



Dr. Rishika Awasthi is a dedicated Faculty in the field of commerce and management. She is Currently working as an Assistant Professor in Department of Management, GL Bajaj Institute of Management, Greater Noida. She holds a Ph.D in Commerce. She has published multiple research papers in reputed Scopus, ABDC and Web of Science-indexed journals. She has also contributed several book chapters in edited Books. Her scholarly contributions have earned her several accolades, including the Best Indian Research Award at World Patent Conclave (2022), Best Paper Award at Confab 360 (2022), and Outstanding Research Paper Award at Jamia Hamdard (2022).



Dr. Priyanka Bajpai is currently working as an Assistant Professor in the Department of Business Management at Integral Business School, Integral University, Lucknow. She is a dedicated academican with a specialization in Human Resource Management (HRM), with a strong focus on sustainable practices, particularly Green HRM. She holds a Ph.D. in HRM and an MBA with dual specialization in HR and Finance, thereby combining strong theoretical knowledge with practical expertise. Her research interests include sustainability, Green HRM, and the integration of Artificial Intelligence in business. She has been involved in research projects, including a Seed Money-funded study on Green HRM practices and organizational growth. Dr. Bajpai has published impactful research linking eco-friendly HR strategies with employee performance and has received recognition at national and international conferences, including a Best Paper Award for her work on green banking.



Dr. Nabeel Mujtaba is a dedicated academican in the field of Commerce and Management, had previously served as an Assistant Professor in the Department of Management at City Group of Colleges, Lucknow. He holds a Ph.D. and is UGC-NET qualified, reflecting his strong academic foundation and commitment to teaching and research excellence. He has been actively engaged in teaching subjects related to finance, commerce, and management, while fostering a dynamic and research-oriented learning environment. His key research interests include microfinance, financial inclusion, green finance, sustainable development, and the socio-economic upliftment of weaker sections, particularly in rural areas of Uttar Pradesh. Dr. Mujtaba has contributed significantly to academia through research publications, conference presentations, and participation in national and international seminars and workshops. Notably, he has authored two bibliometric analysis research papers in the areas of microfinance, poverty reduction, and gender equality, highlighting his expertise in advanced research methodologies and interdisciplinary studies. He is proficient in analytical tools such as SPSS and VOS viewer, with a strong inclination towards quantitative and bibliometric research. He remains committed to bridging the gap between theory and practice while contributing meaningfully to academic advancement and societal development.



Er. Mohd Faraaz is a Machine Learning Scientist with a deep focus on artificial intelligence and its real-world applications. His work sits at the crossroads of AI and financial systems exploring how emerging technologies can expand access to finance, drive inclusion, and reshape the way financial services are built and delivered. He brings hands-on experience in developing scalable machine learning solutions, and a growing interest in sustainable finance particularly in how AI can be deployed responsibly, without losing sight of its environmental and social costs. Through his writing, Faraaz connects technical ideas to broader economic outcomes, making the case that smarter AI and more inclusive finance are not competing goals, but deeply linked ones.

# Financial Inclusion in the Age of Artificial Intelligence

## A Sustainable Finance Prospective

Financial Inclusion in the Age of Artificial Intelligence A Sustainable Finance Prospective



Dr. Rishika Awasthi  
Dr. Priyanka Bajpai  
Dr. Nabeel Mujtaba  
Er. Mohd Faraaz



**BOOK RIVERS**  
WE CREATE READERS

BOOK AVAILABLE



9 789378 371196

₹ 499/-

# **Financial Inclusion in the Age of Artificial Intelligence**

## **A Sustainable Finance Prospective**

**Dr. Rishika Awasthi**

*Assistant Professor, Department of Management,  
GL Bajaj Institute of Management, Greater Noida*

**Dr. Priyanka Bajpai**

*Assistant Professor, Department of Management  
Integral Business School*

*Integral University, Lucknow*

**Dr. Nabeel Mujtaba**

*Research Scholar, Department of Commerce  
Integral University, Lucknow*

**Er. Mohammad Faraz**

*Senior Machine Learning Scientist*



**BOOK RIVERS**  
WE CREATE READERS

No part of this publication may be reproduced, transmitted or stored in a retrieval system, in any form or by any means, electronic, mechanical, photocopying recording or otherwise, without the prior permission of the author.

