User ID & Password
- Login using Mobile OTP & PIN
- Get User ID Online
- Generate Password Online
- Remember User ID

PAYLATER:

- Create Pay Later Account
- Pay Later details (Account number, Total Credit Limit, Utilised Credit Limit, Available Credit Limit, Total Amount Due, Due date)
- Pay Later Mini Statement

- Pay Later Detailed Statement
- Pay Later Bill Details

RECHARGE:

- | | |
|---------------------------|-------------------------|
| • Recharge Prepaid Mobile | Recharge DTH Connection |
| • Data Card Recharge | Google Pay Recharge |
| • FASTAG - New Tags | Favourites Recharge |
| • Browse Plan | |

SERVICE:

- | | |
|----------------------------------|-----------------------|
| • Re KYC Update | PAN Update |
| • FATCA Update | Joint Account Update |
| • NRI Dormant Account Activation | Online Assistance |
| • Request a Call Back | WhatsApp Subscription |
| • Accounts | |

TAX:

- | | |
|--|----------------------|
| • View 26AS Tax Credit Statement | View TDS Certificate |
| • View E-Tax Challan | View Form 15G/H |
| • Pay Direct Tax | Pay Indirect Tax |
| • Income Tax e-Filing | Online Tax Payment |
| • Interest Certificate | Transactions |
| • OTP on Call (Financial Transactions) | Travel Card |

LOAN:

- Loan Account all details
- Pay Due Amount
- Loan Transaction details
- View and Download Loan Deliverables
- Instant Sanction of Home Loan
- Instant Sanction of Two-Wheeler Loan

- Personal Loan against Credit Card-WTL
- Personal Loan against Credit Card-OTL
- Home Loan Balance Transfer
- Instant HL-Top-up
- Insta SALOD
- Insta Education Loan
- Pre-approved Auto Loan Unfunded
- Home Loan Re-Sale Platform with Third-Party Value-Added Services
- Gold Loan - View & Renewal

LITERATURE REVIEW

Mrs. Ani Smriti, et al (2021) in the paper “Present status of E-banking in India: Challenges and opportunities” focused on the present status of e-banking in India and examined the challenges & opportunities of e-banking. With the help of e-banking, the banking sector is gaining customer satisfaction and loyalty. Banks should provide their customers with convenience, offer service through several distribution channels and the availability of online services becomes easier for the customer. The Government of India and various government agencies are making an effort to make e-banking more safe, secure, and reliable with the convenience of digital channels.

Customer satisfaction with E-banking services was examined empirically by Sunith C K (2019). Customers can access their accounts, conduct transactions quickly, and learn about new financial products and services via public or private networks via electronic banking, according to this study. It supports a wide range of platforms, including internet banking, telephone banking, television banking, automated teller services, mobile phone banking, and personal computer banking. The difference between a customer and a consumer is that a customer pays for something, whereas a consumer is the person who receives it.

Khaled Bin Amir and Dr. Hasina Sheikh (2017) in their study entitle "Analysis of Customer Satisfaction on Online Banking: A Case Study on “One Bank Limited” has stated that customers are asked about their satisfaction level on online banking. Online banking services of One Bank Limited, is quite good and satisfactory but customers were not aware and willing to take these services. However, satisfaction varies by parameter, with some being higher and others lower. Additionally, customers are satisfied with the security and usability of bank websites and have a neutral opinion of the frequency with which they are updated. Consequently, the use of online banking has grown in importance as a gauge for customer acquisition.

"E-banking in India: Current and Future Prospects" has been studied by Reeta Clonia (2016) According to Reeta's research, customers are increasingly turning to electronic banking as a more convenient and secure alternative to traditional brick-and-mortar institutions. Traditional banking has been replaced by E-banking, which has resulted in a significant change in banking practices. Banking industry in India and additionally discussed the magnification rate and future prospects of the E-banking services provided by the Indian banks in this regard. Economic growth and development of any country is mainly influenced by the advancement of the banking sector in that particular nation.

Priyanka Singh and Renu Arora (2016), "A Comparative Study of E-Banking Services: A Case Study of SBI and ICICI Bank" This study compares the e-banking services of SBI and ICICI Bank, focusing on factors such as service quality, security, and customer satisfaction.

Shweta Sharma and Amanpreet Kaur (2015), "A Comparative Study of E-Banking Services in SBI and ICICI Bank" This paper conducts a comparative analysis of e-banking services offered by SBI and ICICI Bank, highlighting differences in service offerings, technological infrastructure, and customer satisfaction levels.

Rakesh HM & Ramya TJ (2014), In their research paper titled, "A Study on factors influencing consumer adoption of internet banking in India" tried to examine the factors that influence internet banking adoption. Using PLS, a model is successfully proved and it is found that internet banking is influenced by its perceived reliability, perceived ease of use and perceived usefulness. In the marketing process of internet banking services, marketing expert should emphasize these benefits, its adoption provides and awareness can also be improved to attract consumer.

Kartikeya bolar (2014), In their research paper, "End user acceptance of technology interface in transaction-based environment" This paper presents creators and investors of technology need information about the customers 'assessment of their technology interface based on the features and various quality dimensions. The research study identifies the technology interface dimensions as perceived by the end users in a transaction-based environment (viz. Internet banking) in India, using exploratory factor analysis. The influence of these dimensions on the utility of technology interface and hence the usage is examined by Structural Equation Modelling. The moderating role of user demographics and technology comfort is also tested.

According to a study by Lakshmi Narayana et. al. (2013) titled "A Study on Customer Satisfaction towards Online Banking services with reference to Bangalore city," the major factors influencing online customers' satisfaction with their banks' overall service quality were investigated. Assessing the power of these factors in the context of Online (Internet) banking and would, therefore, help the bank management not only in improving the level of satisfaction but also strengthening the bond between the banks and their customers, thereby helping them to retain and expand their overall customer base. A customer's banking experience becomes more convenient, efficient, and effective if they are able to determine their perception of overall service quality and their satisfaction with current online banking services, according to this research.

Anamika Sharma and Shalini Agarwal (2013), "A Comparative Analysis of E-Banking Services in Public and Private Sector Banks: A Study of SBI and ICICI Bank"* by Anamika Sharma and Shalini Agarwal (2013)
- This research compares the e-banking services of SBI and ICICI Bank, focusing on service quality, customer satisfaction, and technological innovation.

Komal Singh lap (2012) in his book wrote regarding the IT revolution in banking. The book showed the analysis on the ATM, Credit Cards, Mobile Banking as improved facility for E banking. These mechanisms of E-Banking were to know the customer pleasure and the problems related with each. Book also focused on the various E-banking services given by these banks and also the predictions and problems associated with E-Banking.

Harpreet Kaur and Jyoti Arora (2012), "Comparative Study of E-Banking Services in SBI and ICICI Bank"
This study compares the e-banking services of SBI and ICICI Bank, analyzing factors such as user interface, security features, and customer support.

Aruna Devi and S. Sathish Kumar (2012), "Customer Perception towards E-Banking Services: A Comparative Study of SBI and ICICI Bank" This study examines customer perceptions of e-banking services provided by SBI and ICICI Bank, highlighting differences in service quality and customer satisfaction levels.

Boatang (2006), "explored some of the issues that affected the key decisions of banks while adopting e banking techniques. The decisions were related to entering e banking, e banking channel choice, customers and managing conflicts. the findings of the study indicated operational constraints related to customer location, the need to maintain customer satisfaction and the capabilities of the banks.

Kamesam (2001), “studied the changes that took place in the Indian banking industry which emphasize on technological advancement and profitability in banks. Technology has helped in centralized data storage with decentralized processing which has helped in reduction of costs and NPAs. Further, emergence of services such as electronic data interchange, usage of smart cards, RTGS, e-commerce, all resulted in increasing the level of profitability and productivity of banks. The author concluded that in order to reduce crimes, security audit should be done which will be helpful in improving customer service, increase systematic efficiency and thus increase profitability and productivity of banking services.

OBJECTIVES OF THE STUDY

- To study and analyze the perception of customers regarding E- Banking services of SBI and ICICI.
- To study the current status and practices in e-banking services offered by SBI and ICICI.
- To study various security features offered by SBI and ICICI.
- To study the customer feedback and satisfaction level with e-banking services offered by SBI and ICICI.

