REFERENCES:


Akhil Goyal Research Scholar, NIMS University, Jaipur “Indian Banking Industry- Customer Satisfaction” Volume 3, Issue:1, January 2013 ISSN 2249-555X.


M. Mohamed Siddik & Dr. M. Selvachandra (2011), A Study on Satisfaction of Customer towards services related to electronic banking of ICICI bank in City of Chennai, IJEMR - September 2011-Vol 1 Issue 4


Prof. Benjamin Schneider and Prof. David E. Bowen wrote an article called "Understanding Customer Delight and Outrage".


Ray Miller Article published on “Customer expectation vs. customer needs”


Raunak Mehta A Research paper on Banking Services and Customer Satisfaction.


Saha P. and Zhao Y. (2005), Saha P, Zhao Y (2005) Relation between online quality of service and satisfaction of customer, a study focused on Internet banking.


Virani Varsha (2008), Awareness of Customer And their Perception Towards Banking Channels Kotak Bank, Professional Banker, September, Pp 66-70.