

**E-BANKING FACILITIES A COMPARATIVE ANALYSIS OF
STATE BANK OF INDIA (SBI)
&
INDUSTRIAL CREDIT & INVESTMENT CORPORATION OF
INDIA BANK (ICICI)**

**Submitted in partial fulfillment of the requirements for the award of B.Com(HONS)
degree**

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Under The Guidance of

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DECLARATION

I, hereby declare that this dissertation titled "E-Banking facilitates a comparative analysis of ICICI and SBI banks in Noida" is submitted to Galgotias University in partial fulfillment of the need for the award of the degree of Bachelor of Commerce is my original work done under the precious guidance of Professor Priyanka Goel. This dissertation has not been submitted earlier to the other University or Institution for the award of any degree, diploma/certificate or published any time before.

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This is to certify that **Ms. PRACHI SINGH** bearing Enrollment Number 1708101051 is a student of 6th semester Bcom(hons) programme has undertaken Dissertation on the topic **“E+Banking facilitates a comparative analysis of ICICI and SBI banks in Noida”** under the guidance of PROFESSOR PRIYANKA GOEL.

This dissertation is based on the original work and has not formed the basis for award of any degree/diploma/associate ship/prize by Galgotias University or any other University.

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This dissertation is a original work and has not formed the basis for award of any degree/diploma/associate ship/prize by Galgotias University or any other University.

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Project Guide

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EXECUTIVE SUMMARY

The financial segment in India has gained momentous ground since the monetary changes in 1991. Another private division banks have carried the necessary rivalry into the business and initiated the progressions towards higher usage of innovation, improved client care , and creative items. Clients are currently getting progressively mindful of their privileges and are requesting over ever previously. The ongoing patterns show that {the majority|that nearly all} banks are moving from an item driven model to a client driven model as consumer loyalty has gotten one among the significant determinants of a businesss development. During this specific situation, prioritization of inclinations and shut checking of consumer loyalty got fundamental for banks. Remembering these, an undertaking has been made during this examination to inquire about the components that are basic in impacting the speculation choice of the customers of the open area banks. For this reason, correlational investigation, which is thee most proper multivariate procedure, has been familiar with identify the gatherings of determinants. Correlational investigation recognizes regular components of things from the watched factors that connect together the apparently inconsequential factors and gives understanding into the basic structure of the data. Besides, this investigation additionally recommends a few measures to figure advertising techniques to bait clients towards banks. The investigation fundamentally attempts to recognize the customers are happy with their administrations among ICICI bank and SBI bank and comprehend the Customer inclinations among ICICI and SBI bank.

INTRODUCTION:

A bank is additionally a foundation whose essential movement is to go about as an installment specialist for benefactors and to acquire and loan cash. It's a foundation for getting, keeping, and loaning cash. An organization, typically an association, sanctioned by a state or incorporated, which does most or the entirety of the accompanying: gets request stores and time stores, respects instruments drawn on them, and pays enthusiasm on them; limits notes, makes credits, and puts resources into protections; gathers checks, drafts, and notes; certifies contributor's checks; and issues drafts and clerk's checks. Banking is business accepting for loaning or venture, of stores of cash, from open repayable on request or otherwise, and which drawable with a money order, draw and request. Normally terms, Banking is that the Process of attempt of tolerating and shielding cash possessed by others and elements, so loaning out this cash also win a benefit. Banks assume indispensable job inside the monetary lifetime of the state. The strength of the economy is firmly identified with the adequacy of its industry. In spite of the fact that banks make no new riches yet their obtaining, loaning and related exercises encourage the strategy of creation, dissemination, trade and utilization of riches. During this way, they become successful accomplices inside the strategy for monetary turn of events. Today, present day banks are exceptionally valuable for the work of the assets of the nation. The banks are assembling the reserve funds of the individuals for the speculation purposes. The reserve funds are empowered and sparing rate increments. In the event that there would be no banks, at that point a decent part of a capital of the nation would stay inert. A bank actually is exclusively style of heart inside the monetary structure, and subsequently, the Capital gave by its like blood in it. For whatever length of time that blood is available for use the organs will stay sound and solid. On the off chance that the blood is, " provided to any organ, at that point that part would get futile. So if the account is, "given to Agriculture segment or