RESEARCH METHODOLOGY

Meaning of Research:

Research is a systematic and detailed process of investigation aimed at discovering new knowledge, confirming previous findings, or offering new interpretations of existing information within a specific field or subject area. It involves a detailed and careful study, usually conducted to answer a specific question or to test a hypothesis. This process encompasses identifying and defining the problem, reviewing relevant literature, formulating a research plan, collecting and analysing data, and finally, interpreting and presenting the results. Research can be driven by curiosity (basic research) or the desire to solve a specific, practical problem (applied research), and it plays a crucial role in advancing knowledge, informing policy decisions, and improving practices across various disciplines.

Research Design:

Research design refers to the overall strategy or plan that outlines how you will conduct a research study. It serves as a blueprint for the entire research process, guiding decisions on data collection, analysis, and interpretation. A well-thought-out research design is crucial for ensuring the validity and reliability of your study's results.

The type of research design used by me is **Qualitative Research**, here I focused on the understanding & expectations of the respondents. A major part of my research report is based on **Conclusive Research Design**.

Significance of the investigation:

The significance of the research lies in the application of the E banking for the ease and safety of the transaction. The comparative study would help out to generate a real picture of the E banking. It would also help to evaluate the different e-banking services of the banks, the satisfaction level of the users of e-banking services. The result of the study would help to get the customer 's perception towards the E-banking service and the different factors helps in evaluating e-banking services. To study would also help to learn about the new trends in e-banking services. On the basis of the findings a suitable recommendation for improving the new trends of e-banking would also be provided and the Comparison between the E banking products and services provided by SBI and ICICI would help to compare the status of Private and public banks.

Scope of the Study:

The scope of the study is limited up to Yamuna Nagar only. The scope is to obtain all the information about the E-banking services provided by the bank. Importance of E-banking services is in the following areas -

- Business transactions
- Money transfer
- Online trading
- Mobile banking
- Payments of bills
- Booking of the tickets
- Shopping etc.

Researcher own creation

- Business Transaction
- Money Transfer
- Online Trading
- Mobile Banking
- Payment of Bills
- Ticket Booking
- Shopping

Sources of Data:

The required data for this study has been collected from two main sources:-

Primary data will be collected through Questionnaire, which will be filled by the customers of ICICI and SBI bank, who are availing the E banking services.

Secondary data helped in collecting information regarding history of the company, division of the company, how E-banking services take pace and how they helpful for customers. It will be collected through newspapers, journals, magazines, and website etc.

Sample Population:

Banks- All the Banks of both private and public sector operating in India. For the ease the researcher has chosen the two banks, one each from the public and private sector, namely SBI and ICICI.

Customers- the sample population for the respondents were the customers of these two banks, who are availing the E Banking services from the bank. It is very difficult to collect information from every member of a population because of the time and costs are the major limitation that the researcher faces.

Sampling techniques:

The sample size of 200 individuals was selected on the basis of convenient sampling technique. The individuals were selected in the random manner and data were collected from them for the research study.

LIMITATIONS OF THE STUDY

- The primary limitation is the inherent subjectivity in the selection process.
- Errors while making calculations are likely to creep in.
- The biggest limitation is the time frame.
- Because samples are not randomly selected, the results from a judgmental sampling approach may not be generalizable to the broader population.

DATA ANALYSIS AND INTERPRETATION

Q1. Do you consider e-banking is safe?

Responses	No. of Respondents	Percentage of Respondents
Yes	170	85%
No	20	10%
Maybe	10	5%
Total	200	

TABLE NO.1

PERCENTAGE OF RESPONDENTS CONSIDERING E-BANKING SAFE

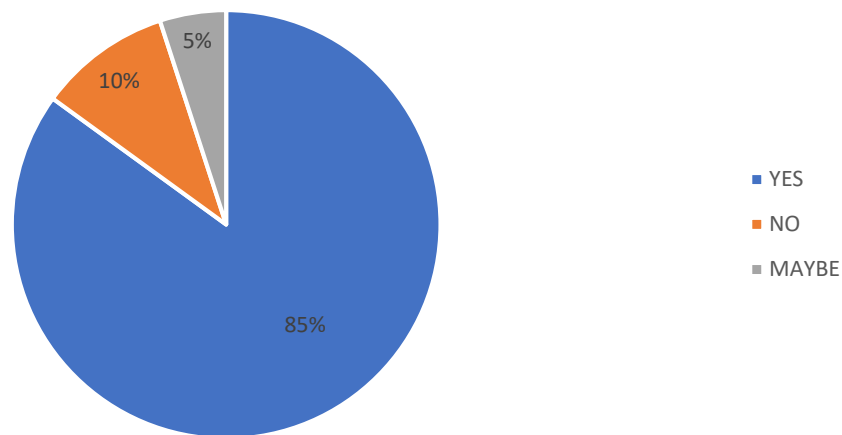


FIGURE NO.1

INTERPRETATION

By the above table and figure, it can be interpreted that there are 85% of the respondents considering e-banking safe, while 10% of the respondents does not consider it safe and 5% of the respondents maybe consider it safe.

Q2. Do you think using e-banking is complicated?

Responses	No. of Respondents	Percentage of Respondents
Yes	40	20%
No	140	70%
Maybe	20	10%
Total	200	

TABLE NO.2

PERCENTAGE OF RESPONDENTS CONSIDERING E-BANKING COMPLICATED

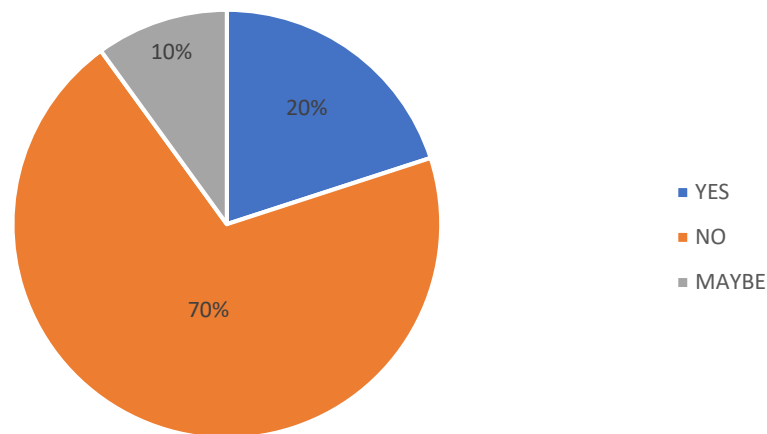


FIGURE NO.2

INTERPRETATION

By the above table and figure, it can be interpreted that there are 20% of the respondents considering e-banking complicated, while 70% of the respondents does not consider it complicated and 10% of the respondents maybe consider it complicated.

Q3. Are you contended with cashless transactions?

Responses	No. of Respondents	Percentage of Respondents
Yes	180	90%
No	10	05%
Maybe	10	05%
Total	200	

TABLE NO.3

PERCENTAGE OF RESPONDENTS SATISFIED WITH CASHLESS TRANSACTIONS

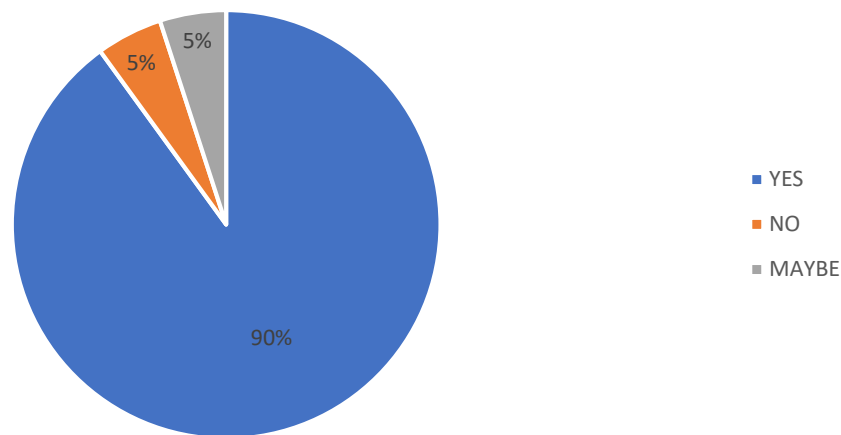


FIGURE NO.3

INTERPRETATION

By the above table and figure, it can be interpreted that there are 90% of the respondents satisfied with cashless transactions, while 5% of the respondents are not satisfied with it and 5% of the respondents are maybe satisfied.

Q4. How much fees the bank charges for the e-banking services from the customers?

