



CHAPTER-1

INTRODUCTION

On

Information Communication Technology

INFORMATION COMMUNICATION TECHNOLOGY(ICT)

Information and communications technology (ICT) is often used as an extended synonym for information technology (IT), but is a more specific term that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

In Indian economy business correspondents(BC) model is very popular where BCs will provide access to finance with the help of ICT(Information, Communication and Technology). Technology is the platform which will connect the masses and remote areas in providing access to financial services. For providing banking services through technology and information technology(IT) solution will have an impact on financial inclusion initiatives and also enables banks to increase the volume of transaction. The usage of existing mobile communications will bring down the cost and increases the operational efficiency.

In India almost all banks got enough financial resources and expertise in operating. These banks should invest in technology and R&D(research and development) in developing low cost banking facilities for the rural and semi urban, which brings the excluded people into inclusion. In India telecom companies have advantage over commercial banks, MFIs(Micro finance institutions) and SHGs(Self help groups) in reaching unbanked poor. In India most of the unbanked poor have informal access to finance many of them are poor but own a mobile phone.

Neal Geach(2007), studied on financial exclusion and mobile technology. He argues that most of the world's population unable to access the digital technology. With the help of the modern information technology the business correspondents banking functions can be extended to remote areas. Focus should be on simplified technology which can be operated on any platform and technology solutions should be user friendly. Rangargan(2011), pointed out that banks have become increasingly dependent on third partly IT service providers for all technology needs. Usage of information technology has brought down the cost of intermediation of scheduled banks from 2.59% in 1991-1992 to 1.71% in 2010-2011.

Why Technology?

- Drastic drop in paperwork.
- Reducing operational cost.
- Accurate information of the customers with the service providers.
- Easy to track accounts.
- Improving the workflow efficiency.
- Low interest rates as operating costs will be low.
- Mobilization of savings.
- Real time transaction.

Technology benefits to Customers:

- Making purchases at any store
- Transaction of funds.
- Reduces the visit to services providers.
- Anytime anywhere payment.
- Payments of utility bills.
- Enquiry based services on account and card balances.
- Services based on request.
- Secure payments.

The phrase ICT had been used by academic researchers since the 1980s, but it became popular after it was used in a report to the UK government by Dennis Stevenson in 1997 and in the revised National Curriculum for England, Wales and Northern Ireland in 2000. As of September 2013, the term "ICT" in the UK National Curriculum has been replaced by the broader term "computing".

The term ICT is now also used to refer to the convergence of audio-visual and telephone networks with computer networks through a single cabling or link system. There are large economic incentives (huge cost savings due to elimination of the telephone network) to merge the audio-visual, building management and telephone network with the computer network system using a single unified system of cabling, signal distribution and management.

Products of ICT (Information communication Technology) in vijaya bank:

1) V-NET BANKING:

Internet Banking is one of the Alternate Delivery Channels in Banking. Vijaya Bank internet banking is termed as “**V-Net Banking**”.

V-Net Banking customers are classified in to 2 types they are as follows:

- Retail Customers (Individual/Proprietors etc.)
- Corporate Customers (Public/Private Ltd Company/Partnership Company / Trusts/ Clubs/ Associations etc.)

Fund Transfer is classified in to 2 types, they are as follows:

a) Intra-Bank transfers (Vijaya Bank to Vijaya bank A/c's)

It is available 24X7X365 days

V-Net banking Customer can transfer funds from one of his/her operative account to another of his account maintained in any of our CBS Branches.

V-Net banking Customer can transfer funds from his account to any third party accounts maintained in any of the CBS Branches.

b) Inter-Bank Transfers (RTGS / NEFT)-Vijaya Bank to Other BankA/c's)

It is available on RBI timings on all working days of RBI

The daily upper limit of amount fixed for funds transfer presently is ` 2,00,000/- (Rupees Two Lakhs only) for Retail User and for corporate ` 5,00,000/- (Rupees Five Lakhs only) and this is

the exclusive limit fixed for V-Net banking. However for e-Payment of Direct/ indirect taxes, there is no upper limit as the transaction being the statutory payments.

E-Tax Payments:

Online Tax Payments which can be done through V-Net Banking are as follows:

- Direct Tax Payments (TDS/TCS /Income Tax/Corporation Tax/Advance Tax/Wealth Tax etc)
- Indirect Tax Payments (Service Tax/Central Excise)
- Commercial Tax (VAT, CST, ET, etc..) – Karnataka/ Maharashtra/ UP etc.

E-Deposits:

Customers are provided with the facility to create online deposits by themselves for the minimum of ` 10,000/- and multiples of 1000's to a maximum of up to ` 5 Crores for the period of 7 days to 3650 days with the applicable interests.

Other features available in V-Net banking

- **Online Donations**
- **Temple Donations**
 - Kateel Temple
 - Siddhivinayak Temple
- **Other Online Donations**
 - Prime Minister's Relief Fund
 - CRY/ Yogi divine/ Nasscom foundations etc.
- **Online Bill Payments**
 - Utility Bill payments
 - Mobile/ TV Recharge/ e-Bill Payments etc.
- **Online Insurance Premium Payments**
 - LIC/ Reliance Life/ ICIC Lombard/ ICICI Prudential/ Bajaj Allianz Life/ Tata AIG etc.

- **Online Shopping/ E-Ticketing**

- Tours & Travels /Hotel booking/ Movie ticketing etc.
- Booking of Air/ Bus/ Rail tickets etc

- **Online Trading**

- Online Trading (IDBI Capital)

2) Mobile Banking: A convenient way of transacting



More than 95% of Indians use mobile phones. There is hardly any person who doesn't know about the benefits that a mobile phone offer. These phones connect us anywhere and anytime. We make use of mobile phones to make calls, receive and send text messages. If we have a smart phone with 3G/4G connectivity, then we can also access the Internet.

We can also use our mobile phones for mobile banking. However, many of us think that mobile payment system is unsafe, expensive and the process is complicated. Hence we remain ignorant towards the advantages which mobile banking offers.

Mobile banking eliminates the need to go to a bank and stand in queues. It save times and is available 24*7. Mobile banking is synonymous with the word convenience banking. Some transactions that you can easily undertake through mobile banking are balance inquiries, mini statements and utility payments among others.

Smart services

Banking transactions through mobile phones have increased to Rs. 2.86 billion in May 2012 due to a higher number of users with mobile phones. The value of such transactions stood at Rs. 910 million in May 2011, according to the Reserve Bank of India. Some transactions that you can conduct through mobile banking are:

- Check account balance
- Order cheque book
- Stop cheque payment
- View recent transactions
- Conduct fund transfer (within and outside the bank)
- Check your demat account
- Undertake bill payments
- Recharge your mobile phone
- Blocking of (lost, stolen) cards
- Book movie or travel tickets.

3) E-passbook



E-passbook allows EPF members to download their e-passbook multiple times in a month

Now, you can check your EPF balance online using the new e-passbook facility available on EPFO (Employees Provident Fund Organization) website. EPFO (Employees Provident Fund Organization, India) has launched the e-passbook facility for EPF (Employees' Provident Fund) subscribers which will include their updated PF account status online. The new concept called EPF Account Passbook allows members to download their e-passbook multiple times in a month. The PF department no longer provides hard copy of the annual PF statement.

The EPF members can access e-passbook on the EPFO website after getting themselves registered on the site. The registered EPF members can obtain the e-passbook after entering establishment code, PF number and member name as mentioned in the PF slip.

4)ATM(Automated Teller Machine):



An **automated teller machine (ATM)** (American, Australian, Singaporean, Indian, and Hiberno-English), also known as an automated banking machine (ABM) (Canadian English), cash machine, cashpoint, cashline or hole in the wall (British, South African, and Sri Lankan English), is an electronic telecommunications device that enables the clients of a financial institution to perform financial transactions without the need for a cashier, human clerk or bank teller.

On most modern ATMs, the customer is identified by inserting a plastic ATM card with a magnetic stripe or a plastic smart card with a chip that contains a unique card number and some security information such as an expiration date or CVVC (CVV). Authentication is provided by the customer entering a personal identification number (PIN). The newest ATM at Royal Bank of Scotland allows customers to withdraw cash up to £100 without a card by inputting a six-digit code requested through their smartphones.

Using an ATM, customers can access their bank accounts in order to make cash withdrawals, get debit card cash advances, and check their account balances as well as purchase pre-paid

mobile phone credit. If the currency being withdrawn from the ATM is different from that which the bank account is denominated in (e.g.: Withdrawing Japanese yen from a bank account containing US dollars), the money will be converted at an official wholesale exchange. Thus, ATMs often provide one of the best possible official exchange rates for foreign travelers, and are also widely used for this purpose.

5)Electronic Funds Transfer: NEFT /RTGS NATIONAL ELECTRONIC FUNDS TRANSFER (NEFT) (An electronic payment channel for funds transfer)

National Electronic Funds Transfer (NEFT) system is an electronic funds transfer system introduced by Reserve Bank of India (RBI) to facilitate banks to transfer funds electronically from one customer account of a participant bank / branch to another customer account of any other participant bank / branch. NEFT system uses the concept of centralised accounting system and gets operated online. NEFT system also uses the state-of-art technology for communication, security, etc. with the aim of offering better customer service.

At present there are 11 hourly batches in which customers can transfer their funds in NEFT on week days and 5 hourly batches on Saturdays. The hourly batch timings start from 9.00 AM to 7 PM on week days and 9 AM to 1 PM on Saturdays. The messages received from the Member Banks up to the above hourly batches are consolidated and sent to Reserve Bank of India for inter-change and sending to the recipient bank/branch for crediting to the recipient customer. The beneficiary gets the credit on the same day if the funds are remitted in any batch.

RBI has introduced positive confirmation to the Remitter of the NEFT transactions on successful credit to the beneficiary. The remitter should provide their email address OR mobile number for getting such confirmation.

A bank customer (i.e. sender) willing to avail of the remittance facilities offered by a sending branch shall submit a NEFT application form authorising the sending branch to debit the his

account and transfer funds to the beneficiary specified in the NEFT application form. The sender's request for transfer of funds shall contain no condition other than date on which funds transfer process should be initiated. One of the important information required for sending / receiving funds transfer in the NEFT is Indian Financial System Code (IFSC) of the sending bank/branch and the receiving bank/branch besides other details like name of bank, name of branch, sender's name, beneficiary's name, sender's account number, and beneficiary's valid account number.