mechanical part, it'll be annihilated. Advance office gave by banks fills in as a motivating force to the maker to expand the gathering. Bank gives essential assets to PC infection inside the technique for financial turn of events. They gather investment funds of enormous masses of individuals dispersed all through the nation, which is that the nonappearance of bank world has stayed inert and inefficient. This gives money to effectively carrying on different phases of creation furthermore as circulation. Bank animate the propensity for reserve funds sum individuals by the defensive , and premium they gracefully with these investment funds which are kept by individuals are in position to use the stored sum all the more gainfully. The bank expanded the exchange limit of the buyers by propelling credits once they require for added assets to back their extended program of exchange. To put it plainly, the monetary improvement of a chose nation relies upon the sound business. Banking is furthermore critical to business since organizations store their additional money here. This design their cash is , "just protected yet in addition procures enthusiasm for them. On the elective hand, organizations can get cash from banks once they have to put resources into business. aside from that Banks additionally go about as assurance provider just inside the instance of leasers and providers. Item and Services offers by Bank:

Deposits: A bank acknowledges stores from the overall population. Individuals can store their money adjusts in both of the ensuing records to their benefit:- Fixed Deposit Account: Cash is saved during this record for a firm period. The investor gets receipts for the number saved. it's called Fixed Deposit Receipt. The receipt demonstrates the name of the contributor, measure of store, pace of intrigue and in this manner the time of store. This receipt isn't transferable. On the off potential for success that the investor has needing the number before the expiry of fixed period, he can pull back the indistinguishable in the wake of paying the markdown to the bank. Investment account: this sort of store suits to individuals who simply need to remain their little reserve funds in an exceedingly bank and may must pull back them incidentally. Banks give a particular pace of enthusiasm on the base equalization kept by the contributor during the month. Current Account: this sort of record is kept by the agent who are required to pull back cash each new thus.

Banks don't pay any enthusiasm on this record. Any entirety or any number of withdrawals will be introduced by such a record holder Loans Facility: Loans are conceded by the banks on protections which might be effortlessly arranged off inside the market. Charge cards: All banks (with the exception of country bank) give VISA and MasterCard cards that empower people to shape installments over the net or in shops. Portable Banking: Mobile banking (additionally called M-Banking, mbanking, SMS Banking and so on.) might be a term utilized for performing balance checks, account exchanges, installments and so forth by means of a cell phone like a versatile. Versatile financial today (2007) is most much of the time performed by means of SMS or the Mobile Internet however may likewise utilize uncommon projects called customers downloaded to the cellphone.

INDUSTRY PROFILE

In India started inside the most recent many years of the eighteenth century. The most seasoned bank taking in India is the store monetary establishment of India, a legislature claimed bank that follows its causes back to June 1806 which is the biggest bank inside the nation. Focal banking is the duty of the financial worry of India, which in 1935 officially assumed control over these obligations from the then Imperial Bank of India, consigning it to business banking capacities. After India's autonomy in 1947, the financial concern was nationalized and given more extensive forces. In 1969 the legislature nationalized the 14 biggest business banks; the legislature nationalized the six next biggest in 1980. At present, India has 88 booked business banks 27 open segment banks (that is with the administration of India holding a stake), 29 private banks (these do not have government stake they'll be openly recorded and exchanged on stock trades) and 31 remote banks. they need a consolidated system of more than 53,000 branches and 17,000 ATMs. reliable with a report by ICRA Limited, a rating office, the overall population division banks hold more than 75 percent of absolute resources of the business, with the private and outside banks holding 18.2% and 6.5% separately. Early History: Banking in India began inside the most recent many years of the eighteenth century. the essential banks were the last Bank of India, which began in 1786, and therefore, the Bank of Hindustan the two of which are currently old. The most seasoned bank taking in India is the vault money related organization of India, which began inside the Bank of Calcutta June 1806, which about quickly turned into the Bank of Bombay and therefore, the Bank of Madras, every one of the three of which were set up under sanctions from land East Indies Company. for quite a long while the Presidency banks went about as semi national banks, as did their replacements. The three banks converged in 1925 to form the Imperial Bank of India, which upon India's autonomy, turned into the vault budgetary foundation Of India. Indian dealers in Calcutta set up the Union Bank in 1839, yet it flopped in 1848 as a result of the downturn of 1848-49. The Allahabad Bank built up in 1865 and as yet working today is the most seasoned joint Stock bank in India. At the