BANKS	SBI		ICICI	
	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
Low	74	74%	5	5%
Average	20	20%	35	35%
High	5	5%	50	50%
Extremely high	1	1%	10	10%
Total	100	100%	100	100%

TABLE NO.4

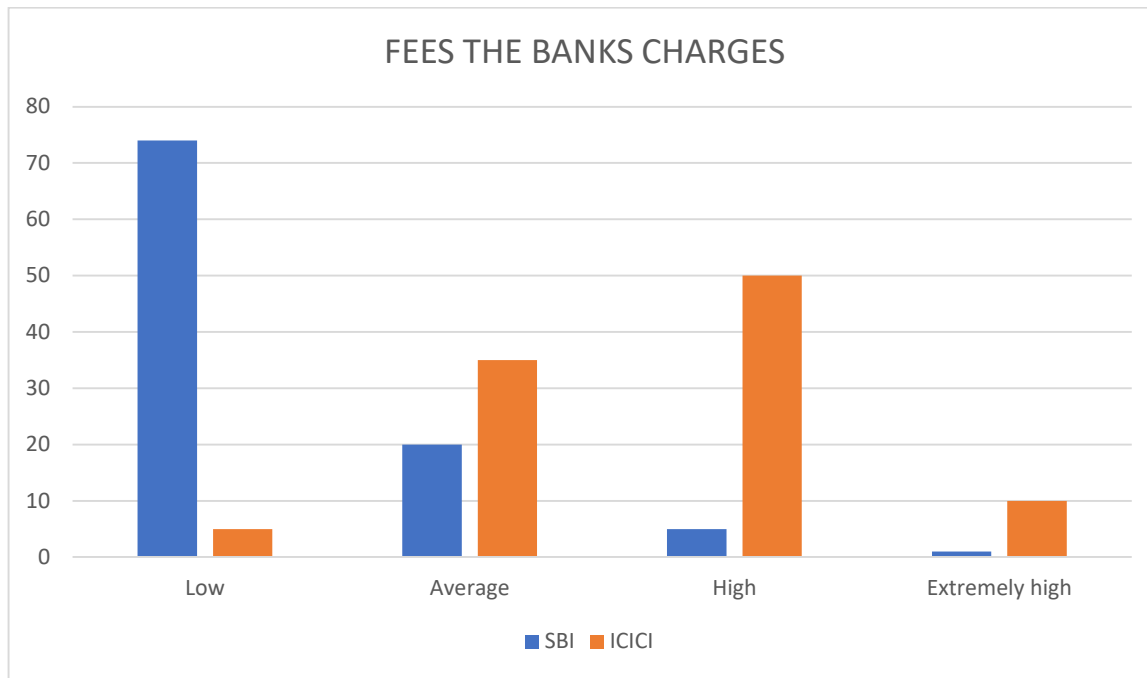


FIGURE NO.4

INTERPRETATION

By the above table and figure, it can be interpreted that SBI charges low fees for the e-banking services from the customers as compared to ICICI. The charges of SBI are 69% lower than ICICI. On the other hand, the charges of ICICI for the e-banking services are 45% higher than SBI.

Q5. Are the e-banking services offered by the bank 24/7 available?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	90	90%	50	50%	
No	10	10%	50	50%	
Total	100	100%	100	100%	

TABLE NO.5

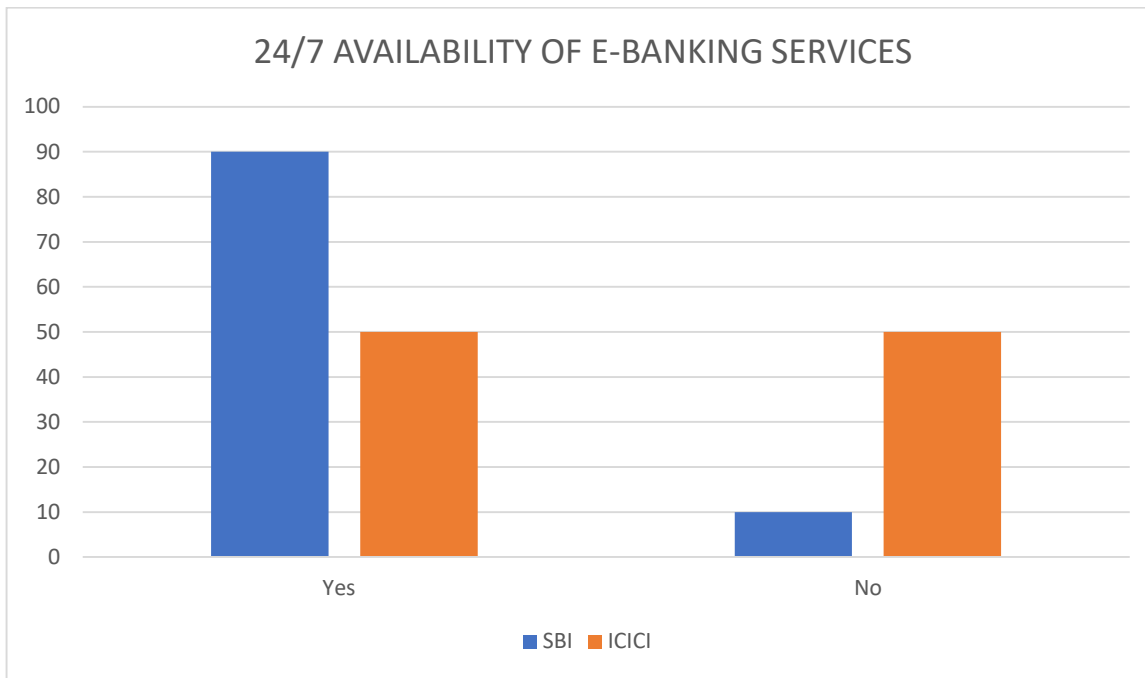


FIGURE NO.5

INTERPRETATION

By the above table and figure, it can be interpreted that SBI e-banking services are mostly available as compared to ICICI. The availability of SBI is 40% higher than ICICI. On the other hand, the non-availability of SBI for the e-banking services are 40% lower than ICICI.

Q6. Does your bank provide you the awareness regarding new e-banking practices in the bank?

BANKS	SBI		ICICI	
	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
Yes	70	70%	60	60%
No	30	30%	40	40%
Total	100	100%	100	100%

TABLE NO.6

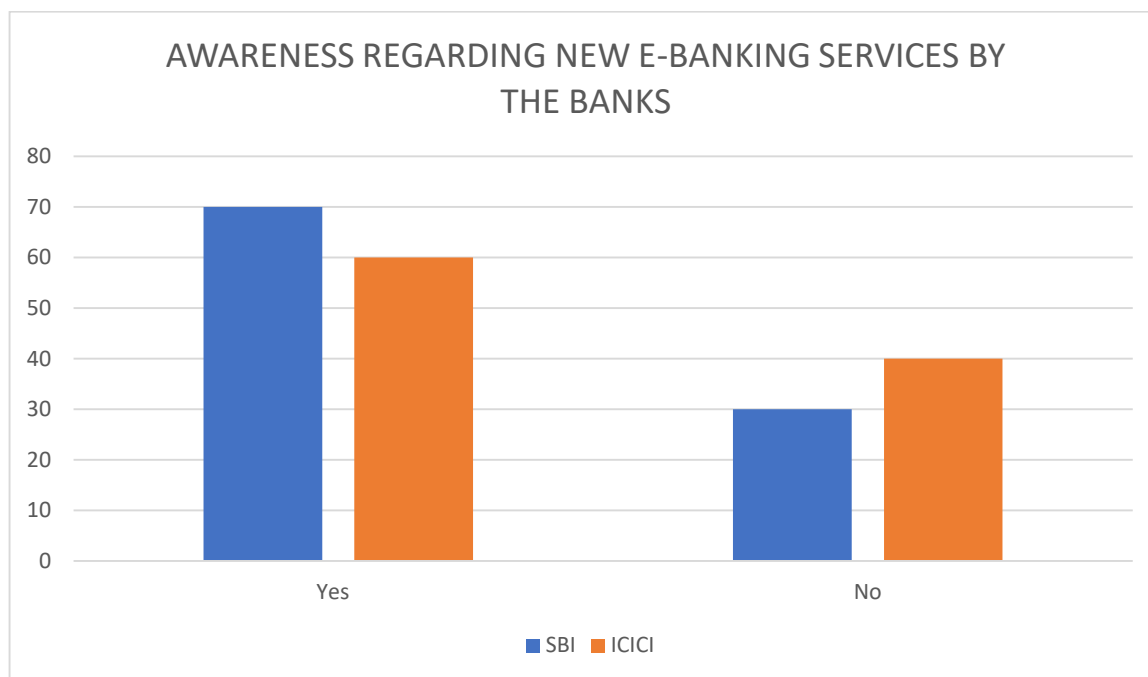


FIGURE NO.6

INTERPRETATION

By the above table and figure, it can be interpreted that SBI and ICICI both are almost identical in providing awareness regarding new e-banking services. While comparing, SBI is 10% better than ICICI.

