ABSTRACT

The Automated Teller Machine has become an integral part of our society. ATM is effectively reached out a large customer base at low cost. At present most banks have networking systems for their e-banking services like ATMs. A network connected ATMs of various banks had resulted in the development of customer services. The paper highlights ATM services most preferred by customers as well as the problems faced by customers regarding ATM services. The bankers should understand the service through ATMs only not satisfying their customers and they never forget that the purpose of ATM. Hence, the researcher strongly concluded that human to human relation only the way to improve the better service quality into quality of service.