point when the American war halted the arrangement of cotton to Lancashire from the topographical locale, advertisers opened banks to fund exchanging Indian cotton. With huge introduction to theoretical endeavors, the greater part of the banks opened in India, a during that period fizzled. The contributors lost cash and lost premium keep stores with banks. In this manner banking in India remained the select space of Europeans for next a very long while until the beginning of the twentieth century. Outside banks also started to show up, especially in Calcutta in the 1860s. The Comptoir d'Escompte de Paris opened branch in Calcutta in 1860 and another in Bombay in . Calcutta was the principal dynamic exchanging port India primarily as a result of the exchange of land Empir , and then turned into a financial focus. Around five decades had slipped by since the Sepoy Mutiny, and therefore, the social modern and other foundation had improved. Indians had built up little banks the vast majority of which served specific ethnic and otherworldly networks. The administration banks overwhelmed banking in India yet there have been additionally some trade banks and assortment of Indian joint stock banks. of these banks worked in various fragments of the economy. The trade banks for the most part possessed by European , concentrated on financing remote exchange. . This division Lord Curzon to watch, in regard of banking it appears we are behind the days. We resemble some curious watercraft, isolated by strong wooden bulkheads into independent and awkward compartments. By the 1900s, the market extended with the foundation of banks like Punjab full help bank, in 1895 in Lahore and Bank of India, in 1906, in Mumbai - the two of which were established under private possession. Punjab full assistance bank is the first Swadeshi Bank established by the pioneers like Lala Lajpat Rai, Sardar Dyal Singh Majithia. The Swadeshi development especially roused neighborhood specialists and political figures to find banks of and for the Indian people group. assortment of banks set up then have made due to the present like Bank of India, Corporation Bank, Indian Bank, Bank of Baroda, Canara Bank and money related association of India. The intensity of Swadeshi development cause setting up of many private banks in Dakshina Kannada and Udupi locale which were brought together before and known by the name South Canara (South Kanara) area. Four nationalized banks

began during this locale and furthermore a main private part bank. Subsequently unified Dakshina Kannada region is comprehended as "Support of Indian Banking. ."

DATA COLLECTION

Data Collection Method : The achievement of any task or market overview relies intensely upon the data assortment and examination. It is fundamental that the information gathered might be a dependable information in order to understand the examination destinations. All information sources can be arranged into two:

Primary Data : Primary information is assembled from direct perception or information that is by and by gathered. It alludes to that information which is gathered for a particular reason from the field of enquiry and are unique in nature. For the undertaking essential information were gathered principally through study technique, utilizing the device survey.

Secondary Data : are those which are as of now gathered by others for a chose reason and are in this way utilized for application in a few conditions. It is the second client data about an event that has not been actually seen by the specialists.

The utilization of auxiliary information sets aside time and cash. The design is to build the exactness of investigation. Here the auxiliary information was acquired from look into paper , magazines, diaries and sites of the different research organization.

RESEARCH METHODOLOGY

The term investigate is additionally used to depict a n whole assortment of data about specific subject. Research configuration is that blue print for request work that controls the analyst through the logical path for the accomplishment of goals.

Approach is the strategy followed while leading the examination on a specific task. Through this technique a methodical report is led based on which the premise of a report is created. It is a composed approach for directing Research. Research philosophy has numerous measurements. It incorporates the examination strategies as well as considers the rationale behind the techniques utilized with regards to the investigation and clarifies why only a specific strategy or procedure has been utilized. It likewise assists with understanding the suspicious basic different method and by which they can conclude that specific procedures will be pertinent to specific issues and other won't. Along these lines so as to take care of an examination issue, it is important to structure an exploration strategy for the issues as the some may vary from issue to issue.

OBJECTIVES OF THE STUDY

- To learn about the components that influences the client observation towards e-banking of SBI and ICICI bank.
- To think about the present and future possibilities of E-Banking to the clients.
- To discover the serious issues looked by the clients while utilizing e-banking offices.

NEED OF THE STUDY

- To deciding development course of internet banking offices
- Advancing E-banking administration s in industry.
- Client observation will be considered about the web banking.

SCOPE OF THE STUDY

Territory is limited to just DELHI in light of the fact that because of the time requirement and not skilled to go to all the branches in different urban communities or states.

