

Digitalization in the Indian Banking Sector During Covid-19

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Abstract: *Driven by financial inclusion drive and 2020's pandemic work-at home environment, the future of Indian Banking sector seems to bend its ways with disruptive changes from being a traditional product-based approach to more sustainable technology-based approach. Digital technology is changing the business model through innovative instruments, value creating opportunities and disruption of traditional system. Traditional banking system is also unlocking versatile opportunities, revolutionizing through computerized services, simplification of bank procedures and embracing e-banking for expansion of digital retail client base. The aim of the paper is to analyze the role and status of digitalization in the Indian Banking sector during Covid-19 pandemic. Further, study elucidated that the digitalization is a tool to render retail electronic payment services. Even during Covid-19 pandemic, it sustainably run the business channels. The disruptive growth and changes in digital banking have accelerated the innovative tools, new knowledge and work culture to vitalize in the competitive environment.*

Keywords: Financial inclusion, Digital Banking, Banking services, Digitalization of banking industry, Covid-19 Pandemic.

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