

GREEN BANKING INITIATIVES BY PRIVATE SECTOR AND PUBLIC SECTOR BANKS IN ERNAKULAM DISTRICT

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CERTIFICATE

This is to certify that this project titled “**GREEN BANKING INITIATIVES BY PRIVATE SECTOR AND PUBLIC SECTOR BANKS IN ERNAKULAM DISTRICT**” is a bonafide record of work done by **AMAL THOMAS JICKOO, AMEENA NASRIN K.A** and **ANAGHA DILIP** in partial fulfilment of the requirements for the award of degree of Bachelor of Commerce in Mahatma Gandhi University, Kottayam, under the supervision of **Asst. Prof. ANCY ANTONY**. It is further certified that this project work is not any part thereof has not been submitted elsewhere for any other degree.

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DECLARATION

We hereby declare that this project entitled “**GREEN BANKING INITIATIVES BY PRIVATE SECTOR AND PUBLIC SECTOR BANKS IN ERNAKULAM DISTRICT**” is our original work and has not been submitted earlier to MG University or to any other universities. We have undertaken this project work in partial fulfilment of the requirements of B.COM 2020-2023 in Bharata Mata College, Thrikkakara, Ernakulam affiliated to MG University, Kottayam.

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CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

Economic growth has had unfavourable consequences on the environment, leading to problems with rising carbon emissions, global warming, climate change, greenhouse gases, flood, drought, and tsunamis, among other things. Environmental quality suffers as a result. Because of this, environmental preservation and sustainable development are now of utmost importance on a worldwide scale. Initiatives for environmental protection are carried out at the international level via the Equator Principles and the United Nations Environmental Protection Finance Initiative (UNEPFI) (EPs). UNEPFI promotes improved use of sustainability principles in financial institution operations. To create and advance connections between sustainability and financial success, it collaborates with over 200 members, including lead banks, investment funds, and insurance organisations. The EPs have also been formally approved by 78 financial institutions across 32 nations, covering more than 70% of emerging market project finance debt. (IDBRT, 2013 August) In conjunction with it, the RBI released a circular encouraging banks to support sustainable development.

A relatively recent development in the financial industry is green banking. The activities of the banks are connected to sustainable development and environmental conservation. Banks and financial institutions, as responsible entities, can play a significant part in preventing environmental deterioration by supporting environmentally friendly projects and utilising environmentally friendly goods and services. On the other hand, bank uses product improvements to lower internal carbon footprint. Banks that prioritise technology aid in protecting the environment and reducing the consumption of natural resources. Additionally, less paper, water, and energy will be used. In order to protect the environment, banks are aggressively implementing green processes, strategies, and infrastructure as well as delivering a range of green goods and services.

1.2 OBJECTIVES OF THE STUDY

1. To evaluate the use of Green Banking Products in banking sector.
2. To examine the green banking initiatives by Private Sector and Public Sector Banks.
3. To evaluate Green Banking effects in the economy
4. To study the present scenario and offer suggestions for improved customer satisfaction on green banking.

1.3 SIGNIFICANCE OF THE STUDY

- The study of green banking is crucial because it can assist to lessen the negative environmental effects of financial operations.
- The study of Green Banking can also help to improve the sustainability of banks and other financial institutions, which can lead to better economic condition.
- Green banking methods may also help banks manage risk more effectively and make sure they are in compliance with environmental laws.

1.4 SCOPE OF THE STUDY

For the current study three Public Sector banks namely SBI, Punjab National Bank and Bank of Baroda, three Private Sector Banks namely HDFC bank, ICICI bank and Axis bank are selected and focus on the perception of bank customers and employees towards satisfaction level and limitation of green products and services.

1.5 RESEARCH METHODOLOGY

The present study is based on Primary and Secondary data which is collected from annual reports of the respective, reports of the RBI, time to time news published in various newspapers, web sites of the banks and research articles published in the relevant field. The study is confined to only three public sector banks (State Bank India, Bank of Baroda and Punjab National Bank) and three private sector banks, Industrial Credit and Investment Corporation Bank of India (ICICI), Housing Development Finance Corporation Bank (HDFC) and Axis bank. These are the top three Private Sector Banks based on net profit. For gathering information about the green banking activities undertaken by the banks that is mainly based on the annual reports of the selected banks from 2010 to 2021, Banks Business Responsibility Reports, official websites of the respective banks etc.

1.6 LIMITATION OF THE STUDY

Limitations of the study on green banking by public and private sector banks include:

- Lack of adequate data: Data related to green banking activities is often limited and difficult to access, making it difficult to accurately measure the impact of green banking initiatives.
- Lack of awareness: There is a lack of awareness among the public and private sector banks about green banking initiatives, which can limit their ability to adopt such initiatives effectively.
- Financial constraints: Many public and private sector banks face financial constraints that limit their ability to invest in green banking initiatives.

CHAPTER -2
LITERATURE REVIEW

2.1 Literature Review

- **Dr. Ruchi Trehan(2016) Green Banking India:-**Green Bank looks at green banking in three areas-- operational, technological and client acceptance. Improvements have been made in the operational area such as replacing daily courier service with scans and electronic delivery. If done honestly, green banking will serve as a proactive ex ante disincentive for the polluting business that ignores the other institutional regulatory mechanisms. Despite playing a significant role in India's expanding economy, banks and other financial institutions have not taken many initiatives in this area.
- **V. Kanchana Naidu & Dr. C. Paramasivan(2016) A Study on Green Banking Trends in India:-** This Go Green approach, popularly known as Green banking or Sustainable banking varies from organization to organization. Green banking as a term covers several different areas, but in general refers to how environmentally friendly your bank is, and how committed to green policies these institutions are. These strategies become more prevalent, among not only smaller alternative and cooperative banks, but also among diversified financial service providers, asset management firms and insurance companies.
- **Kavita. S. Vadrale & Dr.V.P. Katti(2016) Green Banking Initiatives by Public and Private Sector Banks:-** Green banking is comparatively new development in the financial world. The activities of the banks are associated with environmental protection and sustainable development. Basically Green banking refers to the banking business managed in such a manner that helps for overall reduction of external carbon emission and internal carbon footprint. Public and private sector banks are actively undertaken a multiplicity of green banking practices. Primarily, banks are creating awareness about environmental issues through green banking among bank staff, customer and mass people.
- **Dr.G.Prakash Raj & Dr.Pappu Rajan Year(2017) A study on the customer awareness on Green banking initiatives:-** The term "green banking" itself implies eco- friendly financial procedures and a reduction in the banking industry's carbon impact. In other words, it's a type of banking that guarantees minimal use of natural resources and optimum paper/carbon footprint reduction. In an effort to help safeguard the environment and preserve natural resources, more and more banks have recently begun implementing green banking practices.

- **Kishore Kumar(2019) Empirical Assessment of Sustainable Banking Issues in the Indian Banking Sector:-** It is now widely acknowledged that sustainable development should serve as the centre of attention for all development initiatives. The adoption of sustainable banking practices by various banking organisations is a key factor in achieving sustainable development. The implementation of the international code of conduct for sustainability in banking in India is still in its infancy. According to the research, banks' top priorities for sustainability are issues related to their day-to-day operations, such as energy efficiency, financial inclusion, and financial literacy.
- **Prerana Sharma & Arup Roy Year(2019) A Scientometric analysis of literature on Green banking:-** Recently, Green Banking has drawn a lot of interest due to the surge in environmental awareness. This study tries to discover several aspects of green banking research. Additionally, an effort is made to track the development and geographic dispersion of research on green banking. In order to comprehend the trends in Green Banking study, relevant research sources and keywords are examined. The study identified 6 different dimensions namely Conceptual aspect, Legal aspect, Model aspect, Stakeholder aspect, Green Performance of Banks and Financial aspect.
- **Syed Aslim Ali Bukhari, Fathyah Asim Azlan Amran(2019) Determinants of Green Banking Adoption: A Theoretical Framework:-** In the past several decades, Green Banking has experienced enormous growth all around the world. The growing worldwide climate change brought on by environmental deterioration is what started the green movement in the banking industry. It has recently been established that banks are one of the biggest direct and indirect contributors of the global climate change, which was formerly mostly attributed to the industrial sector. The study proposes the hypothesis for examining the relationship between determinants and Green Banking adoption.
- **V.Chitra & R.Gokilavani(2020) Green Banking Trends: Customer Knowledge and Awareness in India:-** Green banking means the banking business, which assists in reducing the harmful environmental factors such as carbon emission. It also focuses on improving the banking activities by adopting technology and creating the systems and processes which will improve the banking experience by the customers. The awareness level is right in all the three types of top-performing Public, Private and Foreign Banks; however, the knowledge level is good at Foreign Banks, moderate in Private Banks, and Public Banks. But the truth is that other banks need to raise their degree of understanding on green banking.