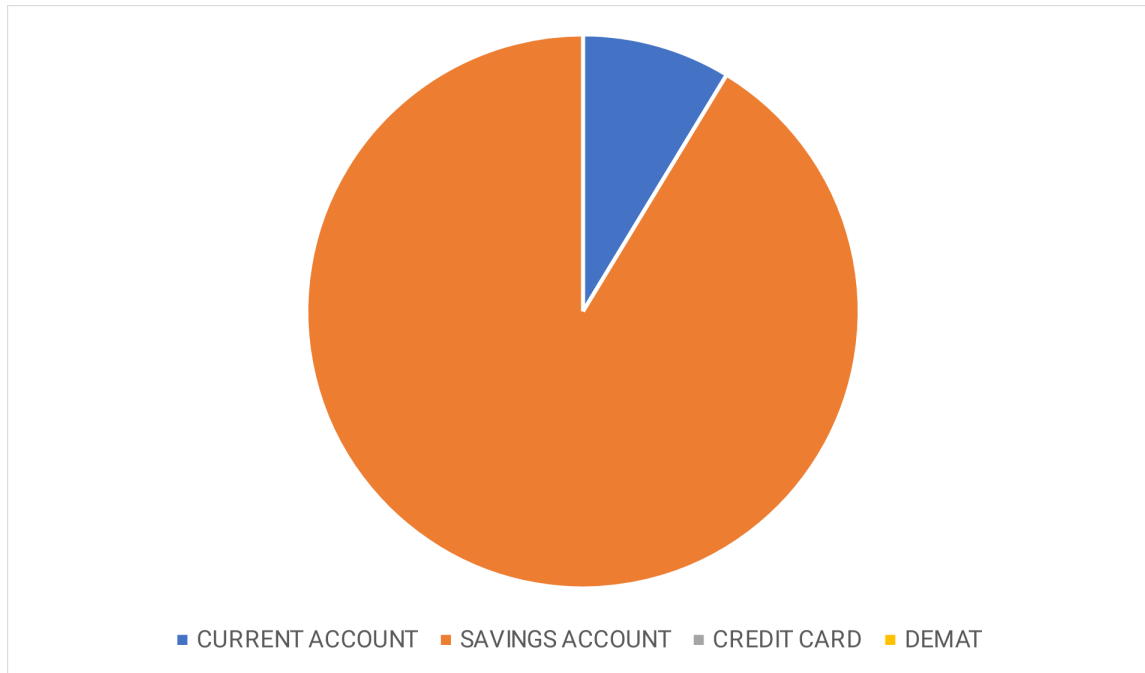
- The classes of the customers were thought about.
- This investigation was secured E-Banking administration segment.
- This might be a practical source legitimately gathered from the customers of Bank

RESULT ANALYSIS

The result analysis consists of primary data and secondary data while in primary data a survey was conducted with the help of questionnaire which was filled by 23 individuals and a secondary data which includes internet, articles.

:

1. What kind of account do you maintain in this bank ?

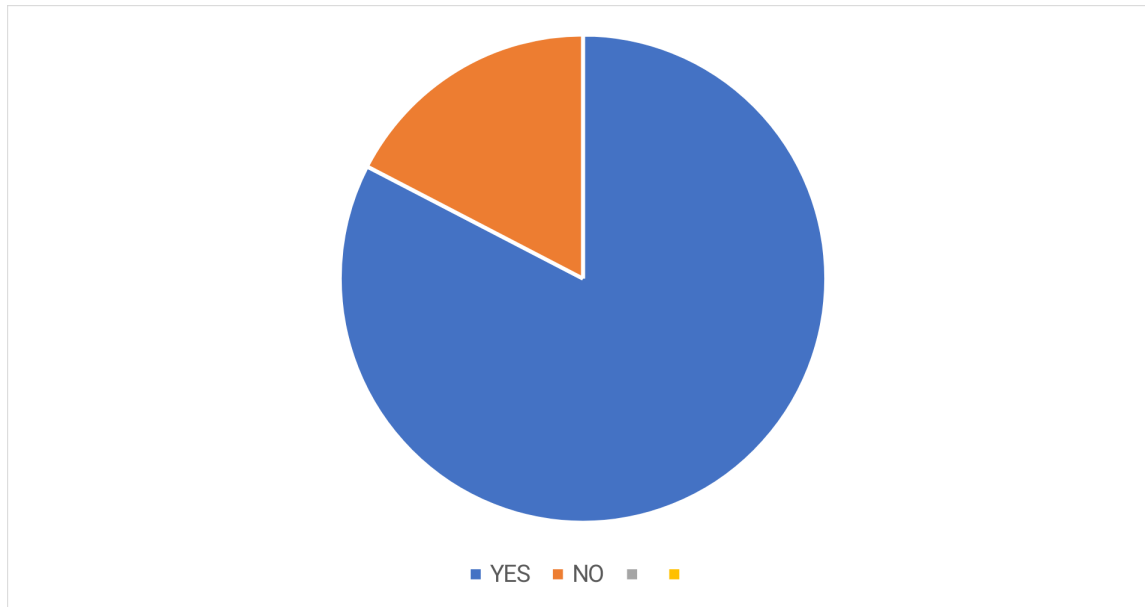


The respondents were asked about the kind of account they maintain in their bank .