There is no minimum and maximum amount criteria for effecting funds transfers through NEFT. Customers can send any amount in multiples of rupees. In view of minimum amount criteria stipulated for RTGS, NEFT comes very handy for those customers who want to send less than Rs. One lakhs funds transfer.

Vijaya Bank has facilitated NEFT remittance / funds transfer facility in all its Core Banking Solution Branches (CBS) .

REAL TIME GROSS SETTLEMENT (RTGS) (A quick mode to online funds transfer)

Real Time Gross Settlement System (RTGS) is an Electronic Payment System – set up, operated and maintained by Reserve Bank of India, for use by the all participating Indian Bank Branches, to enable funds transfer and settlement, on real-time basis. Vijaya Bank is a member of RTGS.

RTGS system supports (a) customer related funds transfer and (b) Interbank funds transfer, amongst member bank branches participating in RTGS. Customers can send and receive funds by way of RTGS messages. It is one of the quickest mode of funds transfer available both for the Corporate and Individuals.

As per the current rules of the remittance under RTGS, any amount which is more than Rs.1.0 lakh (Rupees One Lakh), can be sent / received through RTGS. One of the important information required for sending / receiving funds transfer in the RTGS is Indian Financial System Code (IFSC) of the sending bank/branch and the receiving bank/branch besides other details like name of bank, name of branch, sender's name, beneficiary's name, sender's account number, and beneficiary's valid account number.



Vijaya Bank has facilitated RTGS remittance / funds transfer facility in all its Core Banking Solution Branches (CBS) .

Customers can utilize RTGS as a good substitute remittance mode compared to the traditional mechanism of DD, TT etc. Desirous customers may contact any nearest branch or the branch where they hold the account with Vijaya Bank Core Banking enabled branches, for more details and to make use of RTGS facility. Facility is allowed only for account holders of the Bank. Non-customers/Cash Customers are not allowed to use this facility.

CHAPTER-2

RESEARCH DESIGN

RESEARCH

The word ‘Research’ is derived from the French word, ‘Researcher’ meaning ‘to search back’

The research has to plan how he should conduct his research in the most efficient and successful manner. Good planning gives the research direction for the successful completion of the project.

DEFINATIONS OF RESEARECH

“Research is an organised enquiry designed and carried out to provide information for solving problem,”

Fred Kerlinger

“Research is a careful inquiry or examination to discover new information or relationship and to expand and to verify existing knowledge.”

Francis Rummel

“Research is essentially an investigation, a recording and analysis of evidence for the purpose of gaining knowledge”

Robert Ross

“ Research is the process of systematic and in depth study or search for any particular topic , subject or area of investigation, backed by collection compilation, presentation and interpretation of relevant details or data. “

DEFINITIONS OF RESEARCH DESIGN

“Research design is the program that guides the investigator in the process of collecting, analysing and interpreting observations, It provides a systematic plan of procedure for the researcher to follow it.

Research Design is the blue print of the proposed study. It represents the overall scheme of the study.

“A research design is a logical and systematic planning and it helps directing a piece of research.”

TITLE OF THE STUDY

A STUDY ON INFORMATION COMMUNICATION TECHNOLOGY WITH SPECIAL REFERENCE TO VIJAYA BANK

FEATURES OF RESEARCH DESIGN:

- It facilitates stating the required information.
- It helps to draft the objective.
- It should be according to the objective.
- It should suit the available research and time.

NEED FOR RESEARCH DESIGN:

The research design act as the guide to the researchers. It makes the research process easy with minimum use of time money and efforts. It act as a blue print for the purpose of data collection and analysis. It helps the research to collect the data according to the objective and also helps in hypothesis testing tools and techniques.

OBJECTIVE OF THE STUDY:

- To know more about the ICT based banking services.
- To know how much technology has improved the banking facilities.
- To know the importance of ICT in daily banking transactions.
- To know how rural non-banking poor people are being connected to banking facilities with the help of ICT.
- To know how with the help of ICT services intra bank transactions could be done like connecting bank branches to bank head office.
- To know how with the help of ICT based services the account holders could start with paperless banking rather than physical banking.

SCOPE OF ICT IN BANKING:

- It provides means for long distance communication for banks(head office to branches)
- It helps in making transactions faster with the help of computers.
- Rural people could be connected to banks with the help of ICT.
- Online shopping, payments of bills, online transactions could be made.
- Bank balance, mini statement, latest transactions could be monitored through internet banking facility.
- Through ATMs cash could be withdrew 24x7.
- Mobile and net banking helps to save time and travelling cost.

Limitations of ICT:

- Rural people have less knowledge and access to ICT.
- Illiterate people cannot use ICT.
- People do not think ICT as a safe mode for banking transactions.
- Illiterate people do not trust technology.

METHODOLOGY OF THE STUDY

Research methodology is a systematic way for solving any research problem. It is the science of analyzing how research is done scientifically. It studies the various steps that are generally adopted by a researcher while conducting a research.

TYPE OF RESEARCH:

This study involves *EXPLORATORY RESEARCH* type.

It is a preliminary study of an unfamiliar problem about which the research worker has little or no knowledge.



TOOLS OF DATA COLLECTON:

1. **Primary Data:** The primary data are those which are collected a fresh and for the first time and thus happen to be original in character. The primary data collection involves the collection of information for the first time by observation, experimentation and through questionnaire in the original form by the researcher himself or his nominees. In this study the data is collected by direct interaction with the bank personnel.

2.**Secondary Data:** The secondary data are those, which have been collected by someone else and which have all ready been processed. In the present study, the secondary data collected from the published sources such as annual reports of the bank, balance sheet and other financial reports, through various books related to the topic, magazines, trade journals, newspapers, and other reference made.



CHAPTER -3

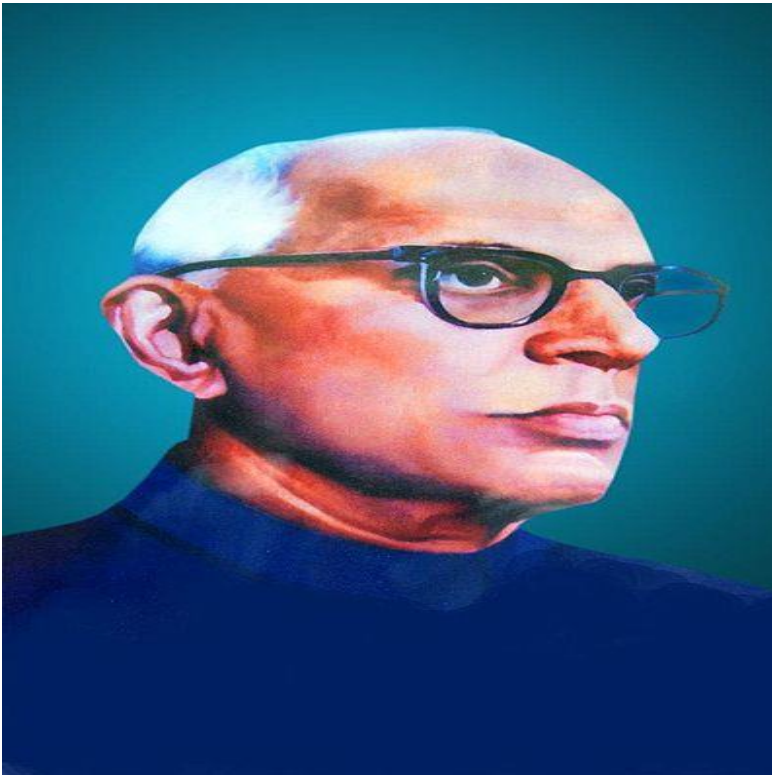
COMPANY PROFILE

PROFILE OF VIJAYA BANK:

Mission

"Vijaya Bank mission is to emerge as a prime national banked by modern technology, meeting customer aspirations with professional banking services and sustained growth contributing to national development."

HISTORY:-



Shri. Attavara Balakrishna Shetty

Founder chairman of vijaya bank.

Vijaya Bank is a medium sized Public Sector Bank with presence across India. It is one of the nationalized_banks in India.

Vijaya Bank was established by Shri Attavara Balakrishna Shetty at Bunts Hostel in Mangalore on October 23, 1931. Since it was established on Vijayadashami Day, it was named 'Vijaya Bank. The objective was to promote banking habits, thrift and entrepreneurship among the farming community of Dakshina Kannada district in Karnataka State. The bank became



a scheduled_bank in 1958. Vijaya Bank steadily grew into a large All India bank, with nine smaller banks merging with it during 1963-68. The bank was nationalized on April 15, 1980.

The bank has a strong presence in the fast-growing southern states. Its business activities are diversified and encompass merchant banking, credit cards, ATMs, housing finance, fast collection services etc. The Bank had sponsored its first Regional Rural Bank in the year 1985 under the name and style Visweswaraya Grameena Bank in March. This Regional Rural Bank caters the needs of the target group belonging to Mandya district of Karnataka State. VB introduced the novel scheme under the name of 'Vijaya Vihar' in the year 1989. During the year 1992, the bank had introduced automatic renewal facility up to four times in respect of short-term deposits accepted for periods from forty-six days to one year for the convenience of the customers. VB had entered into the Memorandum of Understanding (MoU) with the Reserve Bank of India in the year of 1994 to fulfill definite performance commitments.

Focus on Information Technology

The Bank has chosen Finacle from Infosys as its Centralized Banking Solution (CBS) with the IT Department being handled by Wipro. In line with prevailing trends, the bank has been focusing on technological upgrades to operations.

It now offers services such as credit cards, merchant banking, hire purchase and leasing, and electronic remittance services.

Vijaya Bank is one among the few banks in the country to take up principal membership of VISA International and MasterCard International.

Growth & Nationalization

Vijaya Bank grew steadily by merging nine smaller banks into it between 1963-68.

Shri. Mulki Sunder Ram Shetty, who was the then Chief Executive of the bank is largely credited with these mergers. The bank was nationalised on April 15, 1980.



Currently, Vijaya Bank employs 12,500 people. The Bank has recently recruited young workforce to cope up with the changing banking scenario & to compete with the growing private sector & foreign banks functioning in the country.

