Objectives

The present study aims to examine the progress of e-banking across the respondents in Mumbai. In this broader framework, an attempt is made to achieve the following specific objectives:

- To analyze the present e-banking scenario concerned with ATM, Internet banking, Mobile banking and Credit cards
- To understand the expectations of the customers using e-banking services and whether these are fulfilled by the banks
- To examine the impact of ATM, Internet banking, Mobile banking and Credit cards on customer expectations by analyzing the problems faced by the customers.