**Published by:- Book Rivers**

**Website: - <https://www.bookrivers.com/>**

**Email: [publish@bookrivers.com](mailto:publish@bookrivers.com)**

First Print Edition - 2026

**Copyright©: Authors**

**Title: Financial Inclusion in the Age of Artificial Intelligence**

**A Sustainable Finance Prospective**

**Authors: Dr. Rishika Awasthi**

**Dr. Priyanka Bajpai**

**Dr. Nabeel Mujtaba**

**Er. Mohammad Faraz**

**All Rights Reserved**

**ISBN: 978-93-7837-119-6**

**MRP: 499/-INR**

---

**(Printed in India)**

## ACKNOWLEDGMENT

*Financial Inclusion in the Age of Artificial Intelligence: A Sustainable Finance Prospective* presents a thoughtful exploration of connection between technological advancement, financial inclusion, and sustainability in the contemporary economic landscape. In an era marked by rapid digital transformation, artificial intelligence has emerged as a powerful force reshaping financial systems, access to services, and inclusive growth, particularly in developing economies like India.

This book brings together key ideas and insights that examine how AI-driven innovations are influencing financial inclusion while simultaneously addressing the broader goals of sustainable development. It attempts to highlight the role of emerging technologies in bridging financial gaps, enhancing accessibility, and promoting environmentally responsible financial practices.

I extend my sincere and heartfelt gratitude to **Prof. Syed Shahid Mazhar**, Professor, Department of Management, Integral Business School, and **Dr. Farhina Sardar Khan**, Associate Professor, Department of Commerce, Integral University, Lucknow for their invaluable guidance, continuous encouragement, and intellectual support. Their insightful suggestions and academic expertise have significantly contributed to the development and refinement of this work.

Finally, I express my deep appreciation to my family for their unwavering support and patience throughout this journey. This book contributes meaningfully to academic discourse and inspires further research in the fields of financial inclusion, artificial intelligence, and sustainable finance.

**Editor**

**Dr. Rishika Awasthi**

# Table of Content

<b>Content</b>	<b>Page.No</b>
<b>Chapter -1</b>	<b>1-46</b>
<b>Foundation of Financial Inclusion in the Digital Era</b>	
<b>1.1 Introduction</b>	
<b>1.2 Evolution and Concept of Financial Inclusion</b>	
<b>1.3 Global and Indian Financial Inclusion Landscape</b>	
<b>1.4 Role of Digital Transformation in Expanding Access</b>	
<b>1.5 Barriers to Inclusion</b>	
<b>1.6 Policy Frameworks and Initiatives</b>	
<b>Chapter -2</b>	<b>47-95</b>
<b>Artificial Intelligence as a Catalyst for Inclusive Finance</b>	
<b>2.1 Introduction</b>	
<b>2.2 Big Data, Predictive Analytics, and Automation</b>	
<b>2.3 AI in Retail and Commercial Banking</b>	
<b>2.4 AI-Powered Risk Assessment and Credit Scoring</b>	

## **2.5 Natural Language Processing and Customer Interaction**

## **2.6 The Economics of AI Adoption in Financial Services**

### **Chapter -3**

**96-155**

## **Green Finance and Sustainable Financial Inclusion**

### **3.1 Introduction**

### **3.2 Importance of Green Finance and Sustainable Financial Inclusion**

### **3.3 Climate Finance and Sustainable Development Goals (SDGs)**

### **3.4 Green Microfinance and Financing Renewable Energy for Underserved Communities**

### **3.5 Role of ESG in Sustainable Banking**

### **3.6 Policy Incentives and Green Financial Instruments**

**Chapter -4**

**156-221**

**Financial Literacy and Digital Capability in the Digital Age**

**4.1 Introduction**

**4.2 Importance of Financial and Digital Literacy for Inclusion**

**4.3 Digital Financial Literacy and Responsible Usage**

**4.4. Role of Literacy in Women’s Empowerment and Decision-Making**

**4.5 Rural Perspective**

**4.6 Role of Education Systems, NGOs, and Financial Institutions**

**4.7 Measuring Financial Capability and Behavioural Change**

**Chapter -5**

**222-276**

**Building an Inclusive Financial Ecosystem for the Future**

**5.1 Introduction 5.2 Integration of AI, Green Finance, and Literacy for Inclusive Growth**

**5.3 Role of Governments, Fintech Firms, and International Institutions for Inclusive Financial System**

**5.4 Regulatory Frameworks and Consumer Protection**

**5.5 Cybersecurity Challenges in Inclusive Finance**

**5.6 Future Roadmap for Inclusive Financial Ecosystems**

**5.7 Policy Recommendations for Strengthening Inclusive Finance**

**5.8 Conclusion**