Branches:

Vijaya Bank today is a PAN India Institution, serving diverse sectors of the society. The bank has built a network of 1500 branches, 48 Extension Counters and 1500 ATMs, that span all 28 states and 4 union territories in the country. The Bank has the highest number of branches in its home state Karnataka.

Each branch provides effective and efficient services and significantly contributes to the growth of the individual and the nation Management.

The Bank has a three tier Organization structure.

- Head Office
- Regional Office
- Branches.

Board of Directors:

Shri.V Kannan
Chairman & Managing
Director

Shri. K. Ramada's
Shenoy
Executive Director

Shri. B.S. Rama Rao
Executive Director

Smt. Suma Varma
RBI Nominee Director

Shri V K Chopra
Govt. Nominee
Director

Shri. P.
Vaidyanathan
Shareholder Director

Smt. Bharati Rao
Shareholder Director

Shri. Ashok Gupta
Non Official Director

Shri. Prakash Chandra
Nalwaya Director

Shri. H. Harish Ballal	Shri. Y.
Officer-Employee	Muralikrishna
Director	Workman Director

General Managers at the Head office

Shri. P.Mylsamy	Shri. Narayana Shetty H	Shri Udaya Kumar
Shri. Nageshwara Rao. Y	Shri. A.C.Swain	Shri. Jayaram Shetty

General Managers at Regional Offices

Shri. Rajeev A S
Regional Office, Bangalore – (North)

Shri. Murali Ramaswami,
Regional Office, Mumbai

Shri. Harideesh Kumar B
Regional Office, Delhi

Management Committee Board

The Management Committee of the Board has been constituted to consider various business matters of material significance like sanction of limits whether fund based or non fund based twice the limits enjoyed by the Chairman & Managing Director, Compromise/write off, sanction of capital and revenue expenditure, premises, investments, donations, etc.

The committee exercises such powers as may be delegated to it by the Board with the approval of Central Government and concurrence of RBI. The management committee consists of the following Directors as members:-

Chairman & Managing Director

Executive Director

Non - Official Director appointed under CA category [Permanent member]

Three Non-Official Directors for a period of 6 months, each on rotation basis.

Audit Committee of Board (ACB)

The ACB provides direction as also oversees the operation of the total audit function in the Bank. Comprising the organization and quality control of internal audit and inspection within the Bank and follow up the statutory/external audit of the Bank and inspections of RBI. The committee specially focuses on the follow up on:

Inter branch adjustment a/cs

Unreconciled long standing entries in Inter Branch accounts & NOSTRO accounts

Arrears in balancing of books at various branches

major areas of housekeeping. The Audit Committee of the Board comprises of 5 Directors, with Non-Executive Independent Director with financial knowledge as the Chairman of the Committee.

Public Grievances Redressal Mechanism

Our Bank is committed to provide high quality customer service and has accorded top priority to timely redressal of customer grievances. We have set up an exclusive customer grievance redressal section attached to our Central Inspection Department at Head Office during September, 2002 to monitor the redressal of complaints received from customers. The Department is headed by a General Manager, who is the nodal officer for customer grievances.

Our aim is to respond to complaints with efficiency, courtesy and fairness at all levels. The customer can make a complaint over telephone, in person, by mail or e-mail. Salient features of the system are as under:

- At the branch the head of the branch attends to customer complaints personally. A Complaint book with perforated acknowledgement is available at every branch and a notice about the availability of the Complaint Book is displayed at the branch. Every effort is made to redress the grievance within a period of 7 days, if necessary by personally contacting the complainant. If the branch manager cannot settle the grievance at his level, he seeks guidance from the controlling authorities and if necessary, arranges for a meeting of the complainant with the Regional Head to sort out the issue. In case the matter is still not settled, the Head Office intervenes through Deputy General Manager/General Manager who will initiate steps to settle the issue, if necessary by making a visit to the branch or the complainant.

- When a complaint is received at the Regional Office, it is acknowledged by the Regional Head who will settle the issue/redress the grievance either personally contacting the branch or by correspondence and, if necessary, by personal visits to the complainant. If the complaint is not settled, the matter is taken up with the Head office who will take immediate steps to settle the issue amicably.

- The name, designation, address, telephone/fax number of the respective Regional Head and the Nodal Officer dealing with customer grievances/ complaints at HO level, are prominently displayed at all branches.

- A chapter dealing with Redressal of complaints is included in "Citizen's Charter", wherein detailed guidelines are available to the general public as to the offices to be contacted for redressal of grievances and the channels available for speedy redressal of grievances. The Website of the bank contains details of various activities of the Bank viz: Management, Financials, Branch net work, ATM Centre's, NRI branches, various kinds of services available with relevant applications, forms which the general public can download for their use. The information available in the website is updated periodically. The name, address and telephone numbers, both official and residential of the Nodal Officer attending to Public Grievances is placed on the website of the bank. We are conscious of the need for effective public grievance redressal mechanism and it is our Endeavour to constantly improvise on the efficacy of the system to minimize the number of complaints as well as redressal time.

CHAPTER -4

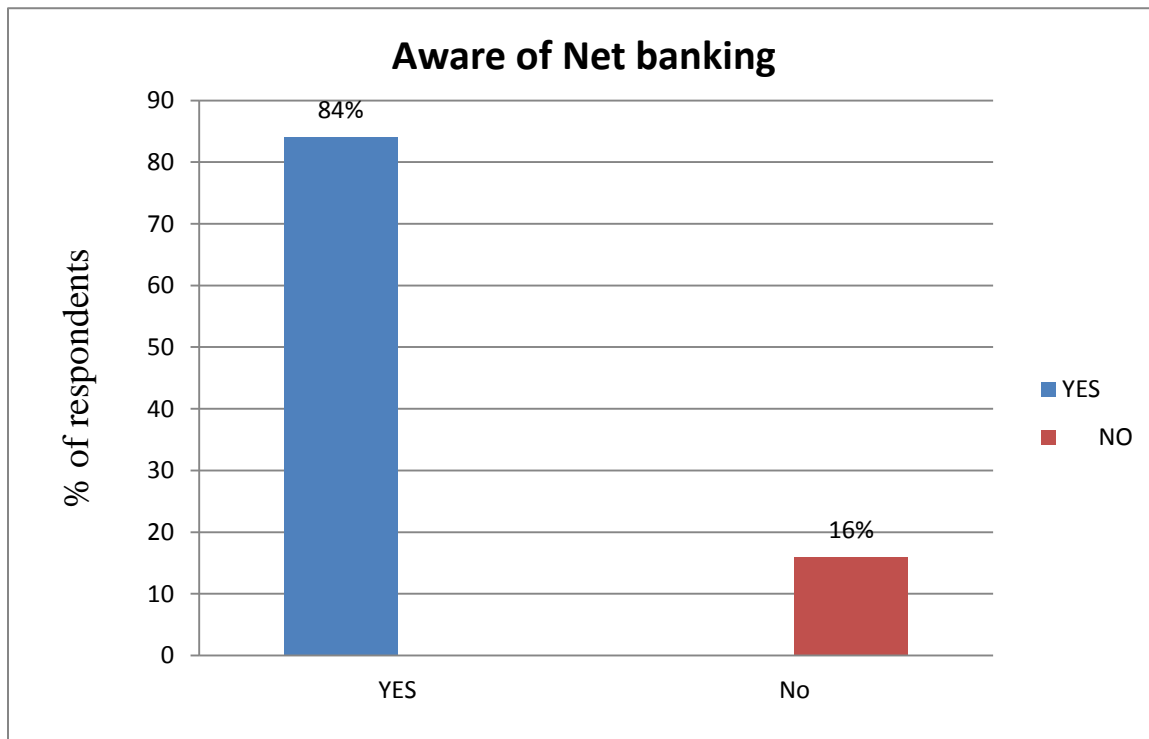
DATA ANALYSIS & **INTERPRETATION**

Questionnaire on Information Communication Technology

1.Are you aware of internet banking?

Particulars	No of respondents	% of respondents
Yes	27	84
No	5	16
Total	32	100

Graphical Presentation:



Interpretation:

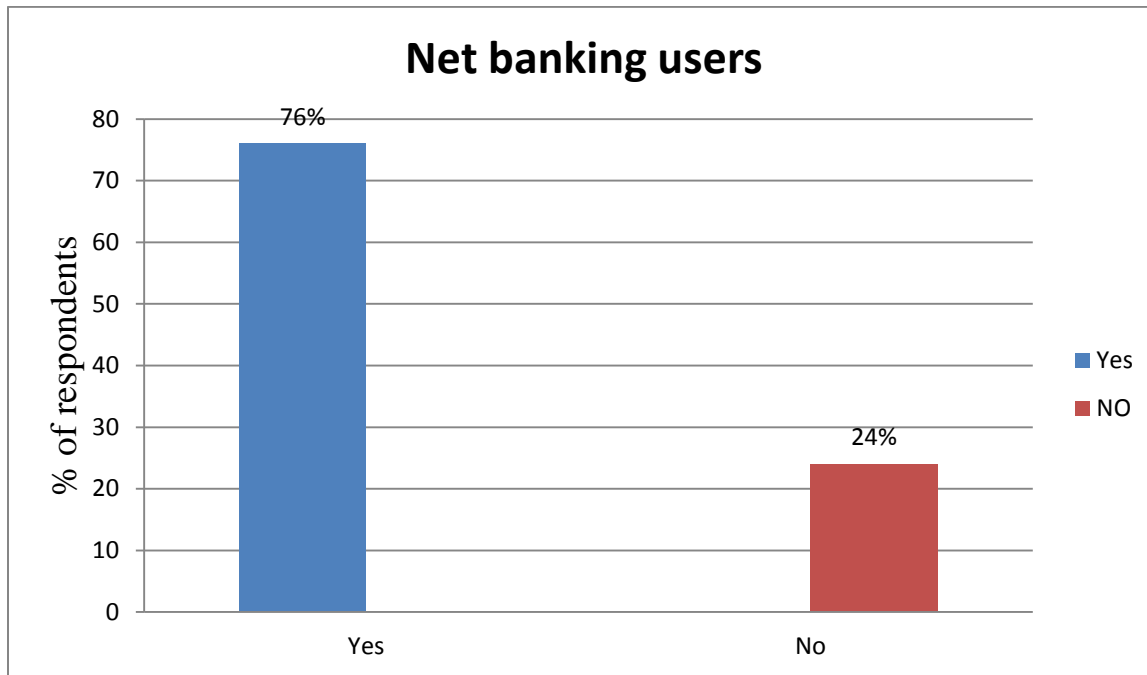
Analysis: Out of 32 customers there are 27 customers who are aware of internet banking and 5 customers are not aware of net banking.