- **Meenakshi Sharma & Ankasha Choubay(2021) Green banking initiatives: a qualitative study on Indian banking sector:-** The present study proposes conceptual model of Green banking initiatives and studies the impact of three Green banking initiatives, viz. green products development, green corporate social responsibility and green internal process on two possible outcomes, viz. Green brand image and Green trust. The study is qualitative in nature comprising of semistructured in-depth interviews conducted with 36 middle- to senior-level managers of twelve public and private Indian banks. The study's findings showed that 63% of all respondents believed their bank developed several green banking products and services, 53% of bankers believed their bank integrated green internal processes into daily operations, and 78% of respondents believed their bank engaged in numerous green CSR initiatives.
- **G. Nandini Prabhu(2021) Green Banking Practices – A Case Study on Indian Green Banking System:-** Green Banking is a recent trend in the financial industry. Banks play a significant role in promoting overall sustainable development as the intermediary for financing fiscal and development programmes, and inclusive banking policies are designed to enable sustainable economic growth. Green banking is a proactive way of future sustainability, but banks in India are running behind their counterparts from advanced economies. Banks trying to clarify green is tough and there are chances for customers to accept that the potentials made by the banks' team. Several steps have been taken by the private and public sector banks to reduce carbon emissions.

CHAPTER-3
THEORITICAL FRAMEWORK

3.1 THEORITICAL FRAMEWORK

History about Green banking

Green banking refers to any type of banking that benefits the environment and the country as a whole. By focusing its main operations on protecting the environment, a traditional bank can become a green bank. By promoting environmentally friendly and socially conscious investment, the banking industry may act as a bridge between economic growth and environmental conservation. In western nations, the idea of green banking was established. In order to save the environment, Green Banking was formally launched in 2003. Eventually the Equator Principles (EPs) were introduced, and several of the biggest institutions in the world, including Citigroup Inc., The Royal Bank of Scotland, and Westpac Banking Corporation, first adopted them. To create a green bank owned by the US government, Congressman Chris Van Hollen of the USA submitted the Green Bank Act in March 2009. goals of providing financial assistance to initiatives to improve energy consumption efficiency and to lower carbon emissions and other environmental pollutants brought on by the production of energy. Moreover, it is anticipated that by offering facilities for producing healthier energy, this institution will seek to reduce the nation's reliance on foreign resources, combat climate change, and generate more employment. Community bank First GREEN Bank has a main office in Mt. Dora, Florida, in the United States. The business runs from a Leadership in Energy and Department of Finance and has 5 branch sites in Central Florida.

Green Banking: A new way to next level banking in Bangladesh Environmental Design (LEED) Platinum Certified building. The bank opened in February 2009. Following its introduction, green banking made the initial decision to reduce the amount of paper used in banking operations because producing all types of paper requires the removal of trees from the forest (thereby reducing green forestation), which in turn causes a reduction in oxygen levels and an increase in carbon dioxide levels in the atmosphere. There are two approaches to conduct green banking. One is internal green banking, while the other is something that bankers do in their particular line of work. Green building, reforestation, online banking, waste management, solar panel installation on the bank's roof, use of high mileage vehicles, sound pollution reduction, webcam video conferencing instead of in-person meetings, online statements, and emailing of documents are all included in in-house green banking. The main practises of bankers in their fields of expertise include financing green projects like bio-gas plants, solar/renewable energy plants, bio-fertilizer plants, effluent treatment plants (ETP), projects using ETP, etc., working on particular green initiatives, and bank volunteer activities. Green banking employs proactive efforts to save the environment and address the problems caused by climate change while funding the wise use of natural, human, and non-natural resources. Today's perspective on social or environmental responsibility, however, is shifting from risk management for the environment to having a positive influence on sustainable development through the use of various financial goods and services. The Global Impact Investing Network (GIIN) and the Global Alliance for Banking on Values (GABV), both of which highlight the beneficial part that the financial sector can play in promoting a sustainable environment, both represent this new perspective.

Risk of Green Banking:-

Green banking is very important in mitigating the following risks involving in banks:-

CREDIT RISK:-

The consequences of climate change and global warming to banks will be both direct and indirect. Extreme weather conditions have been seen as a result of global warming, and these conditions have an impact on the economic assets that banks fund, increasing the likelihood of loan default. When banks connect firms whose operations were impacted by changes in the business environment, credit risk may also develop indirectly.

LEGAL RISK

Banks like other business entities face legal risk if they do not comply with relevant environmental regulation. They also face risk of direct lender liability for clean-up cost for damages incase they actually take possession of pollution causing assets.

REPUTATION RISK

Owing to rising environmental consciousness, banks are more vulnerable to reputation risk if their direct or indirect acts are thought to be detrimental to society and the environment. The funding of ecologically questionable enterprises has reputational concerns.

GREEN BANKING INDUSTRY IN INDIA

With the proper consideration of the economy, business, finance, society, and the banks' profit, green banking demands a fundamental revolution in the planning process of the banks. The ecological balance will benefit from this as well. When it comes to green banking, Indian banks are still much behind international trends, as can be shown. Notwithstanding the RBI's directions, none of the Indian banks have followed the Equator Principle. Moreover, none of the Indian banks have joined the UNEP-FI. Yet, in recent years, a number of Indian institutions have begun to strive towards this objective and have embraced several significant contributions. "There is already a group of leading banks in India that recognize the importance of their role and the commercial advantage this will give them," says Emily Farnsworth, senior advisor on the finance sector to the Climate Group, which acts as secretariat to signatories of the Climate Principles.. A new study by PricewaterhouseCoopers (PwC) commissioned by the Indian Banks' Association (IBA) and the Climate Group confirms that India's leading banks are recognizing and seizing opportunities in an emerging low-carbon economy.

GREEN BANKING INITIATIVES BY INDIAN BANKS

I. Public Sector Banks:-

- **State Bank of India (SBI) :-** In collaboration with Suzlon Energy, the first bank in India to promote green banking has installed wind turbines in Gujarat, Tamil Nadu, and Maharashtra to produce electricity for their own needs. As an innovative move towards green banking, the State Bank of India launched a Green Channel Counter (GCC) on July 1st, 2010. GCC is accessible through 7052 branches, with an average of more than 100000 transactions each day. They start a variety of paperless banking transactions at the branches, including cash withdrawal, cash deposit, and money transfers up to Rs 40,000. The bank encourages shareholders to donate a little amount to a charity organisation and get the bank's annual reports electronically. Following the shareholders' approval of the electronic annual report (eAR), the bank made a contribution of Rs. 3.09 crore (\$100 per eAR) to the SBI Children's Welfare Fund for the fiscal year 2014. At its retail branches, Yes Bank is promoting clean and green activities, energy-efficient practises, and local disaster management strategies as part of its "Planet Earth" community development projects.
- **Punjab National Bank:-** The PNB has implemented a number of steps to cut emissions and energy use. The bank has implemented a variety of green initiatives, including the use of solar-powered ATMs, PUMs, and CDM/Cheque Deposit Machines, CFL lamps in place of incandescent bulbs, double-sided printing, immediate repair of any water leaks, the purchase of multiple functional composite fax machines, and the use of master sensor Master switches for lights, fans, and other appliances. The bank has prioritised environmentally friendly projects like solar and wind power in its loan evaluation. In accordance with its lending policy, banks only lend to borrowers who have a pollution control board NOC. Similar to this, the bank demands that factories establish effluent treatment projects to filter pollutants. Via CSR initiatives, Bank has carried out a number of environmental preservation measures. The initiatives include Van Mahotsav, more than 249 tree planting drives organised by the bank, planting along roadside, greening traffic circles in various cities, and upkeep of parks in residential areas, among other things. As part of an effort to conserve energy, the bank performed energy audits at each office. In Bihar and the U.P., where there are frequent power outages, the bank has installed Solar UPS at a few ATM locations. In the 33 tree plantation camps that were set up in 2014, 3345 saplings were planted. The bank branch on New Delhi's Bikhaiji Cama Place has a green lobby. Solar energy is used to power the cash deposit machine, passbook updating machine, and cheque deposit machine that are all located in the lobby. The Ministry of New and Renewable Energy's "Green Commitment" is one that the Bank has signed. On the grounds of the Guruvayur Temple, the Bank has established a butterfly park that has 18 different varieties of medicinal plants.

- **Bank of Baroda:-** BOB provides funding for carbon credit-earning initiatives including solar, wind, and biomass projects. As part of its green banking endeavours, the company provided funding for a few business ventures. The bank has implemented energy-saving measures include upgrading its air conditioning, monitoring temperature and pressure in real-time, choosing IT equipment that uses less energy, switching to CFL and LED lighting, and installing solar-powered UPS, among others. In order for shareholders who held shares in physical form to receive future communications, such as paperwork, notifications, and annual reports, the bank requested that they register their email addresses. Shareholders having shares in demat form are also encouraged to register their email addresses with the appropriate depository in order to make future communication easier. The "Swatchh Bharat" campaign was also sponsored by the bank. While providing finance for real estate developments, banks abide by the 2005 National Building Code's regulations and encourage the collection of rainwater and the use of solar energy. For the evaluation of Retail & SME loans, the bank has introduced the Lending Automation Processing System (LAPS) technology, cutting down on paper usage.