Q7. Are you easily accessible with the new practices offered by the banks?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	70	70%	60	60%	
No	30	30%	40	40%	
Total	100	100%	100	100%	

TABLE NO.7

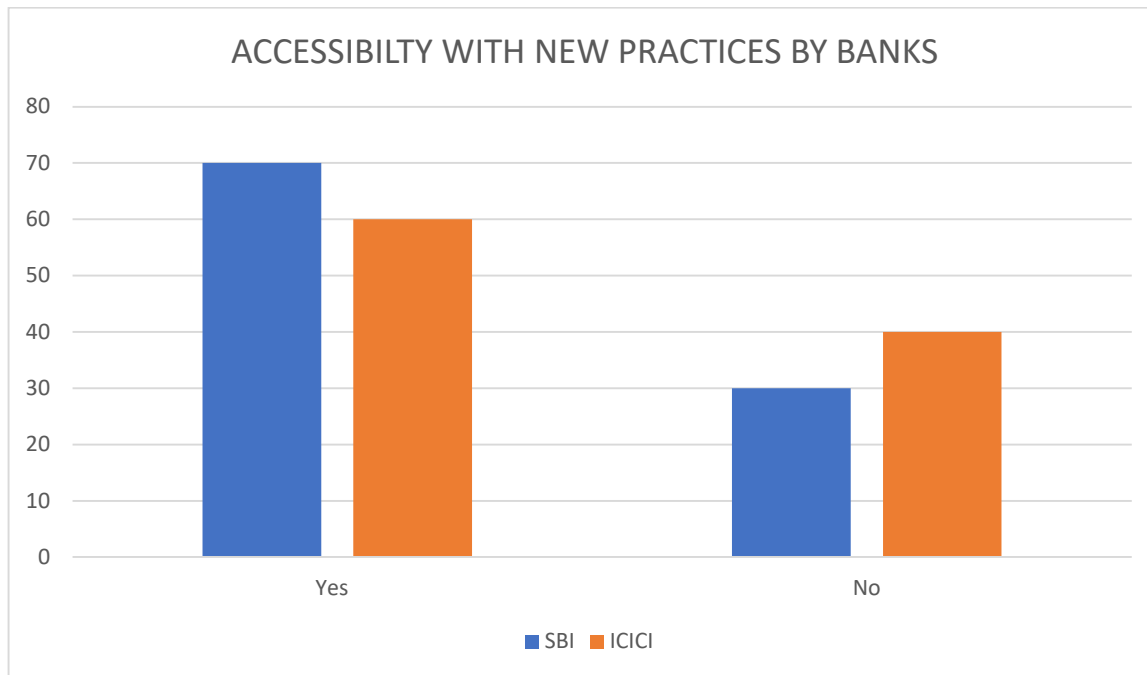


FIGURE NO.7

INTERPRETATION

By the above table and figure, it can be interpreted that SBI and ICICI both are almost identical in providing accessibility regarding new e-banking services to the customers. While comparing, SBI is 10% better than ICICI.

Q8. Does your bank guide you regarding new e-banking services?

BANKS	SBI		ICICI	
	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
Yes	80	80%	60	60%
No	20	20%	40	40%
Total	100	100%	100	100%

TABLE NO.8

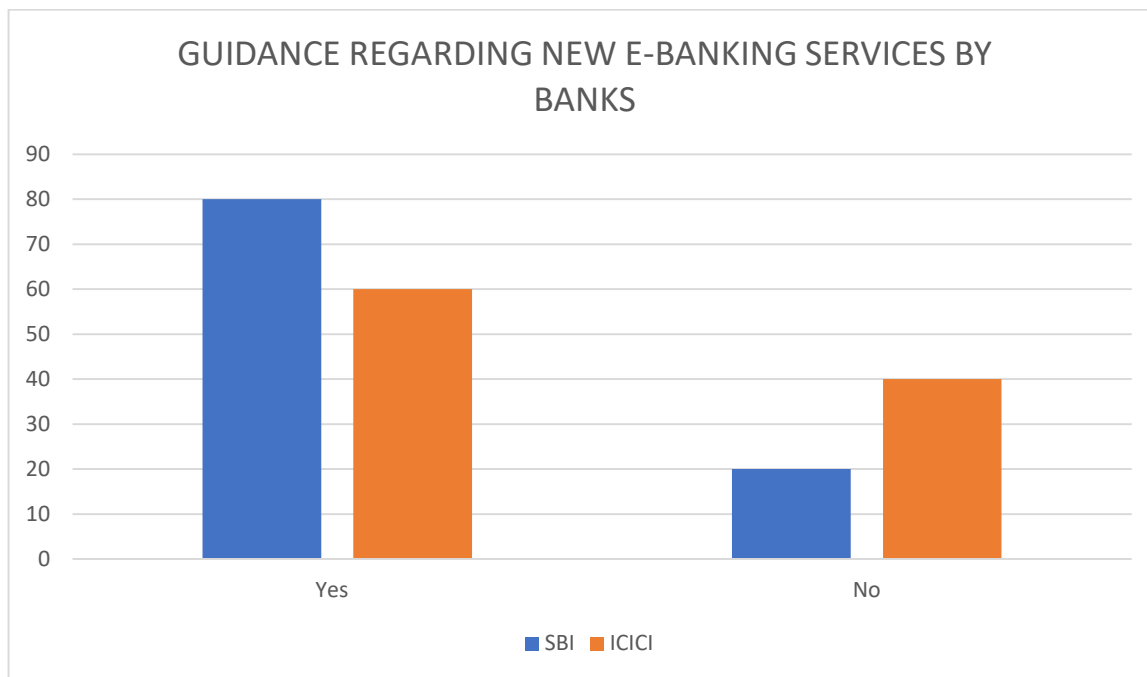


FIGURE NO.8

INTERPRETATION

By the above table and figure, it can be interpreted that SBI provide better guidance regarding new e-banking services to its customers as compared to ICICI. While comparing, SBI is 20% better than ICICI.

Q9. Does your bank update its e-banking services with new features based on customer's needs?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	95	95%	50	50%	
No	5	5%	50	50%	
Total	100	100%	100	100%	

TABLE NO.9

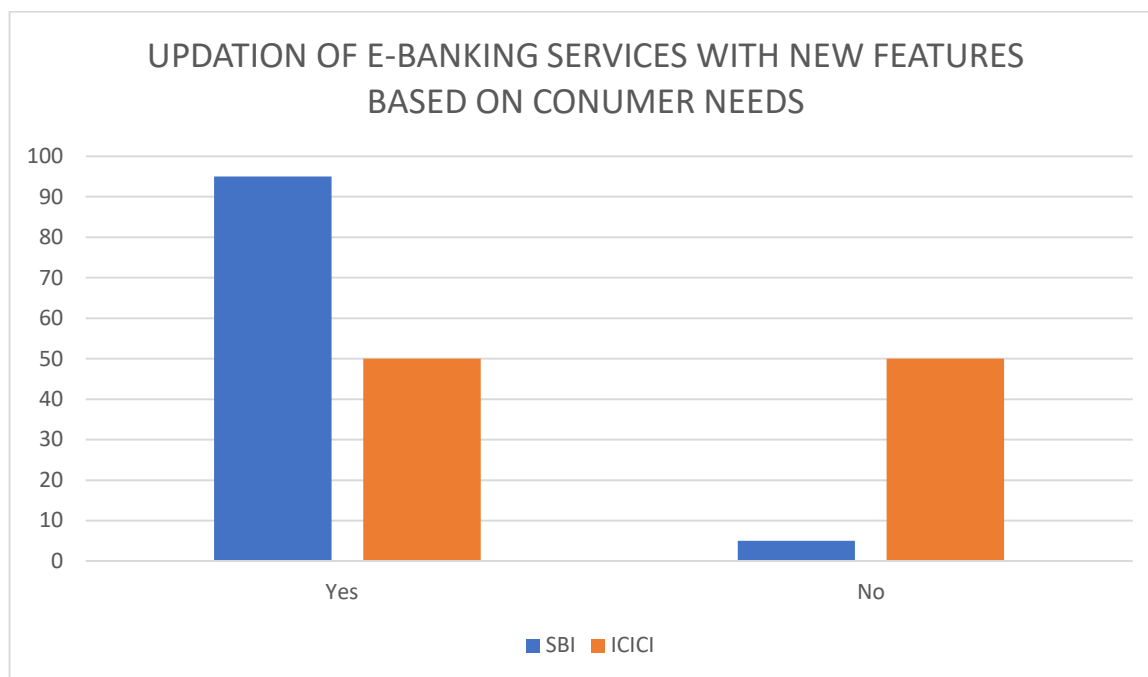


FIGURE NO.9

INTERPRETATION

By the above table and figure, it can be interpreted that SBI update its e-banking services with new features based on customer's needs as compared to ICICI. While comparing, SBI is 45% better than ICICI while on the other hand ICICI is 45% lagging behind.