Responses : 23 respondents

Thus, it shows that large proportion of people i.e. 91.3% people are having saving account while , rest 8.7% are having current account .

2.Does your bank have core banking facilities for the customers?

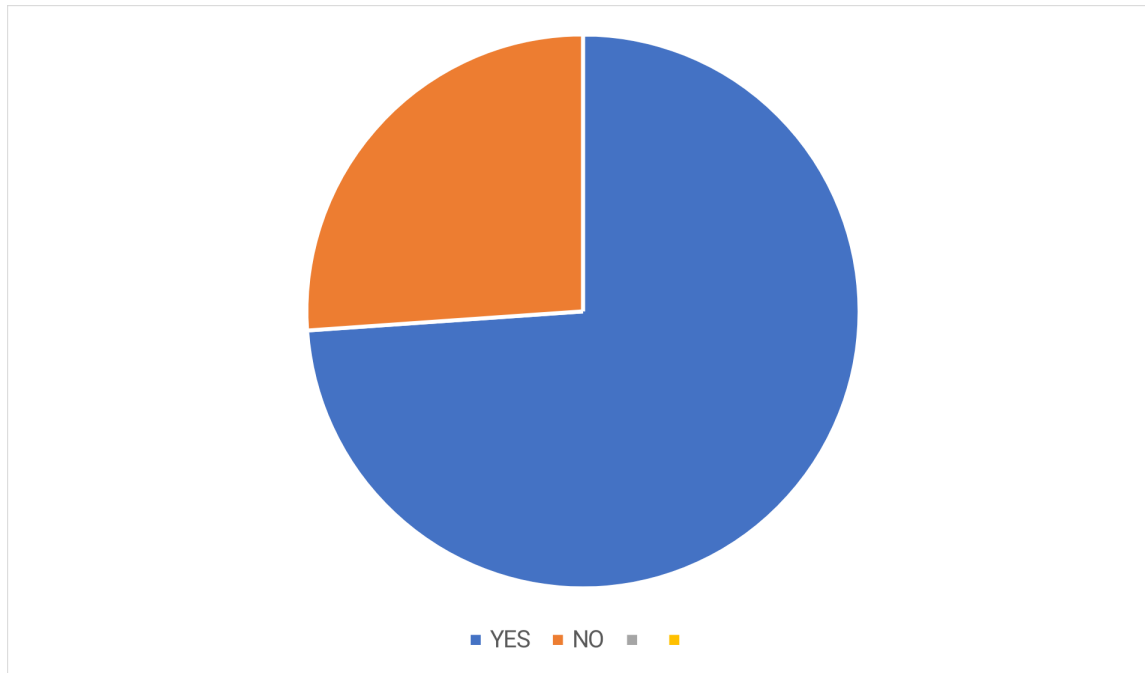


The respondents were asked about: Is their bank providing core banking facilities for the customers or not ?

Response : 23

Thus, 82.6% people answered yes while, rest 17.4% people replied no . It means core banking facilities is provided by most of the banks.