II. Private Sector Banks:-

- **HDFC Bank:-** For efficient paper usage, improved energy efficiency, and a smaller carbon footprint, HDFC Bank has implemented a number of green banking initiatives. The bank has assisted other organisations in adopting a green mentality by giving them funding to oversee initiatives involving green technologies. A trend for firms to follow in order to thrive in the environmentally friendly market can be established by banks investing in or financing to those businesses and projects that have an environmentally friendly attitude. Banks have installed solar-powered ATMs, which use rechargeable Lithium Ion batteries to provide constant electricity. Bank has implemented server and desktop virtualization to cut down on power usage. Banks use electronic media instead of print media for communication, have established numerous alternative service points for paperless transactions, encourage retail customers to sign up for e-statements, run employee awareness campaigns to encourage environmentally friendly behaviour, and instal motion sensors to turn off lights in specific locations when a room is empty, among other things. In addition to using reusable cups and plates, the bank reduced its waste by partnering with companies that recycle paper and plastic.

- **ICICI Bank:-** Innovative ideas like coal bed methane and deep coal beneficiation (coal washeries) were introduced by ICICI Bank. The following are some more strategies that ICICI Bank has introduced:

Instabanking:- Through Internet banking, mobile banking, tab banking, and interactive voice response (IVR) banking, the bank offers clients the ease of banking from any location at any time. Due to the lack of physical statements and travel to branches, this lowers the carbon footprint of the clients.

Vehicle Fianance:- Bank offers a 50% processing fee waiver for automobile models that utilise alternative fuels, such as the Honda Civic Hybrid, Tata Indica CNG, Reva electric cars, Mahindra Logan CNG variants, Maruti's LPG version of the Maruti 800, Omni, and Versa, and Hyundai's Santro Eco.

Home Financing:- Additionally, ICICI Bank launched a programme to educate business entities, institutions, banks, and governmental organisations involved in project development on matters like as biodiversity, wildlife habitats, and environmental legislation

- **Axis Bank:-** In August 2011, the bank processed all of the dry garbage and recycled it into notebooks, notepads, and envelopes as part of its green banking initiatives with the theme of Reduce, Reuse, and Recycle. Bank encouraged to their customers to use of e-statements and electronic communications to reduce paper consumption. 61% of bank shareholders got their annual reports through email during the 2014 fiscal year. As part of a green commitment, banks built the Platinum LEED-Certified "Axis House" in Mumbai, which serves as their corporate headquarters. The US Green Building Council has given Axis House its "Platinum" accreditation for its environmentally friendly features and decreased carbon emissions

Green Banking Habits of people in Kerala

As technology permeates the state's financial industry, clients will receive more effective services. Information technology and the age-old business of money have been married, and the result has been waves upon waves of change. Banks in Kerala are offering linked branches by using IT as a strategic tool. Mobile banking, mobile alerts, online banking, telebanking, and anyplace banking are all available. The Federal Bank of Kerala was the first bank in the state to offer electronic banking, and it won the renowned Indian Bank Association (IBA) award for the best usage of retail banking for two years running. The bank also holds the distinction of being the first conventional bank to network all of its branches and attach 100 percent connection, which is a special accomplishment. Nearly all new financial products are offered by banks established in Kerala in all of their locations. In reality, Kerala-based banks have become stock market darlings and targets of takeover tycoons due to their sound business practices and stable development. The majority of the state's commercial bank branches are linked to the Real Time Gross Settlement (RTGS) system, which enables immediate money transfers from one account to any other account linked to the network. The first bank in the nation to adopt RTGS in all of its branches is Federal Bank.

Importance of Green Banking:-

Some of the essential/Important Functions of Green Banking areas follows:-

- Banks can help environment through automation and webbased; that means online banking
- Green banking focuses on social well-being and security through changing the negative effects of the general public
- In financing, it generally offers need to speculations advances which consider hazard components with respect to ecological conditions.
- It mostly watches over reasonable and green development in industrialization and for social purposes.
- It creates an amicable climate inside and outside the bank.
- It reduces expense and energy in this way sparing cash and expanding GDP of a country..

Green Banking Products:-

Card Based Transaction:-

By using green channel counters, banks have made a range of card-based transactions available (GCC). GCC encourages card-based transactions among its clients in order to save time for the clients as well as resources like paper and electricity.

Customers may choose from a range of cards, including ATM, Credit and Debit, Green Remit, Foreign Travel, eZ Pay, Gift, and Smart Payout cards.

- **ATM Cards:-** An ATM card is a payment card or dedicated payment card issued by a bank which enables a customer to access Automated Teller Machines (ATMs). ATM cards are payment card size and style plastic cards with a magnetic strip or a plastic smart card with a chip that contains a unique card number and some security information such as an expiration date or CVVC (CVV). They are used for depositing and withdrawing of cash from ATMs.

- Debit Cards:- When a consumer uses a debit card to make a transaction, the money is taken right out of their bank account. Debit cards make it unnecessary to carry cash or paper checks around while making transactions.
- Credit Cards:- A credit card is a card issued by a bank which allows the cardholder to borrow funds. The funds may be used as payment for goods and services. Issuance of credit cards has the condition that the cardholder will pay back the original, borrowed amount plus any additional agreed-upon charges.
- Green Credit Cards:- With a green credit card, cardholders can accrue benefits or points that can be exchanged for donations to nonprofits that support the environment. These cards provide consumers with a great incentive to utilize their green cards for their pricey purchases.

GO ONLINE:-

Internet banking, mobile banking, tab banking, phone banking, RTGS and NEFT transactions, among other forms of online banking, are all included. Online bill payment, online deposits, cash transfers, account statements, etc. are among the tasks involved. Banks eventually use less paper, use less energy, and spend less on natural resources as a result of these financial activities.

- Internet Banking:- Internet banking allows a user to execute financial transactions through the internet.
- Online banking is also known as "internet banking" or "web banking." An internet bank offers customers just about every service traditionally offered through a local branch, including deposits, which is done online or through the mail, and online bill payment.
- Mobile Banking:- Making financial transactions via a mobile device is known as mobile banking (cell phone, tablet, etc.). This activity can range in complexity from a customer paying bills or moving money overseas to anything as basic as a bank transmitting fraud or use activity to a client's cell phone. The convenience of banking anytime, anywhere is one benefit of mobile banking.
- National Electronic Fund Transfer (NEFT):- Indian banks can electronically transfer funds to other banks or bank branches via the NEFT mechanism. The money is often transferred from the customer remitting it to the recipient account on the same day. According to the RBI's standards, settlement or clearing of payments happens in batches.
- Ethical Banking:- Ethical banking offers a consumer-led response to environmental and social issues such as climate change. Further areas of ethical consumerism, such as fair trade labelling, have comprehensive codes and regulations which must be observed to in order to be certified.

Advantages of Green Banking

Green banking is a positive approach to protecting the environment and conserving energy. The preservation of the environment and natural resources is the main advantage of the green banking strategy. Green banking avoids paper work to the optimum level and emphasizes on electronic transactions like use of ATM, mobile banking, online banking etc. for various banking transactions by the customers. Some of the major benefits of green banking to the banks identified from the interviews of the managers are as follows:-

- ✓ **Competitive Edge:-** It aids banks in gaining a competitive advantage over rivals via innovation in their goods and services.
- ✓ **Better risk Management:-** It provides the benefit of better risk management to the banks. Better risk management supports in building good image of the banks and by thus reducing the reputational risk.
- ✓ **Reduces Credit Risk:-** It helps stress-free recovery of the financed loan and thus decreases the credit risk of the bank.
- ✓ **Reduces Transaction Cost of the Bank:-** Green banking practices follow electronic media for different transactions, bank operations, and client management to the fullest extent possible. such as offering electronic statements to consumers, creating accounts online, posting all internal bank communications online, etc. Paperless banking lowers transaction costs as a result.

Disadvantages of Green Banking

The disadvantages of Green Banking are as follows:-

- ✓ **Difficult to operate:-** Websites for banks might be challenging to use at first. It could take some time to study the lessons on the banking sites software in order to feel at ease in your virtual lobby.
- ✓ **Customer care:-** There is no personal interaction with any of the personnel, and if you call a staff member, you can be sure you're speaking with the greatest person there is.
- ✓ **Security Concern:-** Even though online banking services are highly protected, it is difficult to rule out "hackers" who may access your bank accounts given the state of technology.
- ✓ **Technical Breakdowns:-** Like other technology, online banking websites occasionally experience outages. You will undoubtedly file for bankruptcy if this occurs when you cancel your local bank or credit card accounts.