Q10. Does your bank aware you about cybercrimes?

BANKS	SBI		ICICI	
	Responses	Percentage	Responses	Percentage
Yes	90	90%	70	70%
No	10	10%	30	30%
Total	100	100%	100	100%

TABLE NO.10

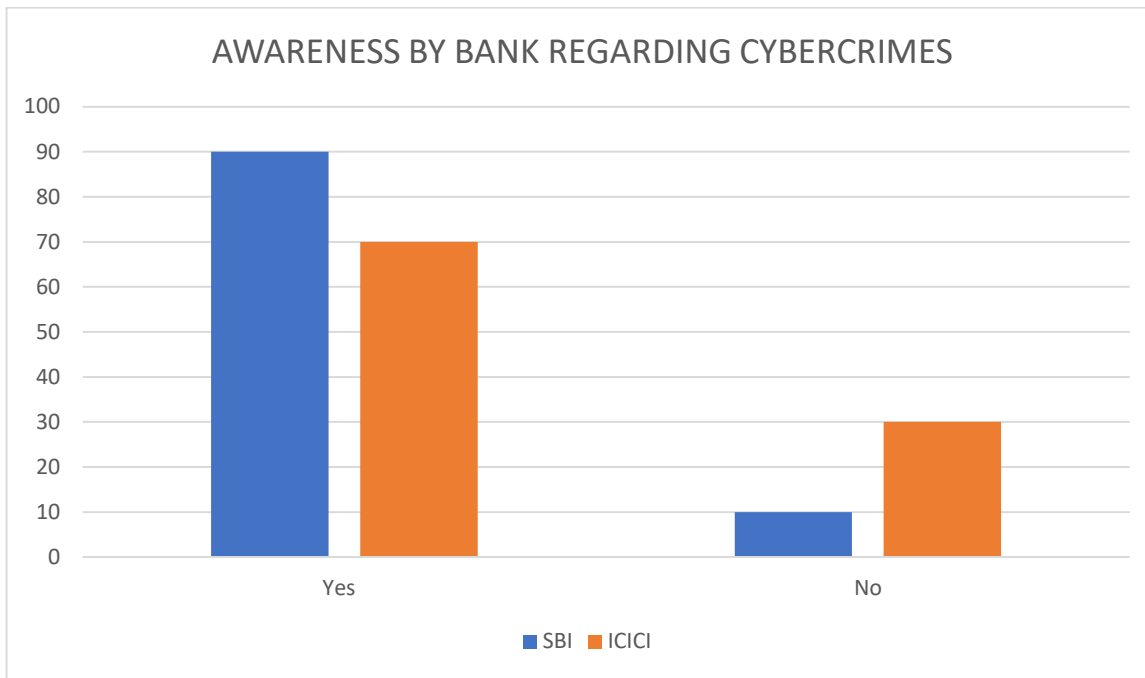


FIGURE NO.10

INTERPRETATION

By the above table and figure, it can be interpreted that SBI provide better awareness to its customers regarding cybercrimes as compared to ICICI. While comparing, SBI is 20% better than ICICI.

Q11. Do all the notifications regarding your transactions timely provided to you?

BANKS		SBI	ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
Yes	80	80%	90	90%
No	20	20%	10	10%
Total	100	100%	100	100%

TABLE NO.11

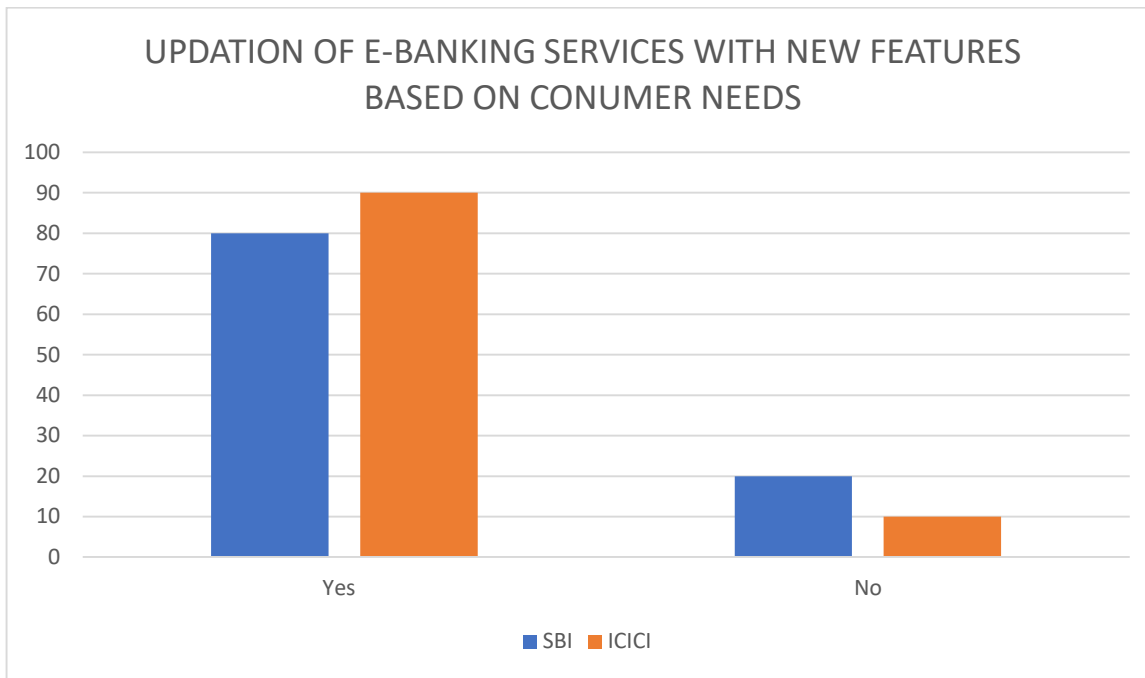


FIGURE NO.11

INTERPRETATION

By the above table and figure, it can be interpreted that ICICI provide all the notifications regarding the transactions timely to their customers as compared to SBI. While comparing, ICICI is 10% better than SBI.

Q12. Are you able to see your transaction history?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	95	95%	90	90%	
No	5	5%	10	10%	
Total	100	100%	100	100%	

TABLE NO.12

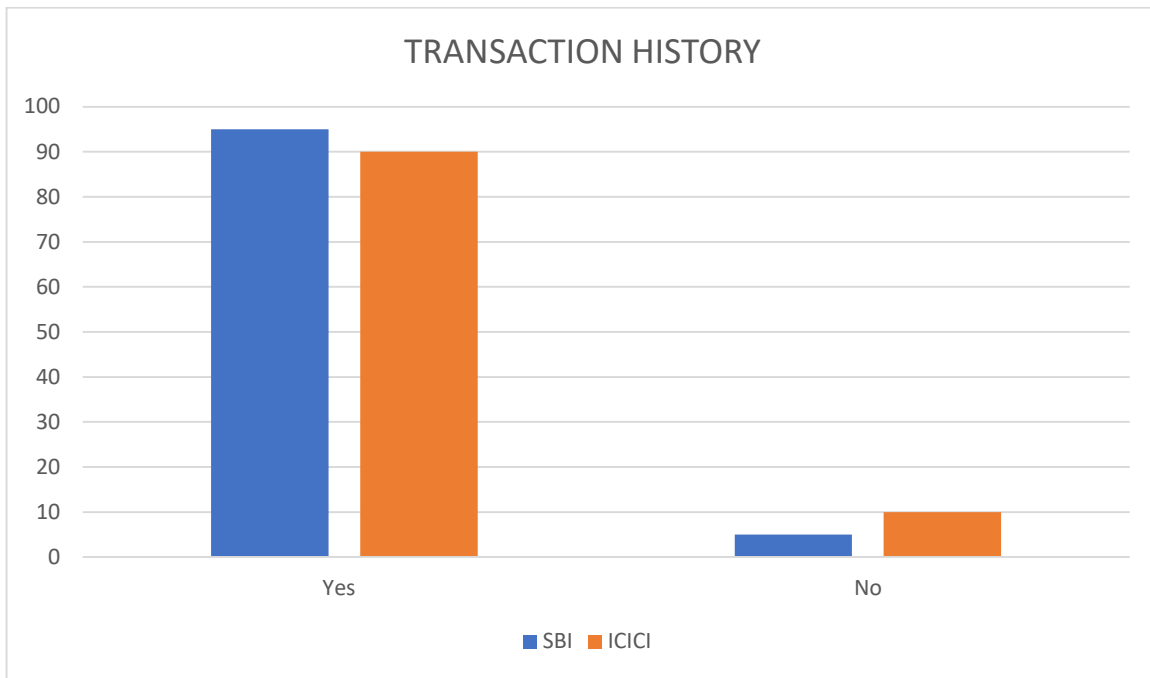


FIGURE NO.12

INTERPRETATION

By the above table and figure, it can be interpreted that SBI and ICICI are almost identical in enabling the customers to review the transaction history. While comparing, ICICI is lagging behind SBI by only 5%.