3. Do you think bank offers competitive interest rate?

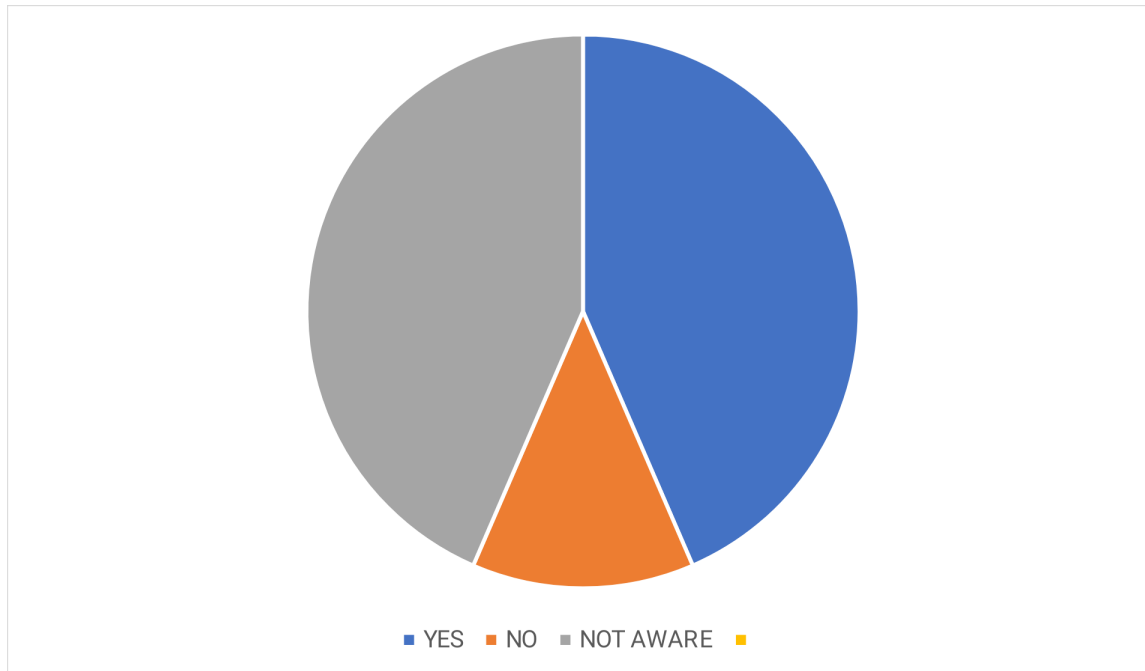


Responses: 23

The respondents were asked : whether their bank offers competitive interest rate .

Thus, 73.9% people said yes their bank offers competitive interest rate while, rest 26.1% said no .

4.Does your bank have listed it's share in stock of exchange ?

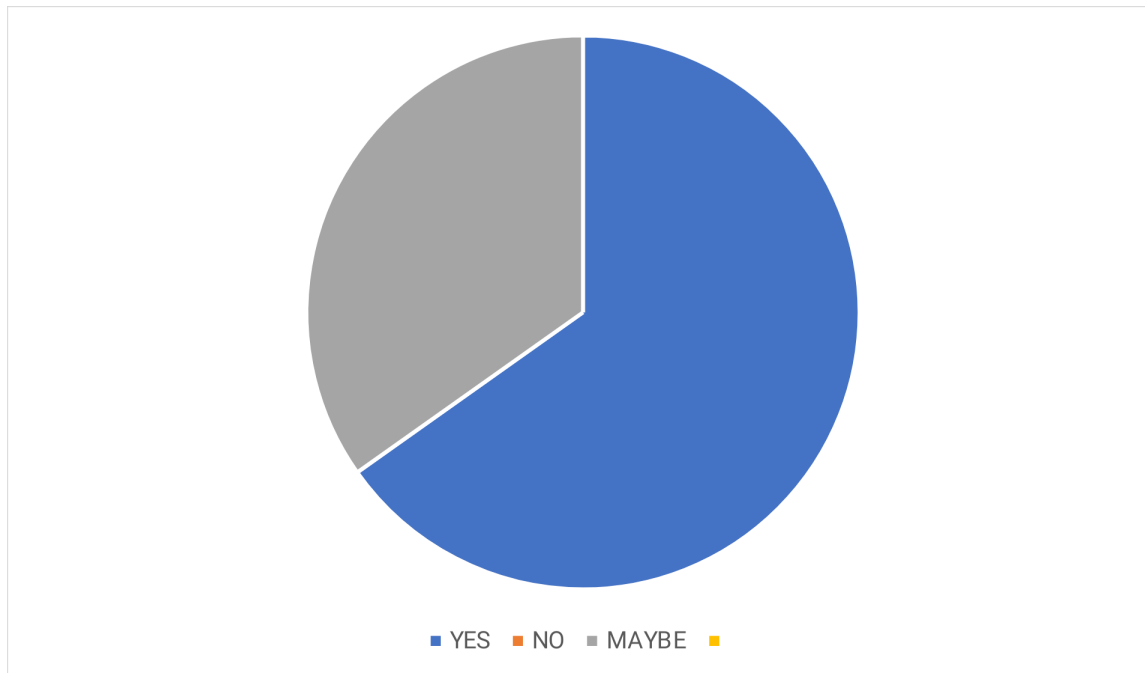


Responses : 23

The respondents were asked that their bank have listed their share in stock of exchange .

Thus, 13% people answered no while 43.5% people said yes and rest 43.5% people said may be .It shows that many people are not aware about this .

5.Does your bank offer competitive service charges ?