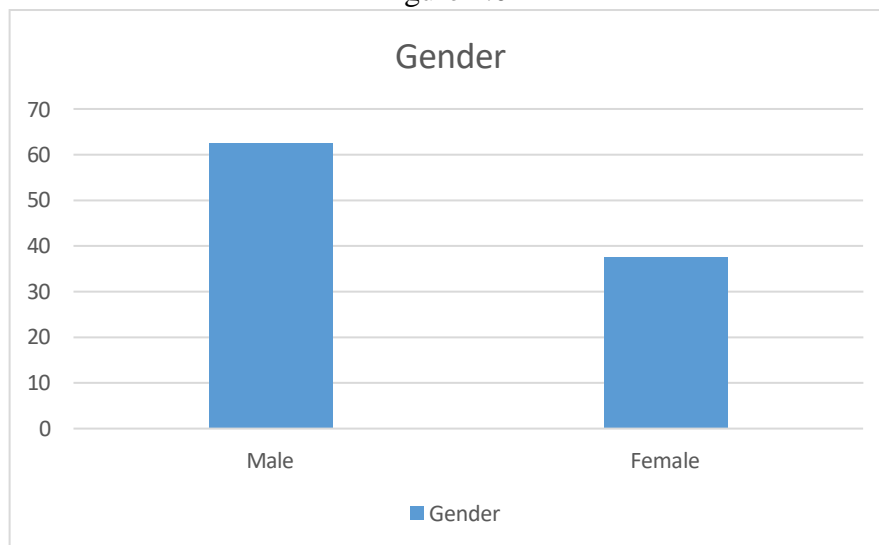
CHAPTER-4
DATA ANALYSIS AND
INTERPRETATION

1. Gender of the respondents

Table 4.01

SL.NO	GENDER	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Male	100	62.5%
2	Female	60	37.5%
Total		160	100%

Figure 4.01



Interpretation:-

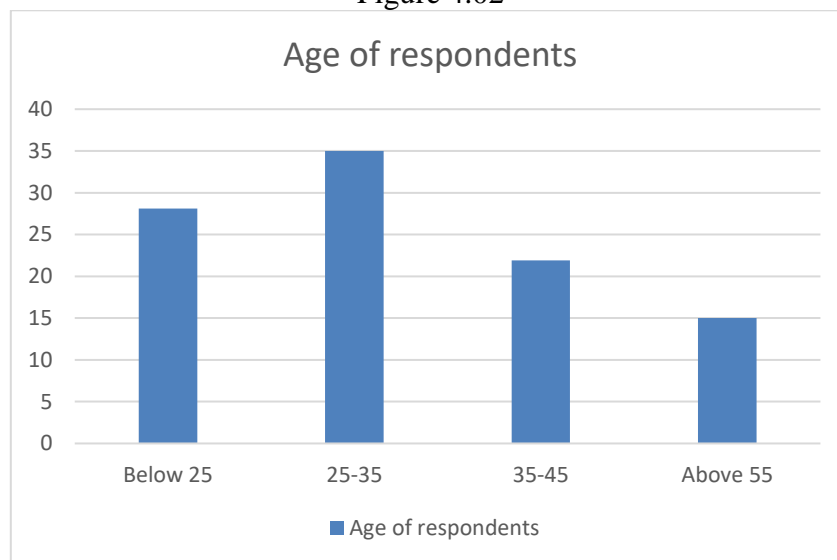
Table 4.01 and Figure 4.01 shows the Gender of the respondents. Here male respondents are more than the Female Respondents.

2. Age of respondents

Table 4.02

SL.NO	AGE	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Below 25	45	28.1%
2	25-35	56	35%
3	35-45	35	21.9%
4	Above 55	24	15%
Total		160	100%

Figure 4.02



Interpretation:-

Table 4.02 and Figure 4.02 shows the Age of the respondents. Here the respondents age which is between 25-35 (35%) are more as compared to others and the lowest one is Above 55 i.e; 15%.

3. Professional Status

Table 4.03

SL.NO	PROFESSIONAL STATUS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Government employee	16	10%
2	Private employee	28	17.5%
3	Business	29	18.1%
4	Student	18	11.5%
5	Housewife	38	23.8%
6	Others	31	19.1%
Total		160	100%

Figure 4.03



Interpretation:-

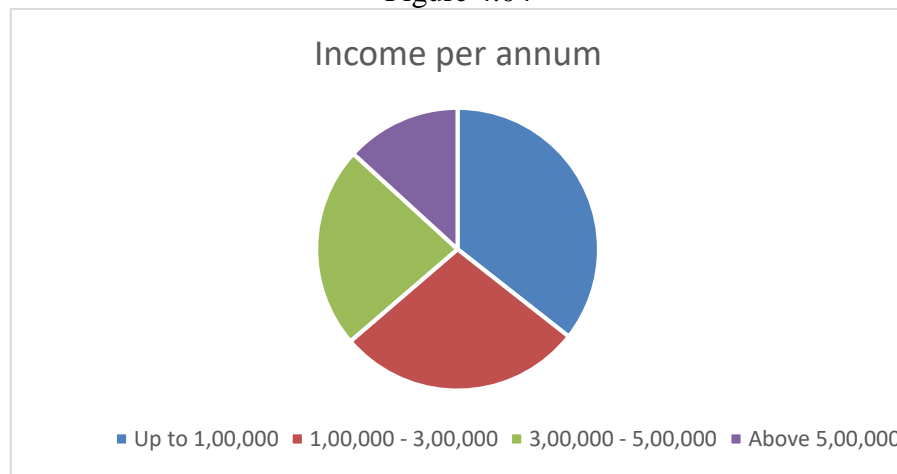
Figure 4.03 and Table 4.03 display the respondents' professional position. The majority of respondents (23.8%) are housewife. Student respondents make about 11.1% of the total respondents. 17.5% of the respondents are Private employees, while 18.1% are Business owners. Only 10% of people are employed because government workers and other occupations make up the majority (19.1%).

4. Income per annum.

Table 4.04

SL.NO	INCOME PER ANNUM	NO.O F RESPONDENTS	% OF RESPONDENTS
1	Up to 1,00,000	57	35.6%
2	1,00,000 –3,00,000	45	28.1%
3	3,00,000 –5,00,000	37	23.1%
4	Above 5,00,000	21	13.2%
TOTAL		160	100%

Figure 4.04



Interpretation:-

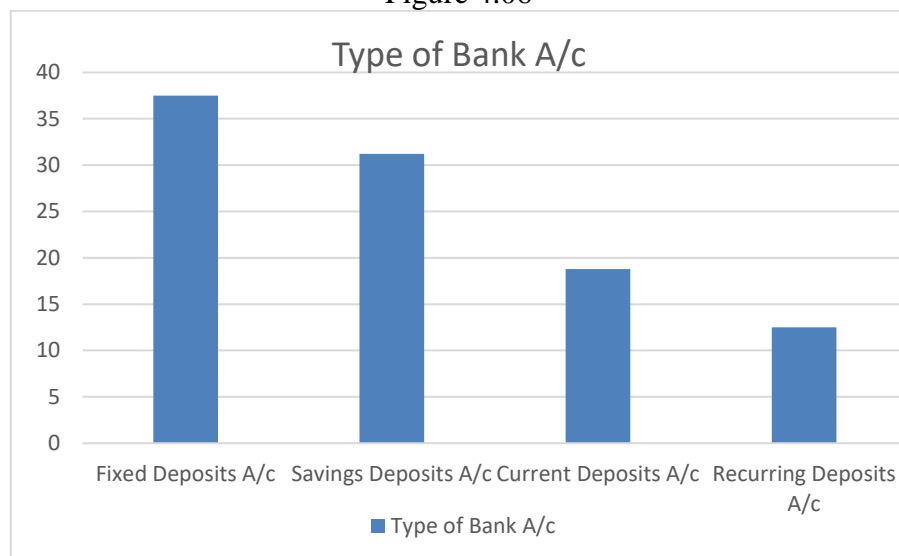
The respondents' annual income is shown in Table 4.04 and Figure 4.04. 35.6% of the responders make up to Rs 1,00,000 per year. 23.1% of respondents earn between Rs 3,00,000 and Rs 5,00,000 annually, while 28.1% of respondents earn between Rs 1,00,000 and Rs 3,00,000 annually. 13.2% of those surveyed make more than Rs 5,00,000 per year.