Q13. Do you get refund immediately if your transaction got stuck?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	60	60%	80	80%	
No	40	40%	20	20%	
Total	100	100%	100	100%	

TABLE NO.13

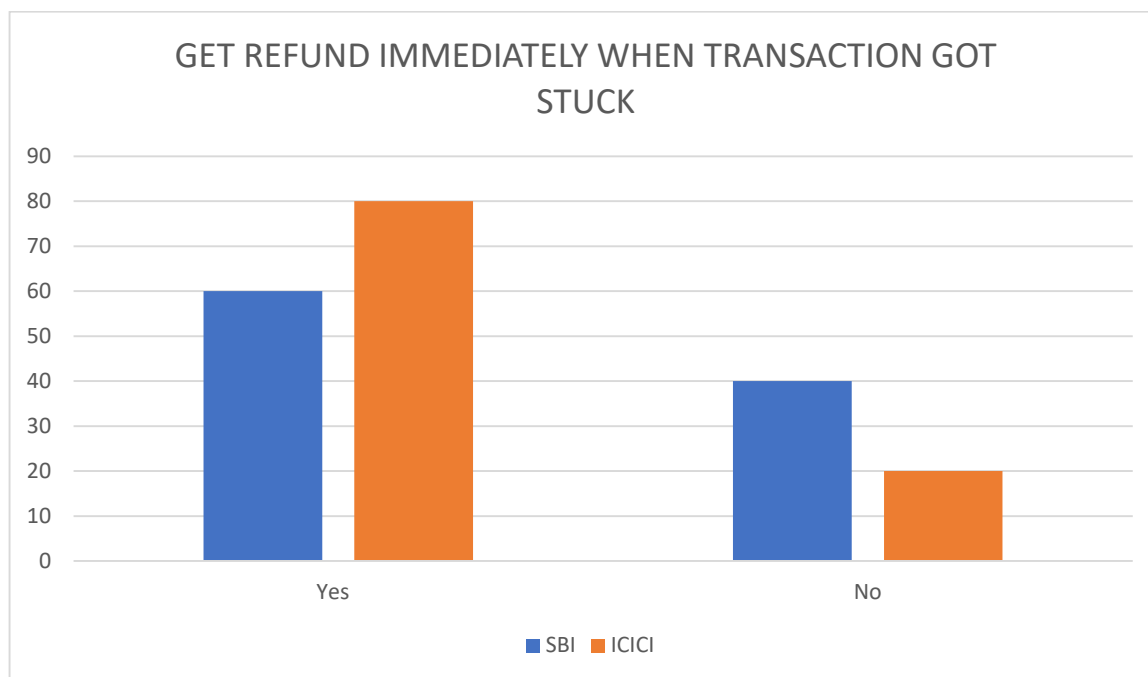


FIGURE NO.13

INTERPRETATION

By the above table and figure, it can be interpreted that ICICI provide refund immediately to their customers when the transactions got stuck as compared to SBI. While comparing, ICICI is 20% better than SBI.

Q 14. Are you satisfied with the e-banking services offered by your bank?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Extremely satisfied	50	50%	20	20%	
Satisfied	30	30%	30	30%	
Neutral	15	15%	40	40%	
Dissatisfied	3	3%	5	5%	
Extremely dissatisfied	2	2%	5	5%	
Total	100	100%	100	100%	

TABLE NO.14



FIGURE

NO.14

INTERPRETATION

By the above table and figure, it can be interpreted that 50% of the respondents are extremely satisfied with e-banking services of SBI whereas the percentage of respondents extremely satisfied with ICICI is 20% which is 30% lower than SBI. The percentage of respondents satisfied are same with both the banks.

Q15. Are you gratified with speed and efficiency of the transactions?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Extremely satisfied	45	45%	30	30%	
Satisfied	30	30%	25	25%	
Neutral	20	20%	35	35%	
Dissatisfied	3	3%	5	5%	
Extremely dissatisfied	2	2%	5	5%	
Total	100	100%	100	100%	

TABLE NO.15



FIGURE NO.15

INTERPRETATION

By the above table and figure, it can be interpreted that 45% of the respondents are extremely satisfied with speed & efficiency of transactions of SBI whereas the percentage of respondents extremely satisfied with ICICI is 30% which is 15% lower than SBI. The percentage of respondents finding it neutral are 15% higher of ICICI than SBI.

Q16. Are the ATMs of your bank easily approachable?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	90	90%	70	70%	
No	10	10%	30	30%	
Total	100	100%	100	100%	

TABLE NO.16

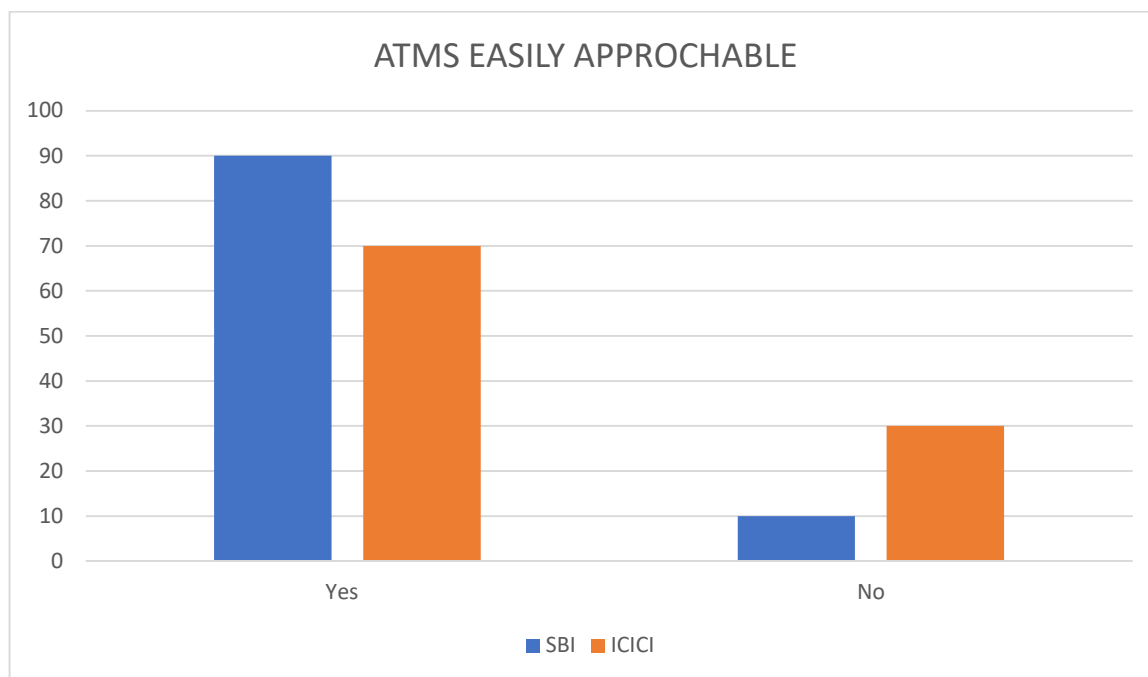


FIGURE NO.16

INTERPRETATION

By the above table and figure, it can be interpreted that ATMs of SBI are more approachable to customers in comparison to ICICI. While comparing, ICICI is lagging behind SBI by only 20%.

Q17. Does your problems & issues relate to e-banking services resolved by the bank timely?