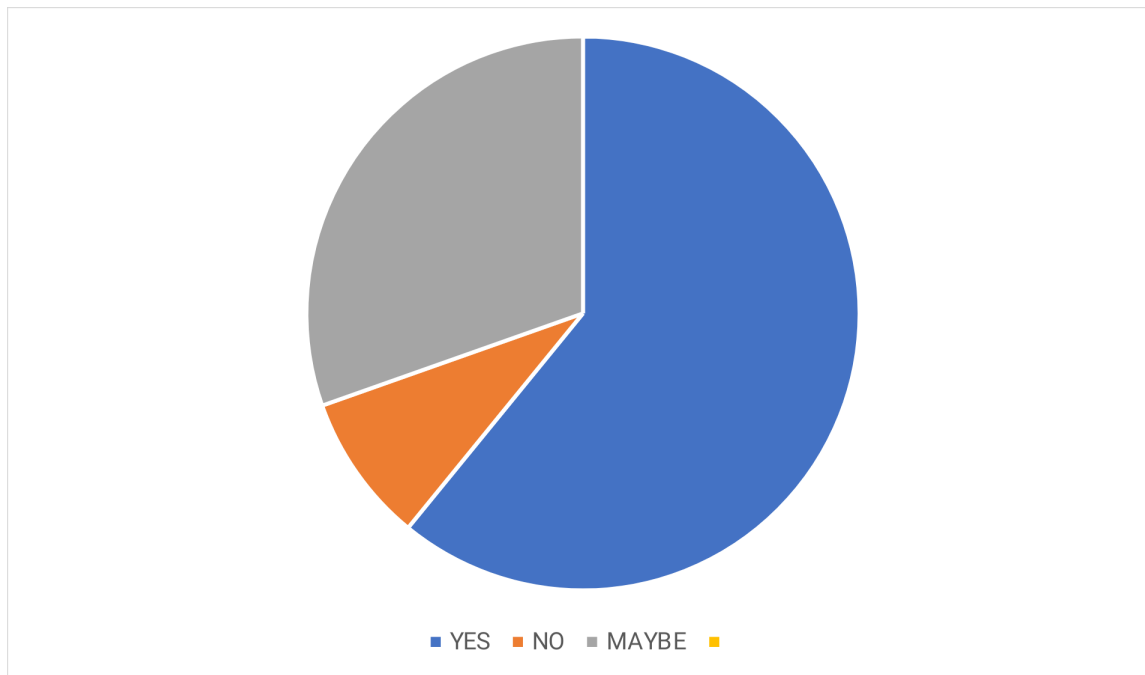


Responses : 23

Respondents were asked that their offers competitive service charges.

Thus , 65.2% people answered yes teir bank offers competitive service charges and 34.8% people were not aware about this and they replied may be .