5. Type of Bank A/c

Table 4.05

SL.NO	TYPE OF BANK A/C	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Fixed Deposit A/c	60	37.5%
2	Savings Deposit A/c	50	31.2%
3	Current Deposit A/c	30	18.8%
4.	Recurring DepositA/c	20	12.5%
Total		160	100%

Figure 4.06



Interpretation:-

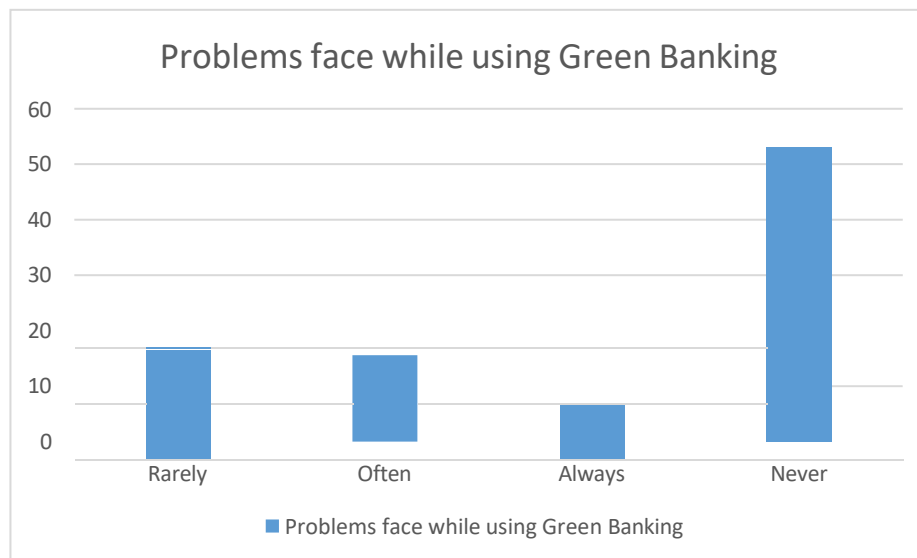
Table 4.05 and figure 4.05 shows the Type of Bank A/c each respondents have. Here fixed deposit A/c has the highest users i.e;37.5%.On the other hand, savings deposit A/c has 31.2% of users. Recurring deposits A/c are used by only less users as compared to other 2 accounts(12.5%).

6. How often does the respondents face problems while using Green Banking

Table 4.06

SL.NO	PROBLEM FACE WHILE USING GREEN BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Rarely	34	21.3%
2	Often	25	15.6%
3	Always	16	10%
4	Never	85	53.1%
Total		160	100%

Figure 4.06



Interpretation:-

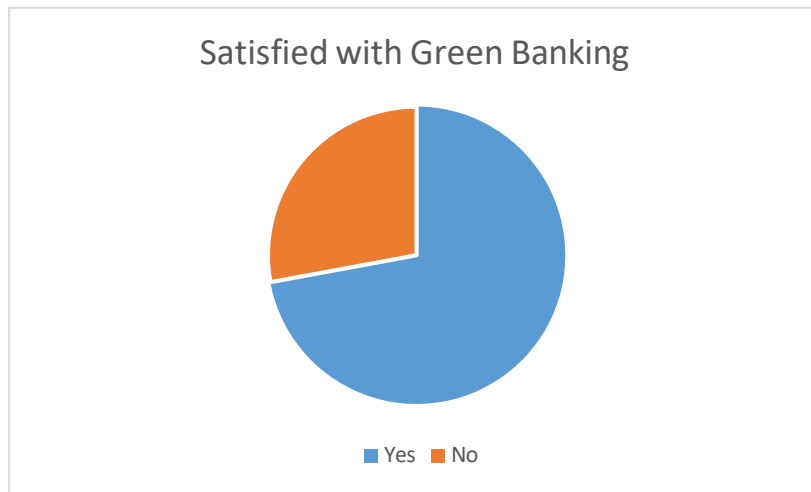
The frequency of problems encountered by respondents when utilising green banking services is shown in Table 4.06 and Figure 4.06. 53.1% of respondents said they never had any issues with green banking. Several of the responders claim that utilising green banking often goes without incident. 15.6% of respondents said they had issues frequently. Few responders (10%) always have issues while utilising green banking.

7. Satisfaction while using Green Banking

Table 4.07

SL.NO	SATISFIED WITH GREEN BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	YES	117	72.1%
2	NO	43	27.9%
TOTAL		160	100%

Figure 4.07



Interpretations:-

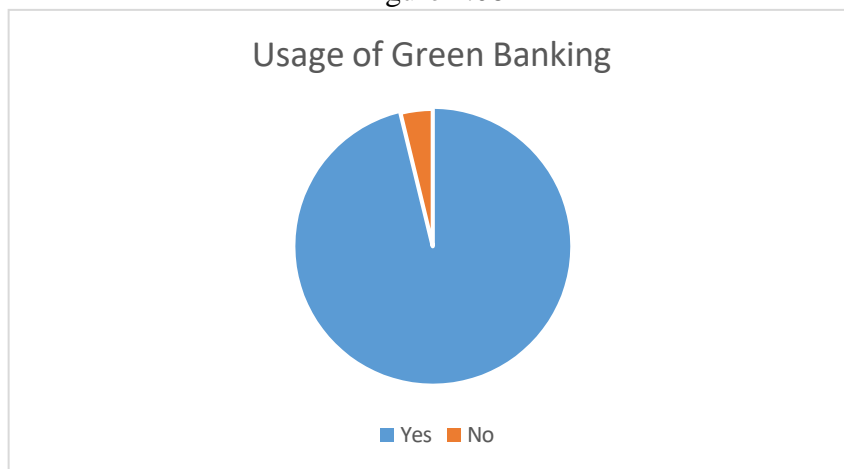
Table 4.07 and Figure 4.07 shows whether are satisfied by using green banking. Majority of the respondents(72.1%) are satisfied by using green banking. Only 27.9% of respondents are not satisfied with green banking services.

8. Usage of green banking

Table 4.08

SL.NO	USAGE OF GREEN BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Yes	130	81.2%
2	No	30	18.8%
Total		160	100%

Figure 4.08



Interpretation:-

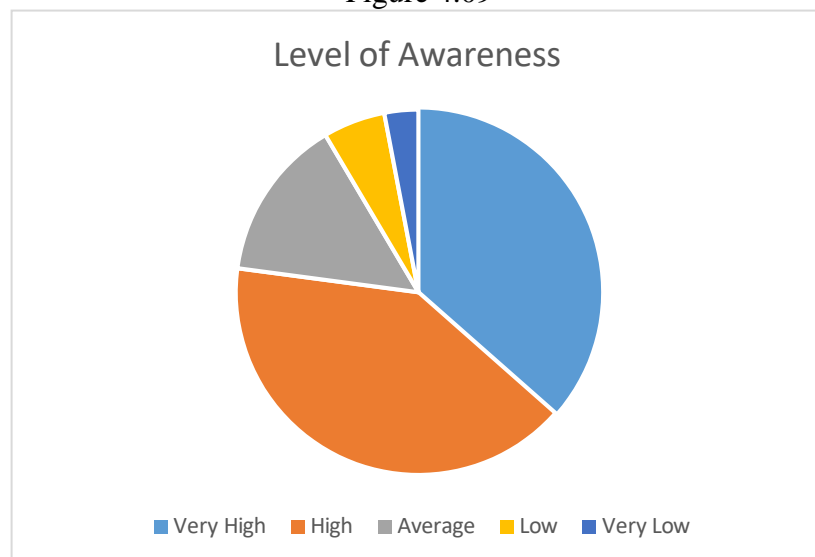
Table 4.08 and Figure 4.08 shows the usage of Green banking by the respondents. Majority of the respondents (81.2%) use green banking product and only 18.8% doesn't use Green Banking.

9. Awareness about green banking

Table 4.09

SL.NO	LEVEL OF AWARENESS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Very high	58	36.5%
2	High	65	40.6%
3	Average	23	14.4%
4	Low	9	5.5%
5	Very low	5	3%
TOTAL		160	100%

Figure 4.09



Interpretation:-

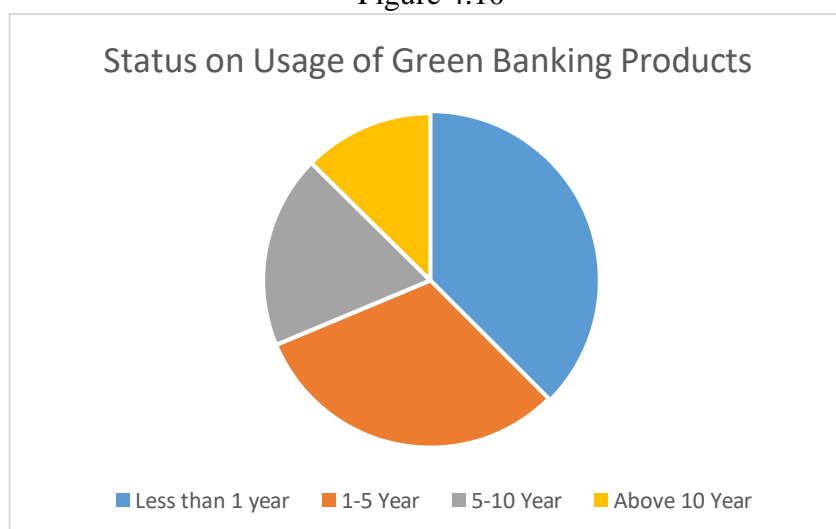
The respondents' level of familiarity with green banking is shown in Table 4.09 and Figure 4.09. The most of survey participants simply have average awareness of green banking. 36.5% of all respondents have extensive understanding of green banking. 40% of the respondents are very knowledgeable with green banking, while the remaining 5.5% are only somewhat knowledgeable. 3% of those surveyed know very little or nothing about green banking.