From the above chart we can interpret that 84% customers are aware of internet banking and 16% of customers are not aware of internet banking.

2.Do you use internet banking?

Particulars	No of respondents	% of respondents
Yes	24	76
No	8	24
Total	32	100

Graphical Presentation:



Interpretation:

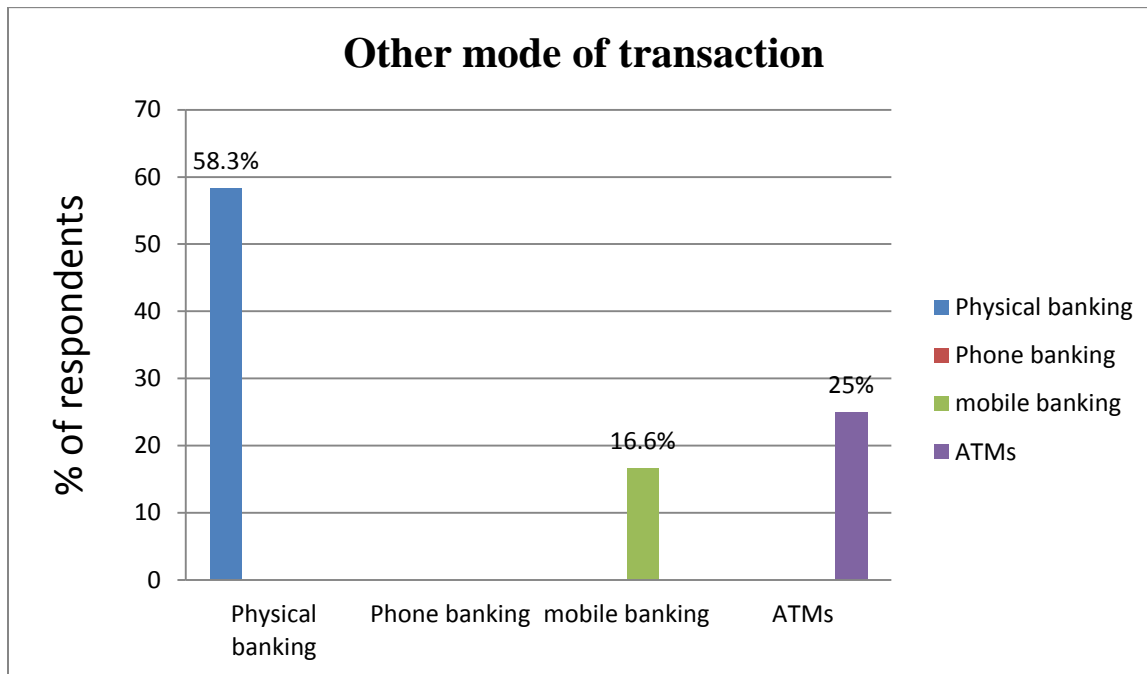
Analysis: Out of 32 customers 24 customers are using internet banking and 8 customers do not use internet banking because they do not have knowledge about internet banking.

From the above chart it can be interpret that 76% customers are using internet banking and 24% customers do not use internet banking due to lack of knowledge or they do not use smart phone and computers for operating internet banking.

3.If no, which mode of banking do you use for banking transaction?

Particulars	Respondents	% of respondents
Physical banking	5	58.3
phone banking	0	0
Mobile banking	1	16.6
ATM	2	25
Total	8	100

Graphical presentation:



Interpretation:

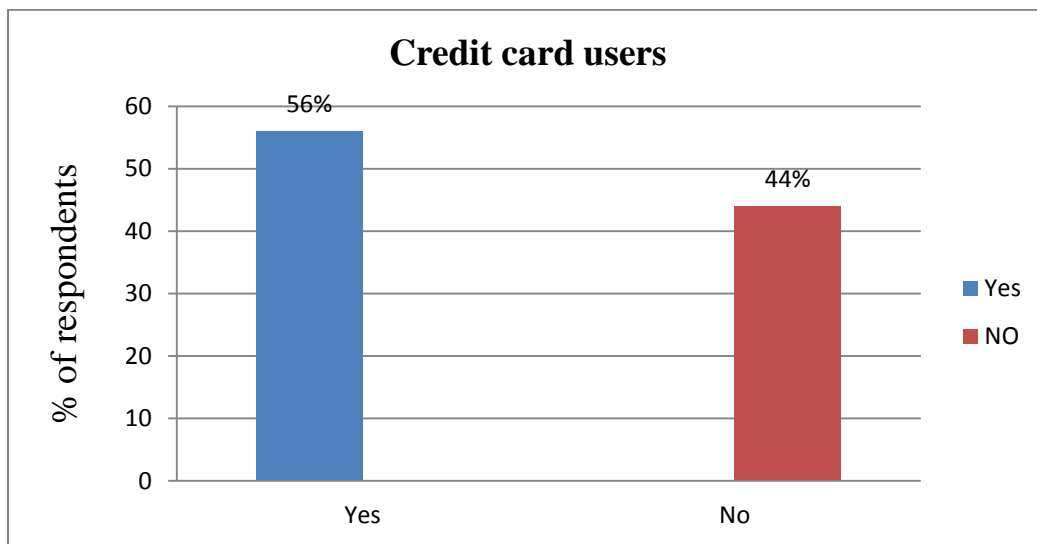
Analysis: Out of 8 customers who do not use internet banking for banking transactions in them 5 of them prefer to use physical banking, 1 customer prefer to use mobile banking and 2 prefer to use ATMs for transactions.

From the above graph it interpret that if the customers do not use internet banking mostly they would prefer for physical banking that is 58.3% then they would prefer ATMs for transactions that is 25% customers, and 16.6% customers would prefer for mobile banking, phone banking has been neglected by the account holders.

4. Have you used Credit card facility?

Particulars	Respondents	% of respondents
Yes	18	56
No	14	44
Total	32	100

Graphical presentation:



Interpretation:

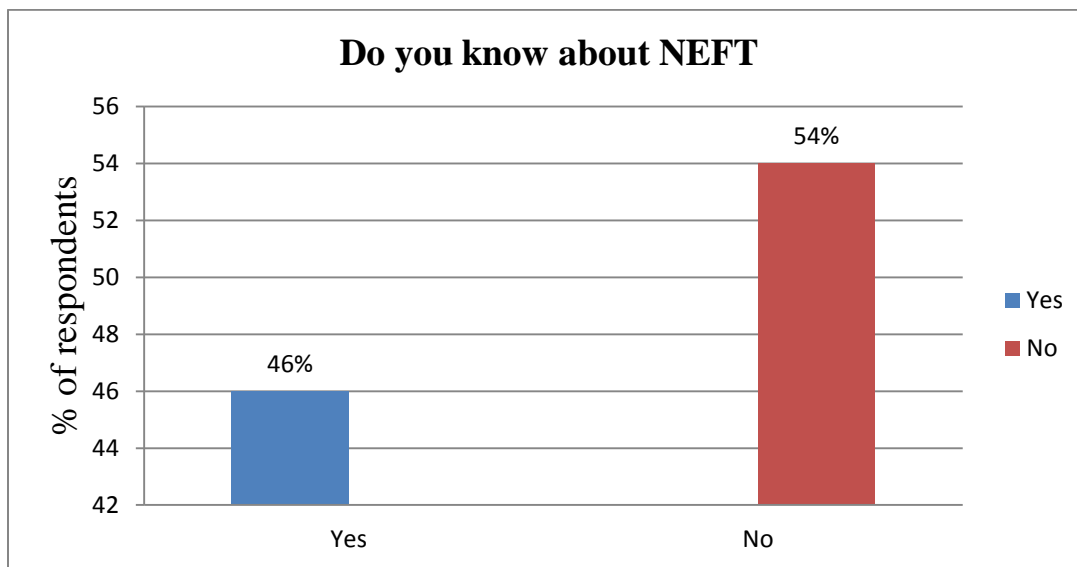
Analysis: from the above table it is clear that 18 respondents are using the Credit card facility where as 14 respondents are not using the Credit card facility.

From the above Graph it can be interpret that 56% of the respondents are having/using credit card facility where as 44% of the respondents do not have or want to utilize the credit card facility.

5. Do you know about National Electronic Fund Transfer?

Particulars	Respondents	% of respondents
Yes	15	46
No	17	54
Total	32	100

Graphical presentation:



Interpretation:

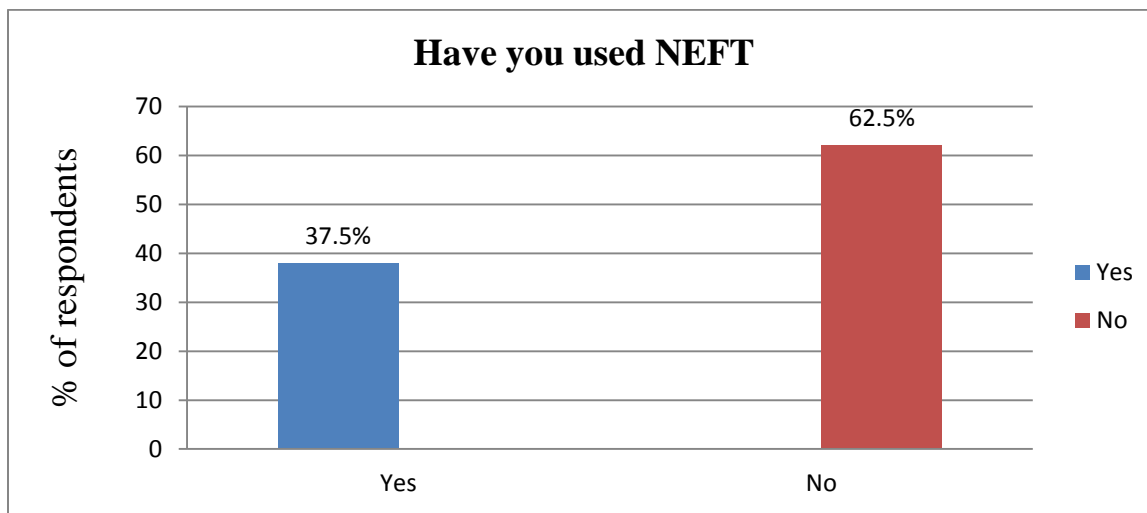
Analysis: Out of 32 respondents there are only 15 respondents who know about NEFT service and 17 respondents do not know about the NEFT services provided by their bank.

