



### ABBREVIATIONS USED IN THE THESIS

CSIB	Customer Satisfaction of Internet Banking
IB	Internet Banking
SDS	Service Delivery System
EC	Expectation of a Customer
SC	Secrecy of a Customer
RC	Reliability of a Customer
ATM	Automated Teller Machine
MB	Mobile Banking
LIC	Life Insurance Corporation of India
GIC	General Insurance Corporation of India
SCC	Selective Credit Control
DFI	Development Finance Institution
EFT	Electronic Fund Transfer
IAS	Integrated Accounting System
CTS	Cheque Truncation System
CPC	Cheque Processing Centre
CFC	Customer Facilitation Centre
SIPS	Systematically Important Payment Systems
IDRBT	Institute for Development and Research in Banking Technology
MAS	Monetary Authority of Singapore
HKMA	Hong Kong Monetary Authority
TCP	Transmission Control Protocol
IP	Internet Protocol
PPP	Point to Point Protocol
ISP	Internet Service Providers

SSL	Secured Socket Layer
TLS	Transport Layer Security
FTP	File Transfer Protocol
WWW	World Wide Web
HTML	Hyper Text Markup Language
HTTP	Hypertext Transfer Protocol
XML	Extensible Markup Language
WAP	Wireless Application Protocol
WAE	Wireless Application Environment
WTLS	Wireless Transport Layer Security
B2C	Business to Consumer
B2B	Business to Business
PC	Personal Computer
FAQ	Frequently Asked Question
EBPP	Electronic Bill Presentment and Payment
PDA	Personal Digital Assistants
ACH	Automated Clearing House
UCC	Uniform Commercial Code
UETA	Uniform Electronic Transaction Act
OCC	Office of the Comptroller of Currency
URL	Uniform Resource Locators'
RTGS	Real Time Gross Settlement
PIN	Personal Identification Number
NAP	Network Access Point
ROM	Read Only Memory
RAM	Random Access Memory