10. Status of usage of Green Banking

Table 4.10

SL.NO	STATUS OF USAGE OF GREEN BANKING PRODUCTS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Less Than 1 Year	60	37.5%
2	1-5 Years	50	31.2%
3	5-10 Years	30	18.7%
4	Above 10 Years	20	12.6%
TOTAL		160	100%

Figure 4.10



Interpretation:-

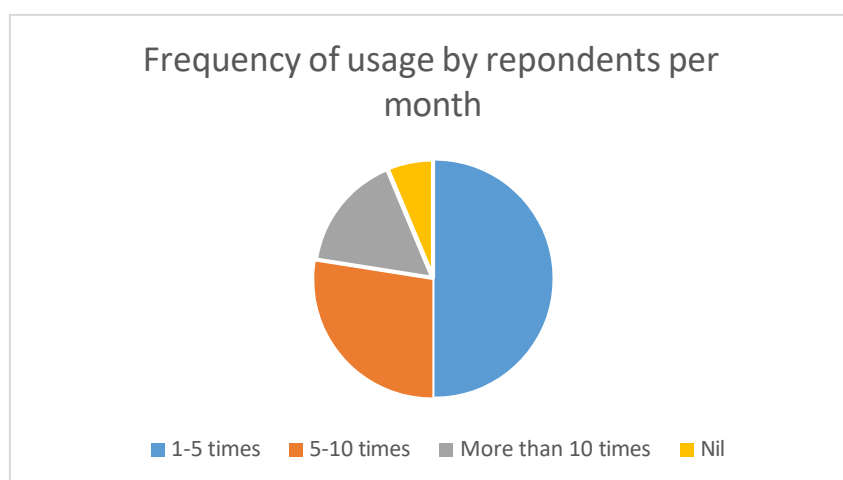
Figure 4.10 and Table 4.10 show the current state of the use of green banking products. The majority of respondents (37.5%) had only recently begun using green banking solutions. In contrast, 31.2% of respondents said they have been using green banking products for the previous five years. In the past ten years, 18.7% of respondents have used green banking goods, and 12.6% of respondents have used green banking products and services for longer than ten years.

11. Usage of Green Banking per month

Table 4.11

SL.NO	FREQUENCY OF USAGE BY RESPONDENTS PER MONTH	NO.OF RESPONDENTS	% OF RESPONDENTS
1	1-5 Times	80	50%
2	5-10Times	44	27.5%
3	More Than 10 Times	26	16.2%
4	NIL	10	6.3%
TOTAL		160	100%

Figure 4.11



Interpretation:-

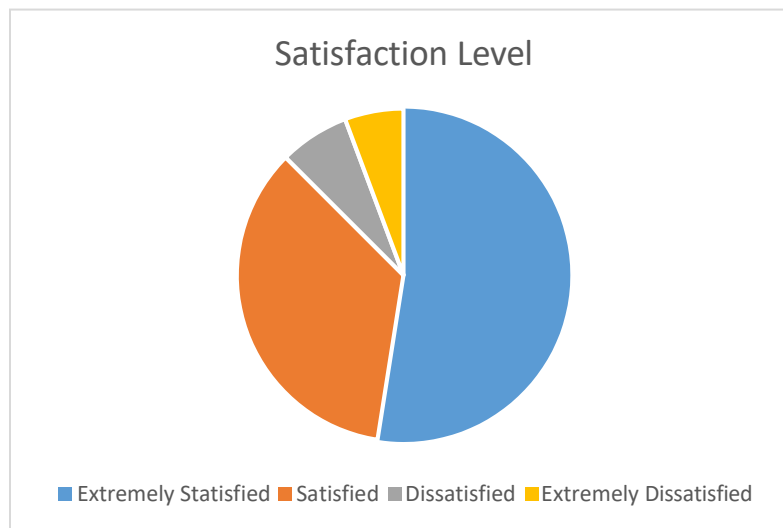
The utilisation of green banking products is currently in its current state, as shown in Figure 4.11 and Table 4.11. 1-5 times each month, the majority of respondents (50%) utilise green banking products. On the other hand, just 27.5% of respondents claimed to use green banking services 5-10 times per month. 16.2% of respondents use green banking products more than ten times, whereas 6.3% of respondents never use them.

12. Satisfaction on usage of Debit/Credit card

Table 4.12

SL.NO	SATISFACTION LEVEL OF THE RESPONDENTS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Extremely Satisfied	84	52.5%
2	Satisfied	56	35%
3	Dissatisfied	11	6.8%
4	Extremely Dissatisfied	9	5.7%
TOTAL		160	100%

Figure 4.12



Interpretation:-

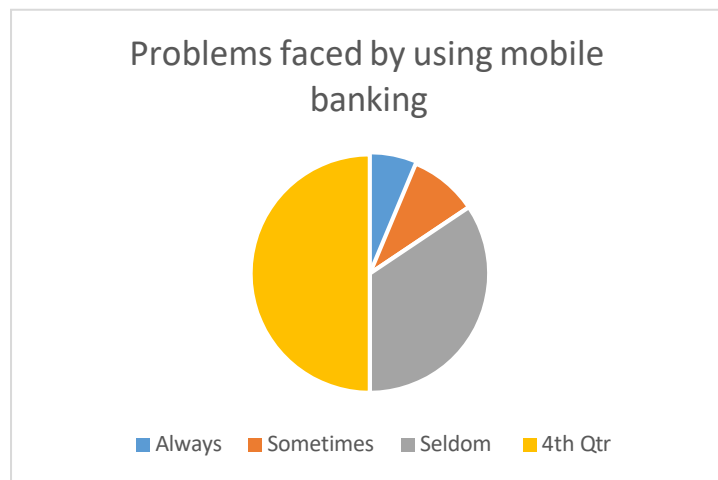
The respondents' degree of satisfaction with the use of green banking products is shown in Figure 4.12 and Table 4.12. The majority of respondents (52.5%) have had nothing but positive experiences with green banking services. In contrast, 35% of respondents claimed that they are only content with the green banking services they receive. The last group of respondents (6.8%) are severely unsatisfied with using green banking products, making up 5.7% of the total respondents.

13. Problems while using Mobile Banking Services

Table 4.13

SL.NO	PROBLEMS FACED WHILE USING MOBILE BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Always	10	6.3%
2	Sometimes	15	9.3%
3	Seldom	55	34.4%
4	Never	80	50%
Total		160	100%

Figure 4.13



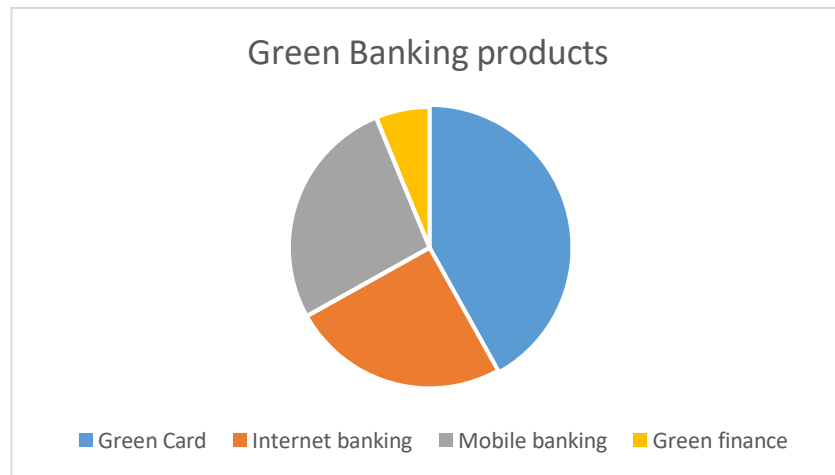
Interpretation:-

The respondents' frequency of experiencing issues when utilising mobile banking services is depicted in Figure 4.13 and Table 4.13. 6.3% of respondents, a small minority, report experiencing issues with mobile banking services. On the other hand, only occasionally, according to 9.3% of respondents, they have issues. The majority of respondents (34.4%) claimed they never have any issues when using mobile banking services, followed by a group of respondents who indicated they do so infrequently (50%).