BANKS		SBI		ICICI	
Responses	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents	
Yes	60	60%	85	85%	
No	40	40%	15	15%	
Total	100	100%	100	100%	

TABLE NO.17

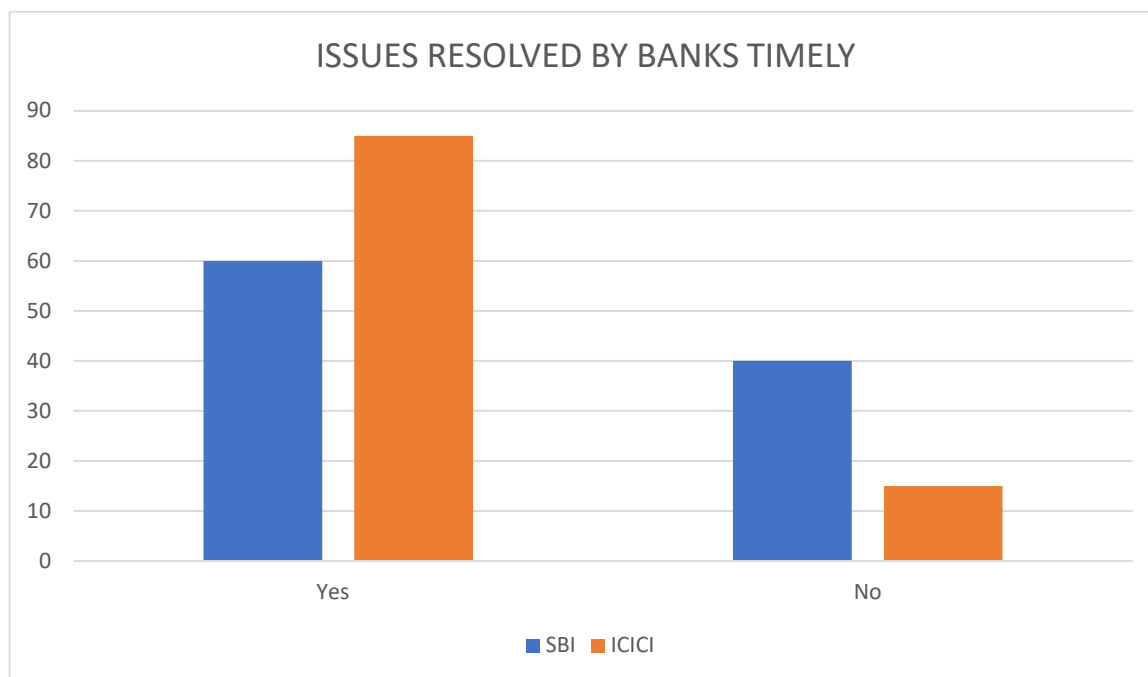


FIGURE NO.17

INTERPRETATION

By the above table and figure, it can be interpreted that ICICI resolve the issues of the customers related to e-banking services timely better than SBI. While comparing, SBI is lagging behind ICICI by 25%.

Q18. Are you satisfied with the availability of the bank server?

BANKS	SBI		ICICI	
	No. of Respondents	Percentage of Respondents	No. of Respondents	Percentage of Respondents
Extremely satisfied	35	35%	25	25%
Satisfied	40	40%	35	35%
Neutral	18	18%	25	25%
Dissatisfied	5	5%	10	10%
Extremely dissatisfied	2	2%	5	5%
Total	100	100%	100	100%

TABLE NO.18

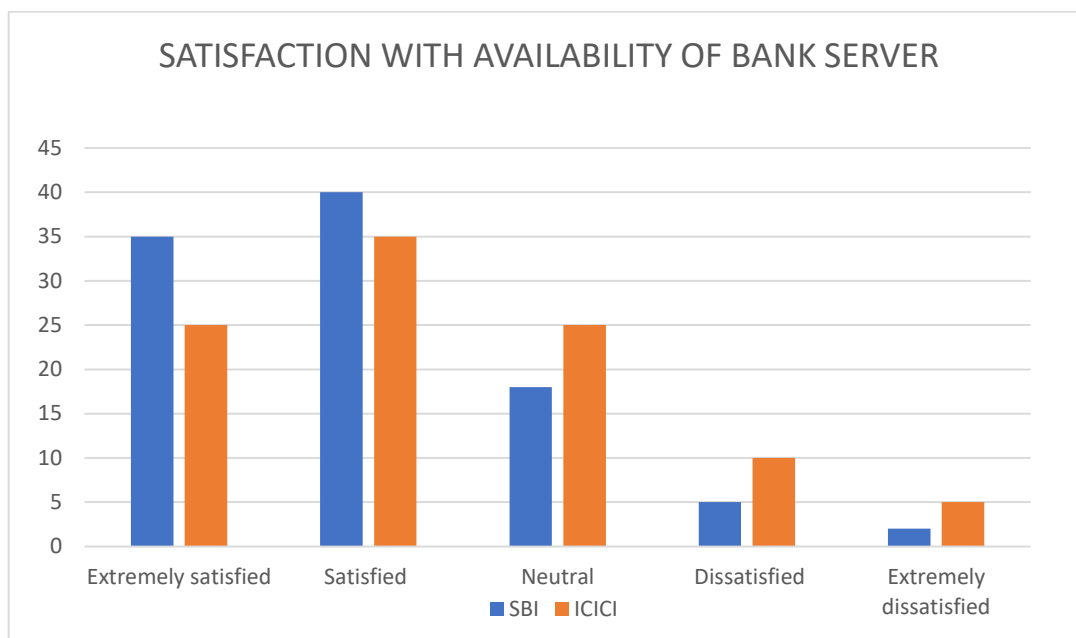


FIGURE NO.18

INTERPRETATION

By the above table and figure, it can be interpreted that 35% of the respondents are extremely satisfied with the availability of the bank server of SBI whereas the percentage of respondents extremely satisfied with ICICI is 25% which is 10% lower than SBI. The percentage of respondents finding it neutral are 7% higher of ICICI than SBI.

SPSS (STATISTICAL PACKAGE FOR SOCIAL SCIENCE)**Case Processing Summary**

		N	%
Cases	Valid	200	93.5
	Excluded	14	6.5
	Total	214	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.968	.980	18

Item Statistics

	Mean	Std. Deviation	N
safe	1.2050	.52378	200
complicated	1.9000	.53987	200
cashless	1.1500	.47817	200
fees	1.9900	.94571	200
availability	1.3000	.45941	200
awareness	1.3500	.47817	200
accessible	1.3500	.47817	200
guide	1.3000	.45941	200
update	1.2750	.44763	200
cybercrimes	1.2000	.40100	200
notifications	1.1500	.35797	200
history	1.0750	.26405	200
refund	1.3000	.45941	200
satisfied	2.1100	1.04564	200
speed	2.0950	1.07786	200
ATM	1.2000	.40100	200
problems	1.2750	.44763	200
server	2.1700	1.05197	200

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	1.466	1.075	2.170	1.095	2.019	.148	18
Item Variances	.392	.070	1.162	1.092	16.663	.141	18
Inter-Item Correlations	.727	.388	1.000	.612	2.577	.023	18

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Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
safe	25.1900	75.321	.777	.	.967
complicated	24.4950	75.638	.717	.	.967
cashless	25.2450	76.658	.690	.	.968
fees	24.4050	67.448	.922	.	.965
availability	25.0950	75.353	.890	.	.966
awareness	25.0450	75.199	.872	.	.966
accessible	25.0450	75.199	.872	.	.966
guide	25.0950	75.353	.890	.	.966
update	25.1200	75.624	.878	.	.966
cybercrimes	25.1950	76.731	.821	.	.967
notifications	25.2450	77.663	.772	.	.968
history	25.3200	79.535	.649	.	.969
refund	25.0950	75.353	.890	.	.966
satisfied	24.2850	65.702	.936	.	.966
speed	24.3000	65.126	.941	.	.966
ATM	25.1950	76.731	.821	.	.967
problems	25.1200	75.624	.878	.	.966
server	24.2250	65.401	.949	.	.966

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
26.3950	82.662	9.09188	18

RESULTS AND FINDINGS

- 85% of the respondents consider e-banking safe while 10% consider it as unsafe.
- 20% of the respondents consider e-banking complicated while 70% consider it as easy.
- 90% of the respondents are satisfied with cashless transactions while 5% are not satisfied with cashless transactions.
- 74% of the respondents consider that SBI charges low fees for the e-banking services they offer to their customers while 50% of the respondents consider the charges by ICICI as high.
- 90% of the respondents consider that e-banking services of SBI are 24/7 available, on the other hand the respondents of ICICI for the same are 50%.
- 70% of the respondents consider that SBI provide awareness regarding new e-banking services to their customers, on the other hand the respondents of ICICI for the same are 60%.
- 70% of the respondents consider that they are easily accessible with the new practices offered by SBI, on the other hand the respondents of ICICI for the same are 60%.