From the above graph it can be interpreted that 54% of the respondents do not know about NEFT services which shows that the banks must provide knowledge and guidance to their account holders so that they could utilize the NEFT service, and only 46% respondents know about NEFT.

6. Have you used NEFT service?

Particulars	Respondents	% of respondents
Yes	12	37.5
No	20	62.5
Total	32	100

Graphical presentation:



Interpretation:

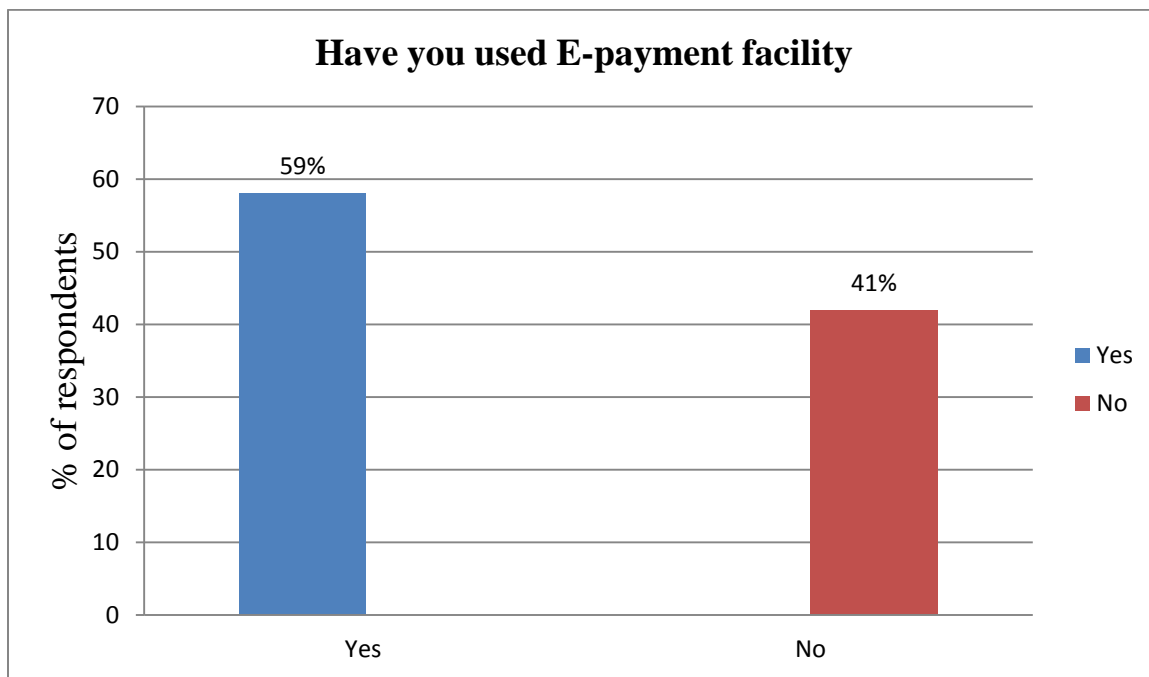
Analysis: Out of 32 respondents there are only 12 respondents who use NEFT service where as 20 respondents have not used NEFT service.

From the above graph it could be interpret that there are only 37.5% of NEFT service users where as 62.5% respondents do not use/have not used NEFT service.

7. Have you used E-payment facility in your bank?

Particulars	Respondents	% of respondents
Yes	19	59
No	13	41
Total	32	100

Graphical presentation:



Interpretation:

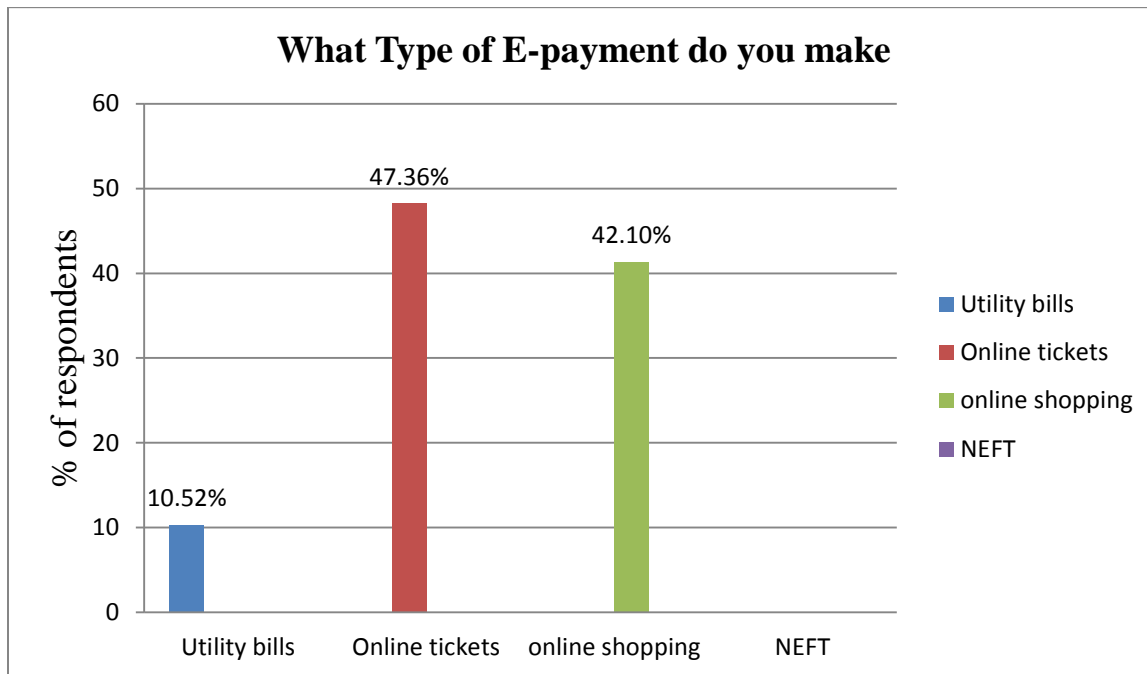
Analysis: Out of 32 respondents there are 19 respondents who have used e-payment facility, and 13 respondents have not used the e-payment facility.

From the above graph it can be interpreted that 59% respondents are using the e-payment facility where as 41% are not using the e-payment facility.

8. If yes, then what type of E-payments do you make?

Particulars	Respondents	% of respondents
Utility bills	2	10.52
Online tickets	9	47.36
Online shopping	8	42.10
NEFT	0	0
Total	19	100

Graphical presentation:



Interpretation:

Analysis: Out of 19 respondents who make use of e-payments 2 of them use it for purchasing online tickets,9 for online shopping and 8 for paying their utility bills.

From the above chart we can interpret that only 10.52% customers use e-payment for payment of their utility bills,47.36% use if for purchase of online tickets,42.10% customers use e-payments for online purchase of good/shopping.

9. Are you aware of online shopping procedure?

Particulars	Respondents	% of respondents
Yes	22	68
No	10	32
Total	32	100

Graphical presentation:



Interpretation:

Analysis: Out of 32 respondents there are 22 respondents who are aware of online shopping are using it for purchase of goods and materials or electronic products, where as 10 respondents do not use online shopping.

From the above chart we can interpret that 68% of respondents like to purchase goods from online where as 32% of respondents prefer to purchase goods manually.

10. Do you feel that online shopping is safe and secure?

Particulars	No of respondents	% of respondents
Yes	19	60
No	13	40
Total	32	100

Graphical presentation:



Interpretation:

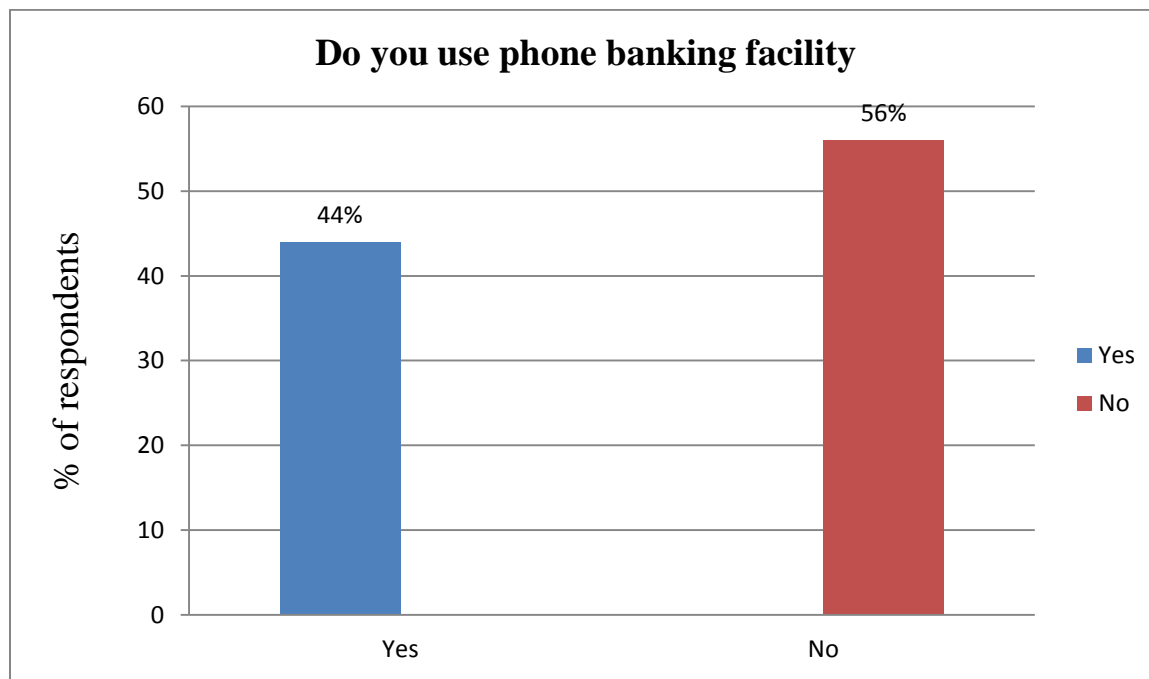
Analysis: Out of 32 respondents 19 respondents think that doing online shopping is safe where as 13 respondents do not think that online shopping is safe and secure.