6. Do your bank caters all your banking needs?



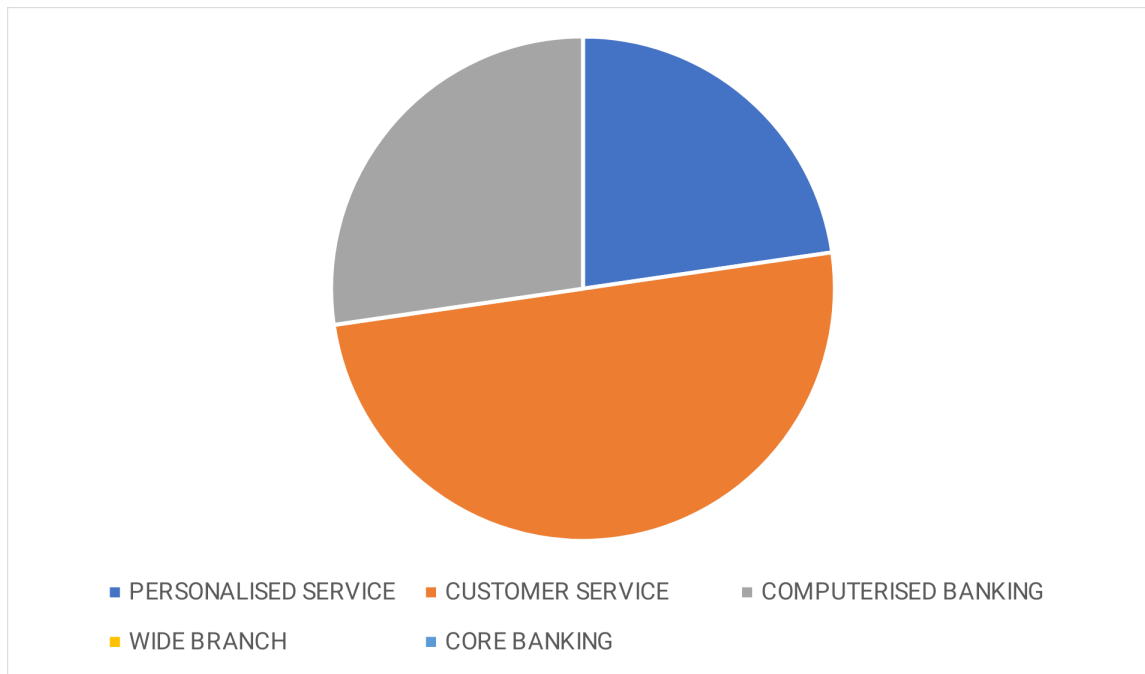
Responses : 23

The respondents were asked that their bank caters all their banking needs.

Thus, 60.09% people answered yes their bank fulfill all their banking needs while, 8.7% people said no and rest 30.4% people seems confused .

7. What do you think of your bank

What comes first in your mind?



Responses : 23

Respondents were asked their opinion about their bank.

Thus, 21.7% people were impressed from the personalized services of their bank . 26.1% people were impressed about the wide branch network and least are impressed by their computerized services it shows people are not comfortable with computerized services and working . This section needs

improvement . And 47.8% people liked the customer services provided by their bank .

8.What do you feel about overall service quality of your bank?



Responses : 23

The respondents were asked about their opinion on overall service quality of their bank .

78.3% people answered very good quality it means they are satisfied from the services provided by their bank. 13% people said excellent which shows they are not facing any kind of difficulty and rest seems dissatisfied from the bank services . Banks need to simplify the process and language they use for their customers . Specially for the customers who belong to backward area.

FINDINGS

- Inside the clients proportion SBI Bank has increasingly number of customers of e-financial balances than the ICICI Bank.
- More banks are associating with the product organizations to run the e-banking administration. In these administrations SBI Bank is inside the top in demonstrating the administrations.
- The administrations utilized by the vast majority of the buyers are checking the current parity of there account, request a checkbook, and cover tabs, web based exchanging, looking for item rate data and bury nation moves.
- The vast majority of the individuals have a sense of security while uncovering their subtleties on net.
- The preeminent significant factor that the individuals consider while opening a web financial records is accommodation and simple and fast.
- The least difficult e-banking administration is given by the SBI bank.
- 30% respondents to choose the SBI bank is on the grounds that the bank is giving wide branch system to the buyers.
- 24% respondents are stating the clarification to choose the administrations of the SBI bank is on the grounds that they're acceptable in compelling client assistance.
- A considerable lot of the respondents are unconscious of the administrations rendered by the banks i.e SBI bank and ICICI bank.

SUGGESTIONS

- The bank ought to promote a greater amount of the E-banking Facilities.
- They ought to lessen there administrations charge with the goal that increasingly number of clients can utilize it.
- ICICI Bank should know the explanation that why its E-banking isn't advancing.
- There ought to be consumer loyalty by giving plans on E-banking offices.
- Utilize some simple strategy for comprehension of non instructed individuals.
- Online administrations ought to be improved.
- Bank should concentrate on what clients are confronting issue.
- Web banking office must be made accessible to client liberated from cost in the two banks.

CONCLUSION

Finally I need to reason that lion's share viable E-banking administration is given by the SBI Bank while contrasting it and the ICICI Bank. Which recommends the general open division bank is advancing than the private area bank. This will be a better than average accomplishment for the bank and for the state. The respondents checked out filling the survey and made my exploration productive, banks ought to likewise scrounge around for expanding there online administrations.

Banks are without giving web banking administrations likewise all together that the customers canbe pulled in. By asking the bank utilizes we came to get a handle on that maximumnumbers of web financial balance holders are youth and specialist. E-Banking is a creative apparatus that is quick turning into a vital. it is a fruitful key we upon for banks to stay gainful during an unpredictable and serious commercial center of today. On the off chance that appropriate preparing should watch out for client by the bank utilizes to open a record are visiting be valuable furthermore the online webpage ought to be made more amicable from where the first run through clients can legitimately make and access their records. In future, the accessibility of innovation to confirm wellbeing and protection of e-exchanges and furthermore the RBI rules on different parts of web banking will help in rising of web banking in India.