14. Usage of following Green banking products

Table 4.14

SL.NO	GREEN BANKING PRODUCTS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Green Card	67	41.9%
2	Internet Banking	40	25%
3	Mobile Banking	43	26.9%
4	Green Finance	10	6.2%
Total		160	100%



Interpretation:-

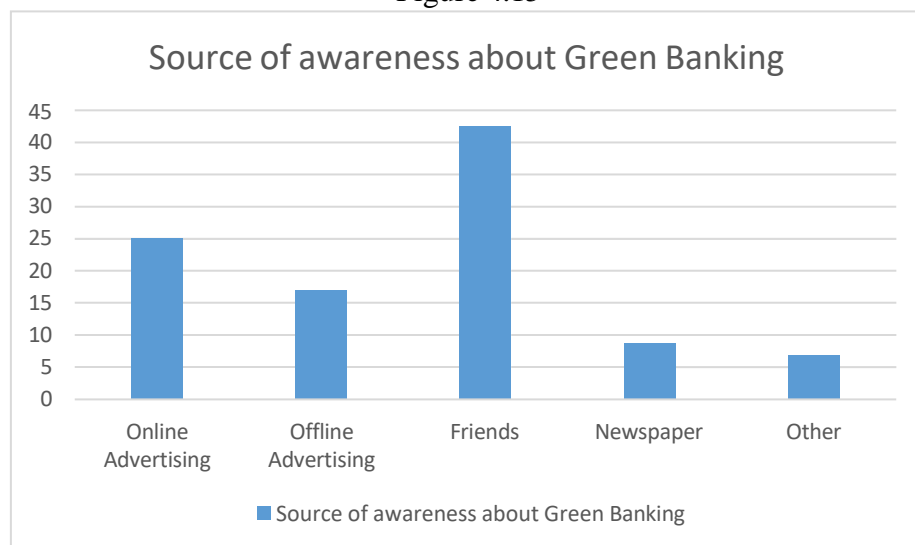
Use of green banking products by respondents is seen in Table 4.14 and Figure 4.14 respectively. Green cards are used by the majority of responders (41.9%) to meet their everyday financial demands. To address their financial demands, 25% of the respondents said they used internet banking, 26.9% of respondents also utilize mobile banking, and the last group (6.2%) uses Green Finance for their financial requirements.

15. Source of awareness about Green banking

Table 4.15

SL.NO	SOURCE OF AWARENESS ABOUT GREEN BANKING	NO OF RESPONDENTS	% OF RESPONDENTS
1	Online Advertising	40	25%
2	Offline Advertising	27	16.9%
3	Friends	68	42.5%
4	Newspaper	14	8.7%
5	Others	11	6.9%
Total		160	100%

Figure 4.15



Interpretation:-

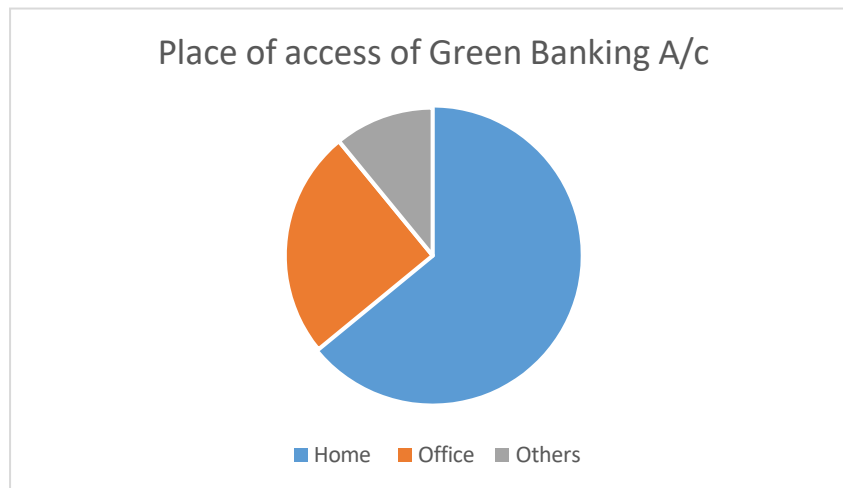
Figure 4.15 and Table 4.15 display the sources of information on green banking. According to this statistics, friends (42.5%) are the source through which respondents learn the most about green banking. The final group of responders (6.9%) learn about things from other sources.

16. Area of access of Green banking A/c

Table 4.16

SL.NO	PLACE OF ACCESS OF GREEN BANKING A/C	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Home	77	48.1%
2	Office	54	33.8%
3	Others	29	18.1%
Total		160	100%

Figure 4.16



Interpretation:-

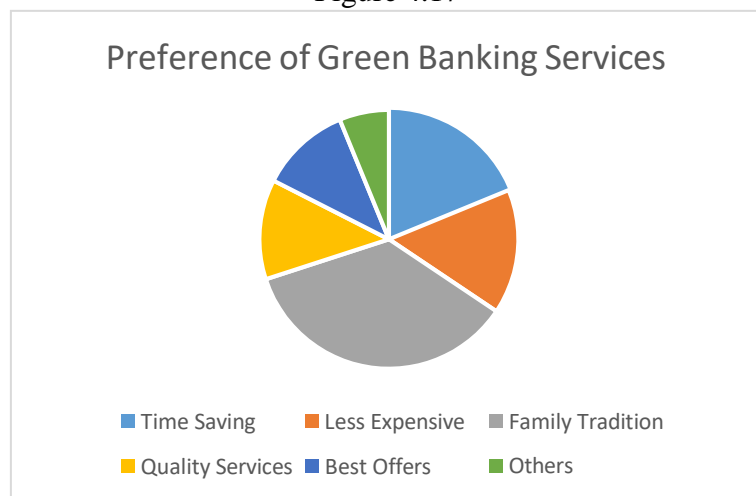
The location of the Green Banking Account's access is displayed in Table 4.16 and Figure 4.16. The majority of respondents (48.1%) access their bank accounts from home, while just 33.8% do it from the office and only a small percentage of respondents (18.1%) do so from other locations.

17. Preference on Green banking services

Table 4.17

SL.NO	PREFERENCE OF GREEN BANKING SERVICES	NO OF RESPONDENTS	% OF RESPONDENTS
1	Time Saving	30	18.8%
2	Less Expensive	25	15.6%
3	Family Tradition	57	35.6%
4	Quality Services	20	12.5%
5	Best Offers	18	11.3%
6	Others	10	6.2
Total		160	100%

Figure 4.17



Interpretation:-

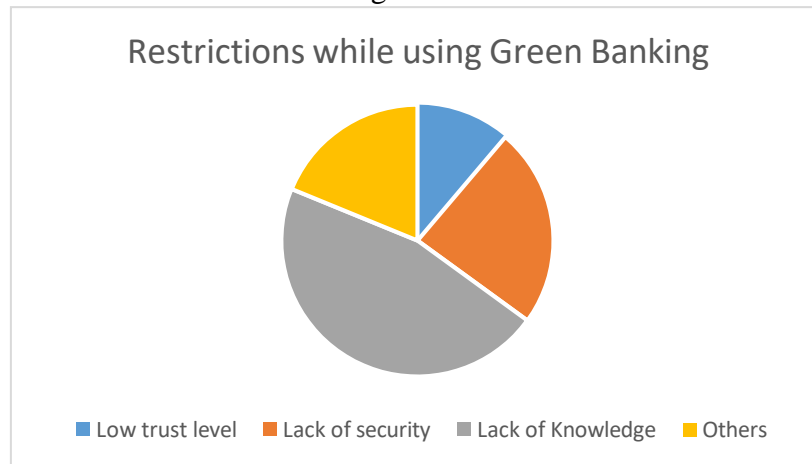
Table 4.17 and Figure 4.17 shows preference of Green Banking Services of the respondents. Majority of the respondents (35.6%) prefer green banking services because of family tradition, 18.8% of respondents prefer services for time saving and only few (6.2%) of the respondents prefer green banking services for other purposes.

18. Restrictions faced from Green banking

Table 4.18

SL.NO	RESTRICTIONS WHILE USING GREEN BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Low trust level	18	11.2%
2	Lack of security	38	23.8%
3	Lack of Knowledge	74	46.2%
4	Others	30	18.8%
Total		160	100%

Figure 4.18



Interpretation:-

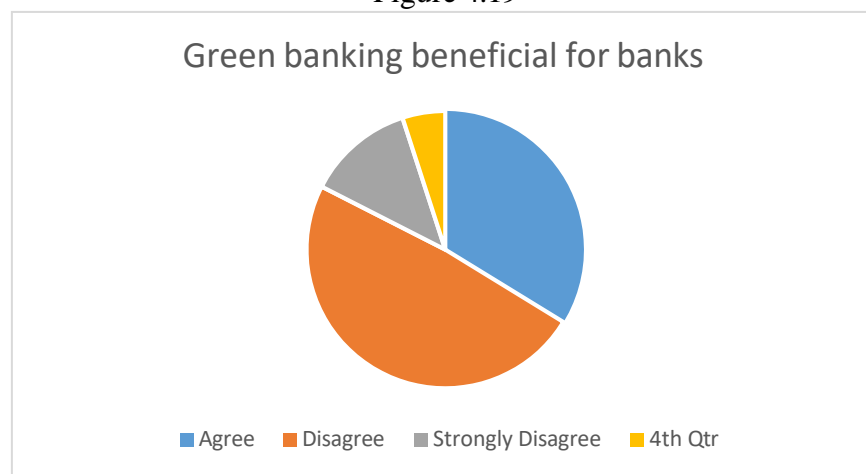
The restrictions that customers encounter while utilising Green Banking are shown in Table 4.18 and Figure 4.18. The majority of respondents (46.2%) experience limitations while utilising green banking as a result of lack of knowledge. Due to security concerns, 23.8% of respondents seldom utilise green banking. Few respondents (11.2%) experience restrictions as a result of their low level of trust.