From the above chart it can be interpret that 60% customers trust on online shopping and are use to purchasing goods from online where as 40% customers do not trust online shopping because of frauds and cheatings happening in online shopping.

11. Do you use phone banking facility?

Particulars	No of respondents	% of respondents
Yes	14	44
No	18	56
Total	32	100

Graphical presentation:



Interpretation:

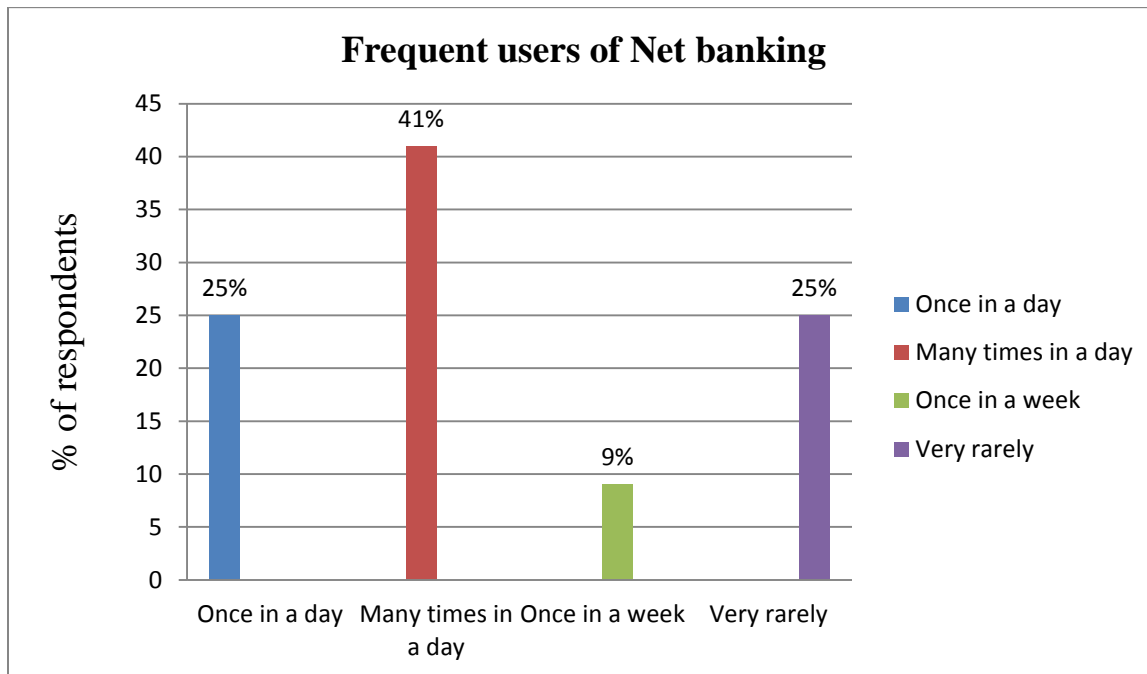
Analysis: Out of 32 respondents there are only 14 respondents who are using phone banking facility, where as 18 respondents does not use phone banking facility.

From the above chart it can be interpret that 44% customers are using phone banking for their daily banking transactions where as 56% customers do not use phone banking because they like to do transactions using net banking, mobile banking, ATMs and through physical banking.

12. How frequently do you use your Internet banking?

Particulars	No of respondents	% of respondents
Once in a day	8	25
Many times in a day	13	41
Once in a week	3	9
Very rarely	8	25
Total	32	100

Graphical presentation:



Interpretation:

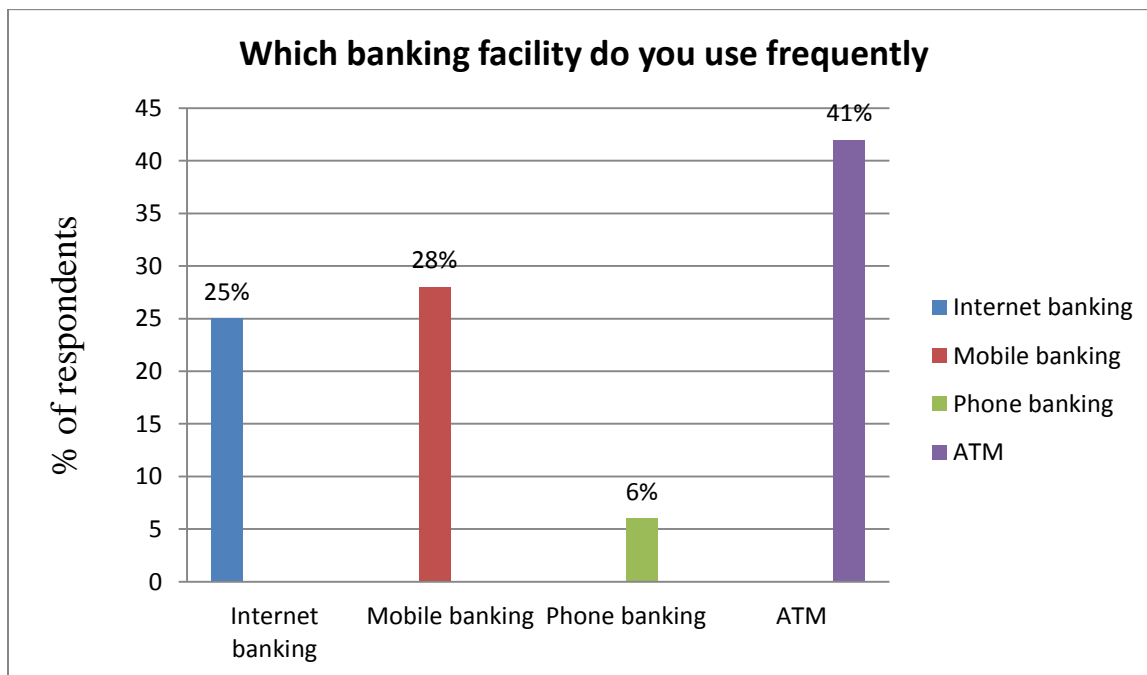
Analysis: Out of 32 respondents there are 8 respondents who use Internet banking once in a day, 13 respondents who use internet banking many times in a day, 3 respondents who use internet banking once in a week and 8 respondents use internet banking very rarely.

From the above chart it can be interpreted that there are 41% of customers who do daily transactions of banking using internet banking many times in a day, 25% of customers who do banking transactions using internet banking once in a day, 9% of customers who use internet banking once in a week according to their requirement and 25% of customers use internet banking very rarely because they usually prefer to do physical banking.

13. Which banking facility do you use frequently?

Particulars	No of respondents	% of respondents
Internet banking	8	25
Mobile banking	9	28
Phone banking	2	6
ATM	13	41
Total	32	100

Graphical presentation:



Interpretation:

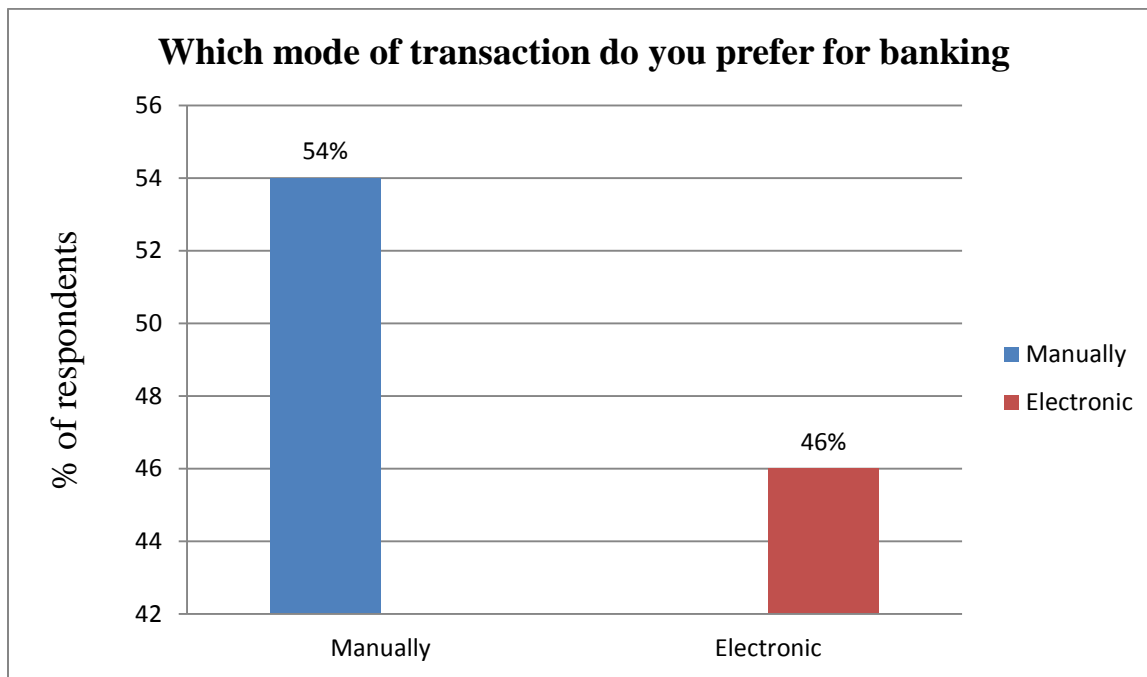
Analysis: Out of 32 customers there are 8 customers who use Internet banking frequently, 9 customers who use Mobile banking, 2 customers who use phone banking and 13 customers who use ATMs frequently for their banking transactions.

From the above chart it can be interpreted that 41% customers are using ATMs most frequently for their banking transactions, 28% customers use mobile banking frequently, 25% use internet banking very frequently and only 6% customers use phone banking frequently for banking transactions.