- 80% of the respondents consider that SBI provide them guidance regarding new e-banking services, on the other hand the respondents of ICICI for the same are 60%.
- 95% of the respondents consider that SBI update its e-banking services with new features based on customer's needs, on the other hand the respondents of ICICI for the same are 50%.
- 90% of the respondents consider that SBI aware them about cybercrimes, on the other hand the respondents of ICICI for the same are 70%.
- 80% of the respondents consider that SBI provide all the notifications regarding the transactions timely, on the other hand the respondents of ICICI for the same are 90%.
- 95% of the respondents consider that SBI enable the customer to review their transaction history, on the other hand the respondents of ICICI for the same are 90%.
- 60% of the respondents consider that SBI provide refund immediately if the transaction of the customers got stuck, on the other hand the respondents of ICICI for the same are 80%.
- 80% of the respondents are satisfied with the e-banking services offered by SBI, on the other hand 50% are not satisfied with the e-banking services offered by ICICI. The dissatisfaction of SBI customers is 5% and for ICICI is 10%.
- 75% of the respondents are satisfied with the speed and efficiency of the transactions of SBI, on the other hand 55% are not satisfied with the speed and efficiency of the transactions of ICICI. The dissatisfaction of SBI customers is 5% and for ICICI is 10%.
- 90% of the respondents consider that ATMs of SBI are easily approachable, on the other hand the respondents of ICICI for the same are 70%.
- 60% of the respondents consider that problems & issues relate to e-banking services resolved by SBI timely, on the other hand the respondents of ICICI for the same are 85%.
- 75% of the respondents are satisfied with the availability of the bank server of SBI, on the other hand 60% are not satisfied with the availability of the bank server of ICICI. The dissatisfaction of SBI customers is 7% and for ICICI is 15%.

SUGGESTIONS

- The banks should advertise more of the e-banking services.
- ICICI should reduce its service charges so that a greater number of customers can use it.
- ICICI Bank should know the reason that why its e-bank is not progressing.
- They must regularly update security protocols and educate customers about security best practices.
- They must ensure that mobile app and website are responsive and compatible across all devices.
- The banks should offer financial education resources and tools to help customers make informed decisions. This could include webinars, tutorials, articles, and interactive tools.
- They must use clear, simple language and provide a help section or FAQ for guidance.

CONCLUSION

At last, I want to conclude that the best e-banking service is provided by SBI while comparing it with ICICI. This means that public sector bank is progressing than the private sector bank. This is a great achievement for the bank and for the nation. The respondents took keen interest in filling the questionnaires and made my research fruitful. The services used by most of the customers are checking their current balance of their account, ordering a cheque book, paying bills, online trading, inter account transfers, etc. most of the people feel safe while disclosing their details on net. The most important factor that the people consider while opening an online bank account is convenience, easy & quick. The best e-banking services are provided by SBI (State bank of India).

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<https://businessjargons.com/e-banking.html>



QUESTIONNAIRE

Q1. Do you think e-banking is safe?

- Yes
- No
- Maybe

Q2. Do you think using e-banking is complicated?

- Yes
- No
- Maybe

Q3. Are you contended with cashless transactions?

- Yes
- No
- Maybe

Q4. How much fees the bank charges for the e-banking services from the customers?

- Low
- Average
- High
- Extremely high



Q5. Are the Banking services offered by the bank 24/7 available?

- Yes
- No

Q6. Does your bank provide you the awareness regarding new e-banking practices in the bank?

- Yes
- No

Q7. Are you easily accessible with the new practices offered by the banks?

- Yes
- No

Q8. Does your bank guide you regarding new e-banking services?

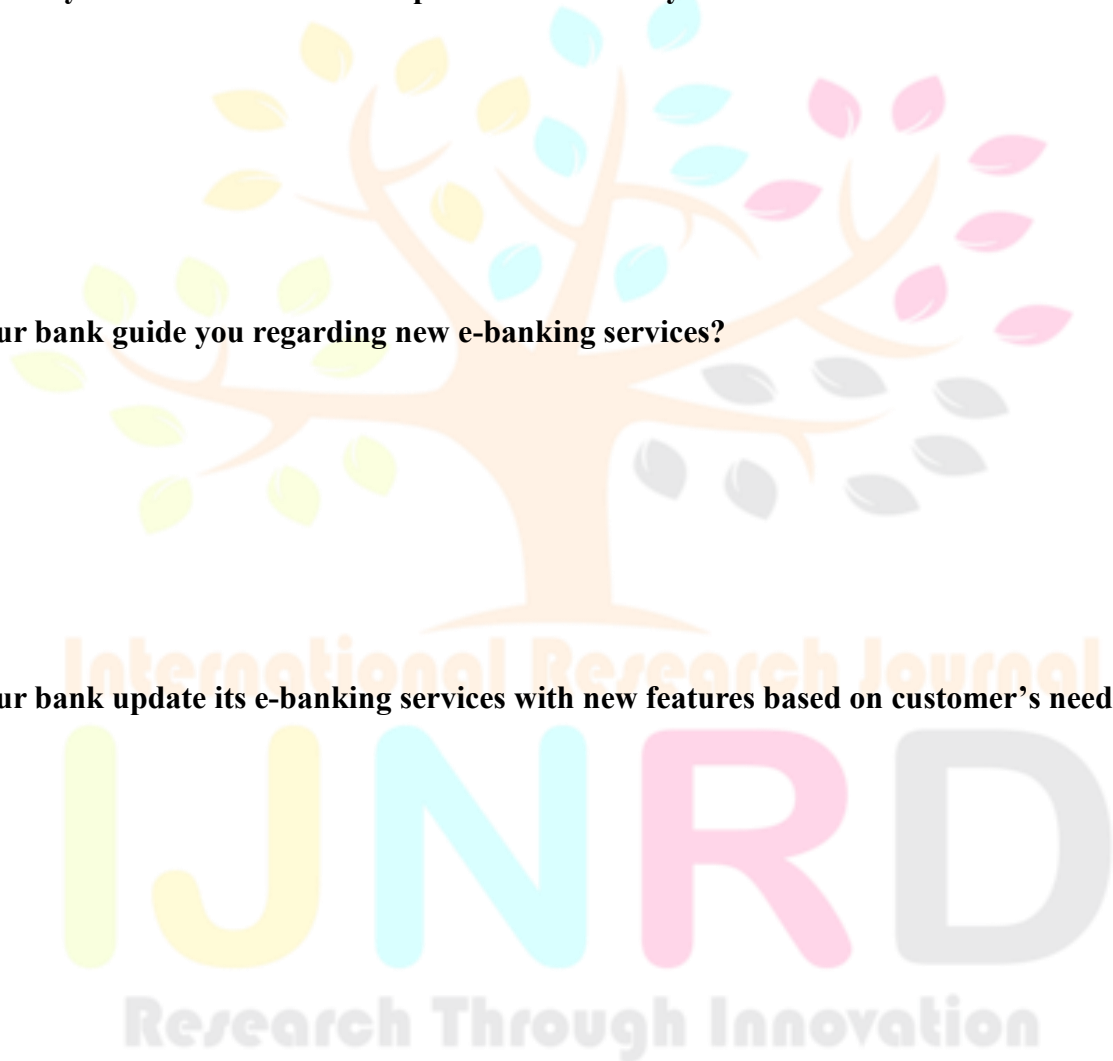
- Yes
- No

Q9. Does your bank update its e-banking services with new features based on customer's needs?

- Yes
- No

Q10. Does your bank aware you about cybercrimes?

- Yes
- No



Q11. Do all the notifications regarding your transactions timely notified to you?

- Yes
- No

Q12. Are you able to see your transaction history?

- Yes
- No

Q13. Do you get refund immediately if your transaction got stuck?

- Yes
- No

Q 14. Are you satisfied with the e-banking services offered by your bank?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfy
- Strongly dissatisfy

Q15. Are you gratified with speed and efficiency of the transactions?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfy
- Strongly dissatisfy



Q16. Are the ATMs of your bank easily approachable?

- Yes
- No

Q17. Does your problems & issues relate to e-banking services resolved by the bank timely?

- Yes
- No

Q18. Are you satisfied with the availability of the bank server?

- Extremely
- Satisfied
- Neutral
- Dissatisfy
- Strongly