14. Which mode of transaction do you prefer the most for Banking?

Particulars	No. of respondents	% of respondents
Manual	17	54
Electronic	15	46
Total	32	100

Graphical presentation:



Interpretation:

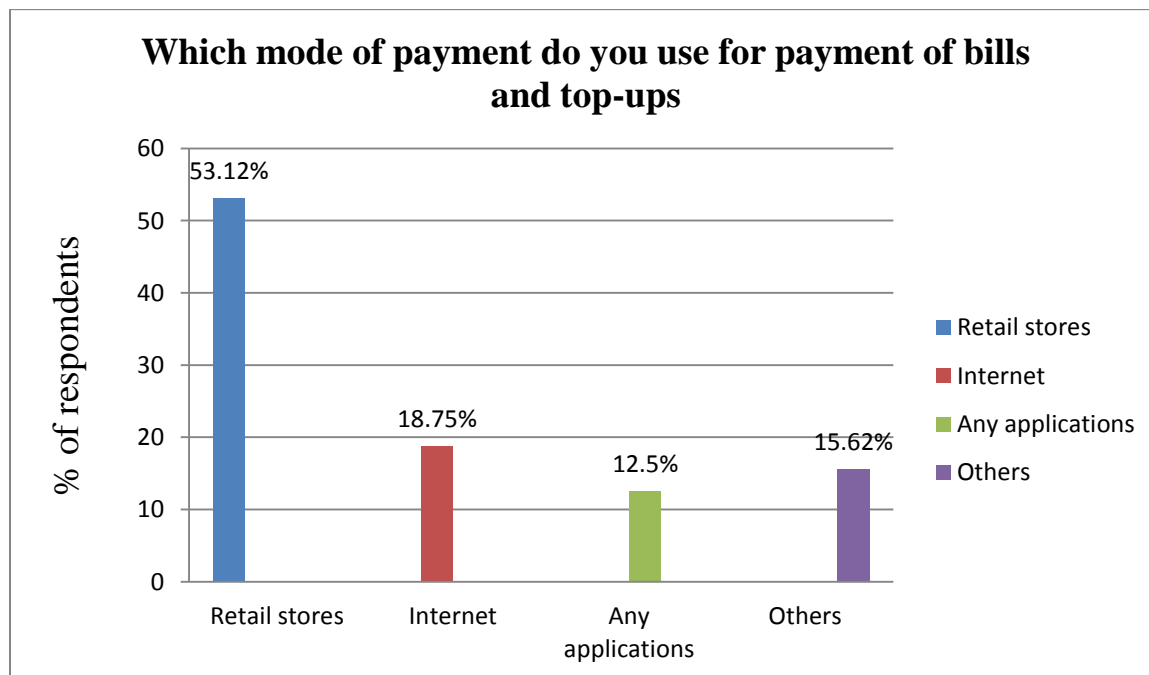
Analysis: Out of 32 respondents there are 17 respondents who prefer to make transactions manually and 15 respondents who prefer to do transactions using electronic means.

From the above chart it could be interpreted that 54% customers prefer to do their banking transactions manually whereas 46% customers prefer to do their transactions using electronic means or electronic facilities provided by their bank.

15. Which mode of payment do you use for payment of your bills and of your top-ups?

Particulars	No.of respondents	% of respondents
Retail stores	17	53.12
Internet	6	18.75
Any application	4	12.5
Others	5	15.62
Total	32	100

Graphical presentation:



Interpretation:

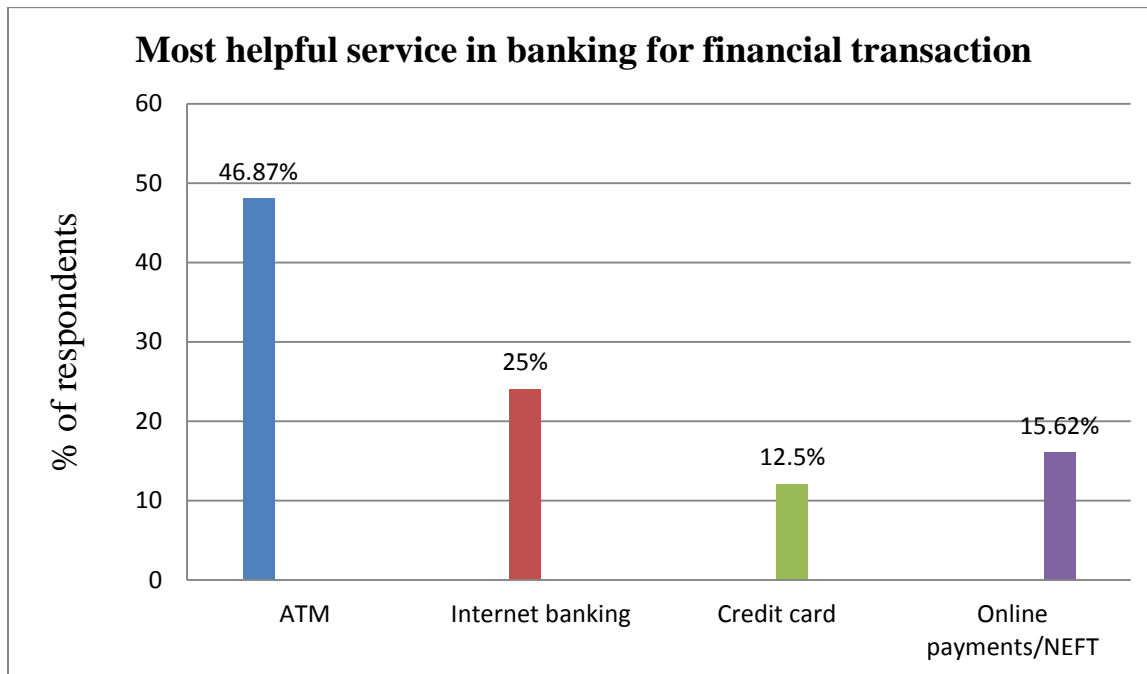
Analysis: Out of 32 customers there are 17 customers who prefer retail stores,6 customers prefer Internet,4 customers prefer applications and 5 customers prefer other mode of payments for their bills and top-ups.

From the above graph it can be interpret that 53.12% customers prefer Retail stores for payment of their bills and top-ups,18.75% prefer internet for payments,12.5% prefer mobile applications like(Pay-tm, Airtel money etc) and 15.62% customers use other mode of payments for their payment of bills and top-ups.

16. Which service in banking do you think is most helpful to you for financial transactions?

Particulars	No. of respondents	% of respondents
ATM	15	46.87
Internet banking	8	25
Credit card	4	12.5
Online payments/NEFT	5	15.62
Total	32	100

Graphical presentation:



Interpretation:

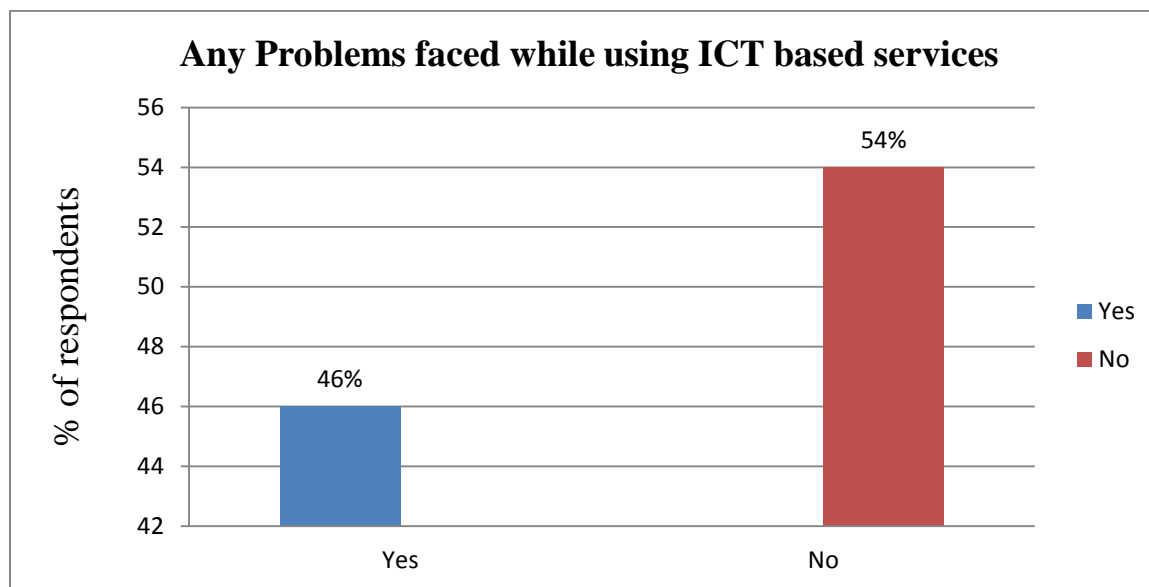
Analysis: Out of 32 respondents 15 respondents feels that ATM is the most helpful to them for banking transactions,8 respondents think that Internet banking is helpful service to them,4 respondents think that credit card is more helpful for transaction and 5 respondents think that online payments/NEFT is most helpful to them.

From the above graph it can be interpret that 46.87% respondents feels that ATM is the most helpful to them for banking transactions,25% respondents think that Internet banking is helpful service which helps them for saving time and helps them to make transactions more easier,12.5% respondents think that credit card is more helpful in terms for online shopping and purchasing the products and 15.62% respondents think that online payments/NEFT is most helpful to them.

17. Have you faced any problems while using ICT based services while banking Transactions?

Particulars	No. of respondents	% of respondents
Yes	15	46
No	17	54
Total	32	100

Graphical presentation:



Interpretation:

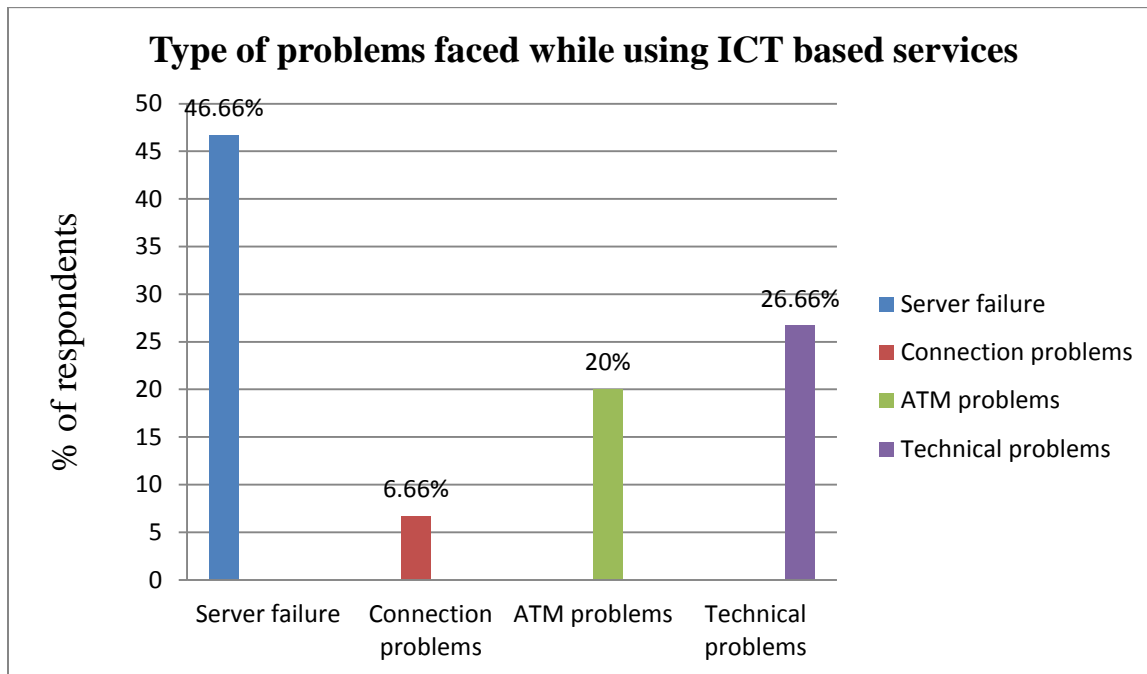
Analysis: Out of 32 respondents there are 15 respondents who have faced problems while using ICT based services and 17 respondents who have not faced any problems while using ICT based services.

From the above chart it can be interpreted that there are 54% customers who have not faced any problems while using ICT based services and 46% customers have face problems while doing transactions using ICT based services.

18. If yes, what type of problems have you faced?

Particulars	No. of respondents	% of respondents
Server failure	7	46.66
Connection problems	1	6.66
ATM problems	3	20
Technical problems	4	26.66
Total	15	100

Graphical presentation:



Interpretation:

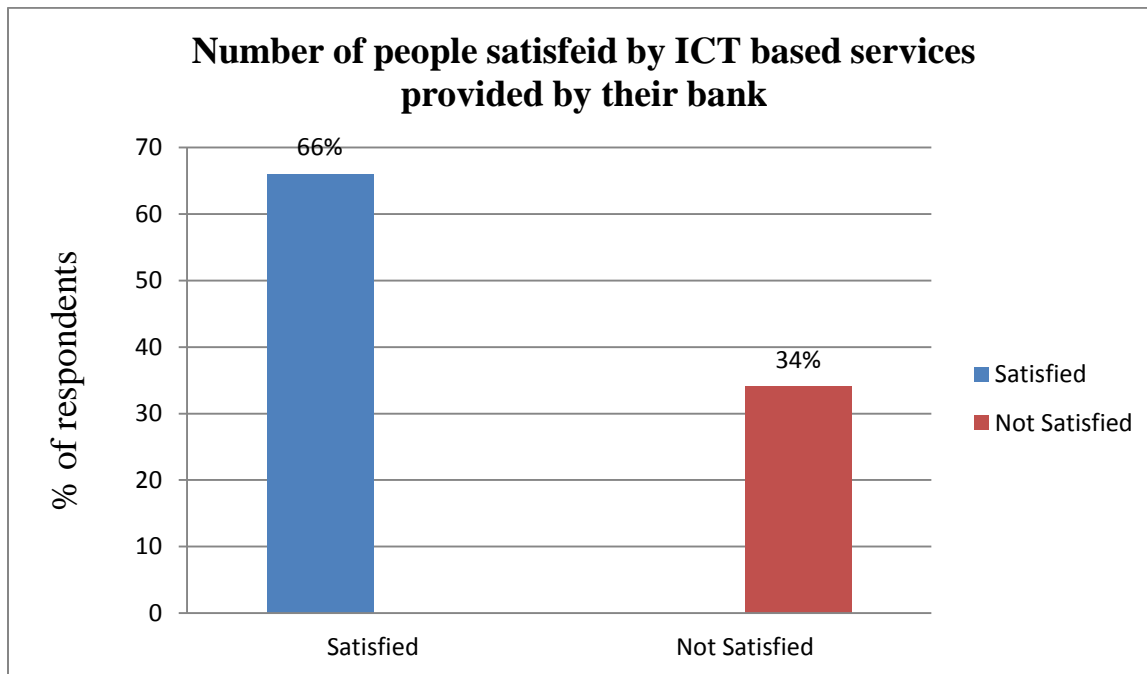
Analysis: Out of 15 respondents who have faced problems while using ICT based services 7 respondents have faced problem of server failure, 1 respondent have faced problem with connection, 3 respondents have face problems with ATMs and 4 respondents have faced technical problems.

From the above chart we can interpret that most of the people have faced problems regarding server failures that is 46.66%, 26.66% customers have faced technical problems, 20% have faced problem with ATMs and 6.66% customers have faced connection problems.

19. Are you satisfied with the ICT based facilities/services provided by your bank?

Particulars	No. of respondents	% of respondents
Yes	21	66
No	11	34
Total	32	100

Graphical presentation:



Interpretation:

Analysis: Out of 32 respondents 21 customers are satisfied by the ICT services provided by their bank and 11 customers are not satisfied by the ICT based services provided by their bank.

From the above graph it can be interpreted that there are 66% customers who are satisfied by the ICT based services provided by their bank and 34% customers not satisfied by the ICT based services provided by their bank due to server problems and technical problems faced by them.

CHAPTER 5

SUMMARY OF FINDINGS AND CONCLUSION

Findings And Conclusion:

- Maximum respondents are aware about internet banking.
- Most of the people are aware of net banking but couldn't use due to lack of facilities.
- Even though most of the people are having mobile phone but they are not using mobile banking and still depend on physical mode of banking
- Most of the people prefer to do physical banking if they do not get the facility of net banking.
- Credit card facilities are not been used by most of the people due to high interest rates.
- Most of the respondents are not aware of NEFT facility
- Most of the respondents have used E-payment facility
- Most of the people are aware of online shopping and even think that it is safe and secure.
- Maximum of the people are using internet banking regularly for their transactions.
- Maximum of them think that ATMs are the most useful in terms of their financial transactions and it is most frequently used by all respondents.
- Maximum number of people depend on retail stores for the payment of their bills and top-ups.
- Maximum number of people have face problems with server failures when the use ICT services.
- Maximum number of people are satisfied by the ICT services provided by the bank.

CHAPTER 6

SUGGESTIONS

Suggestions:

- Bank must try to improve their technology and ATM facilities as their customers are facing lot of problems due to server failures and technical failures due to which they get disappointed and lose their interest of using technological services provided by their bank.
- Banks must spread awareness on bill payments and online top-ups facility through as from the above conducted survey it has been known that many people are not aware/do not use mobile banking application facilities and prefer to do payments in retail stores.
- Through the help of technology bank can reduce their operational cost and can keep track of their customer's accounts.
- With the help of ICT banks can improve their workflow efficiency so the bank must implement new and updated technology so that they could match with the latest technological innovations required by their customers and can improve their banking services.
- Bank must conduct more awareness programs as many of their customers do not know about the NEFT services and through this they could guide their customers and provide proper knowledge so that they could do transactions on paperless mode of banking rather than doing physical banking..
- Bank must do more advertisement and awareness campaigns on their ICT services so that more customers will be using more technology services provided by their bank..
- Bank must improve the phone banking facility as from the above conducted survey it has been known that very less number of people are aware of phone banking and due to high charges applied on phone banking its is not been used by the customers so the bank must implement toll free numbers for bank customers so that they could utilize the phone banking facility.

A Study on Information Communication Technology



- The bank must provide knowledge to their customers on mobile banking so that the people can do transactions using mobile phone and not have to depend on physical banking.
- The people must be provided with proper knowledge and guidance so that they can use the ICT based facilities provided by the bank.

CHAPTER 7

APPENDICES AND ANNEXURES



Questionnaire on Information Communication Technology

1.Are you aware of internet banking?

a.Yes[] b.No[]

2.Do you use internet banking?

a.Yes [] b.No[]

3.If no, which mode of banking do you use for transaction?

a.Physical Banking[] b.Phone Banking[]
c.Mobile Banking[] d.ATM[]

4.Have you used Credit card facility?

a.Yes[] b.No[]

5.Do you know about National Electronic Fund Transfer?

a.Yes[] b.No[]

6.Have you used NEFT service?

a.Yes[] b.No[]

7. Have you used E-payment facility in your bank?

- a. Yes[] b.No[]

8. If yes, then what type of E-payments do you make?

- a. Utility bills[] b. Online tickets[]
c. Online shopping[] d. NEFT[]

9. Are you aware of online shopping procedure?

- a. Yes[] b.No[]

10. Do you feel that online shopping is safe and secure?

- a. Yes[] b.No[]

11. Do you use phone banking facility?

- a. Yes[] b.No[]

12. How frequently do you use your Internet banking?

- a. Once in a day[] b. Many times a day[]
c. Once in a week[] d. Very rarely[]

13. Which banking facility do you use frequently?

- a. Internet Banking[] b. Mobile Banking[]
c. Phone Banking[] d. ATM[]

14. Which mode of transaction do you prefer the most for Banking?

- a. Manual[] b. Electronic[]

15. Which mode of payment do you use for payment of your bills and of your top-ups?

- a. Retail stores[] b. Internet[]
c. Any application[] d. Others[]

16. Which service in banking do you think is most helpful to you for financial transactions?

- a. ATM[] b. Net Banking[]
c. credit card[] d. online payment/NEFT[]

17. Have you faced any problems while using ICT based services while banking Transactions?

- a. Yes[] b. No[]

A Study on Information Communication Technology



18.If yes, what type of problems have you faced?

- a. Server failure [] b.connection problems []
- c.ATM problems [] d.Technical problems []

19.Are you satisfied with the ICT based facilities/services provided by your bank?

- a. Yes[] b.No[]

CHAPTER 8

BIBLIOGRAPHY



Websites:

www.vijayabank.com

www.RBI.com

www.bankers association of India.com

Papers referred:

Ch. Ramaprasada Rao & Gundupagi Manjunath , “ Financial Inclusion & Technology- Reaching The Underserved”, INDIAN ACADEMY SCHOOL OF MANAGEMENT STUDIES, pp 16-19.