19.Green banking beneficial for banks.

Table 4.19

SL.NO	GREEN BANKING BENEFICIAL FOR BANKS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Strongly Agree	54	33.75%
2	Agree	78	48.75%
3	Disagree	20	12.5%
4	Strongly Disagree	8	5%
Total		160	100%

Figure 4.19



Interpretation:-

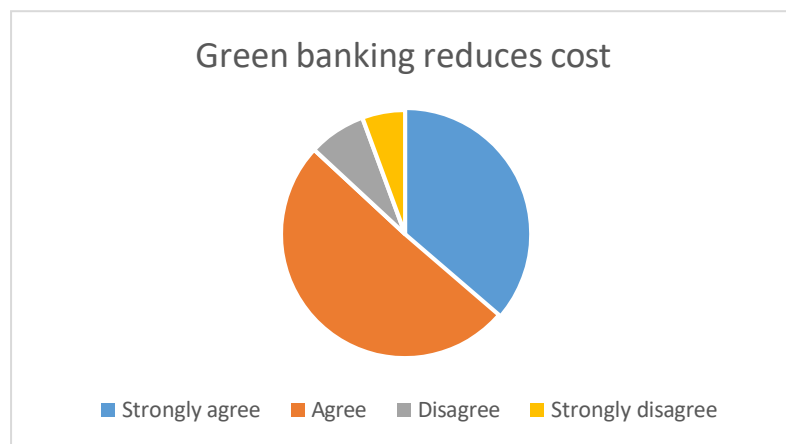
The benefits of green banking for banks are shown in Table 4.19 and Figure 4.19. 33.5% of respondents firmly believe that green banking benefits banks. However just a small percentage of respondents (5%) disagree that green banking is advantageous for banks.

20.Green banking reduce cost

Table 4.20

SL.NO	GREEN BANKING REDUCES COST	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Strongly Agree	58	36.3%
2	Agree	81	50.6%
3	Disagree	12	7.5%
4	Strongly Disagree	9	5.6%
Total		160	100%

Figure 4.20



Interpretation:-

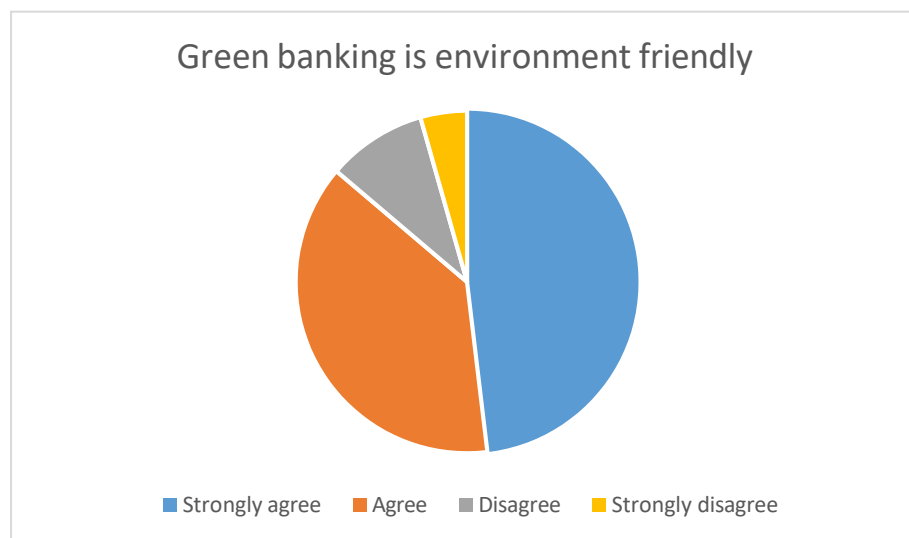
Table 4.20 and Figure 4.20 shows whether the Green banking reduces cost. 36.3% strongly agree that Green banking reduces cost. Majority of respondents(50.6%) agree that this reduces cost. Only a few respondents(5.6%)strongly disagree that green banking does not reduce the cost.

21. Green banking is environment friendly.

Table 4.21

SL.NO	GREEN BANKING IS ENVIRONMENT FRIENDLY	NO.OF RESPONDENTS	% OF RESPONDENTS
1	Strongly Agree	77	48.1%
2	Agree	61	38.1%
3	Disagree	15	9.4%
4	Strongly Disagree	7	4.4%
Total		160	100%

Figure 4.21



Interpretation:-

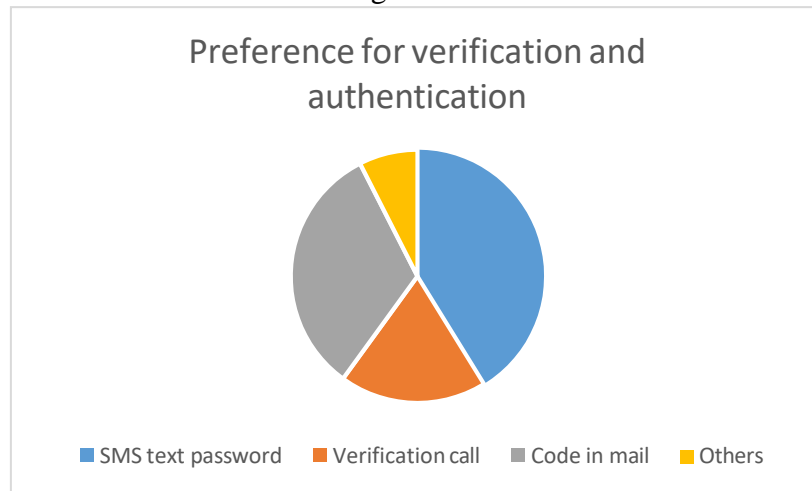
Table 4.21 and Figure 4.21 shows Green banking reduces cost .Out of 160 respondents majority(48.1%) of them strongly agree that Green banking reduces cost. Only few respondents had a opinion that it does not reduce the cost.

22. Preference for verification and authentication of Green banking.

Table 4.22

SL.NO	PREFERENCE FOR VERIFICATION AND AUTHENTICATION	NO.OF RESPONDENTS	% OF RESPONDENTS
1	SMS text password	66	41.2%
2	Verification call	30	18.8%
3	Code in mail	52	32.5%
4	Others	12	7.5%
Total		160	100%

Figure 4.22



Interpretation:-

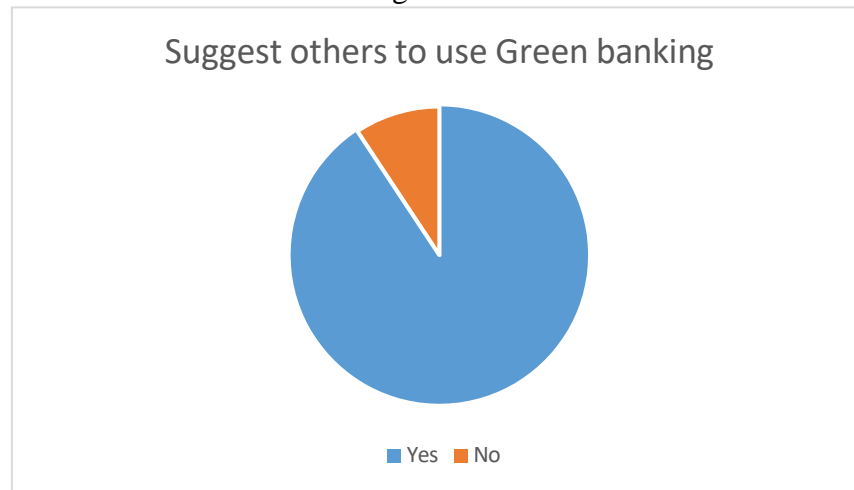
Table 4.22 and Figure 4.22 shows the preference of responders for verifications and authentication of Green banking. Majority of them (48.1%) prefer SMS text password for verification and authentication. Only few of the respondents(18.8%) prefer verification call .

23.Suggest others to use Green banking

Table 4.23

SL.NO	SUGGEST OTHERS TO USE GREEN BANKING	NO.OF RESPONDENTS	% OF RESPONDENTS
1	YES	145	90.7%
2	NO	15	9.3%
TOTAL		160	100%

Figure 4.23



Interpretation:-

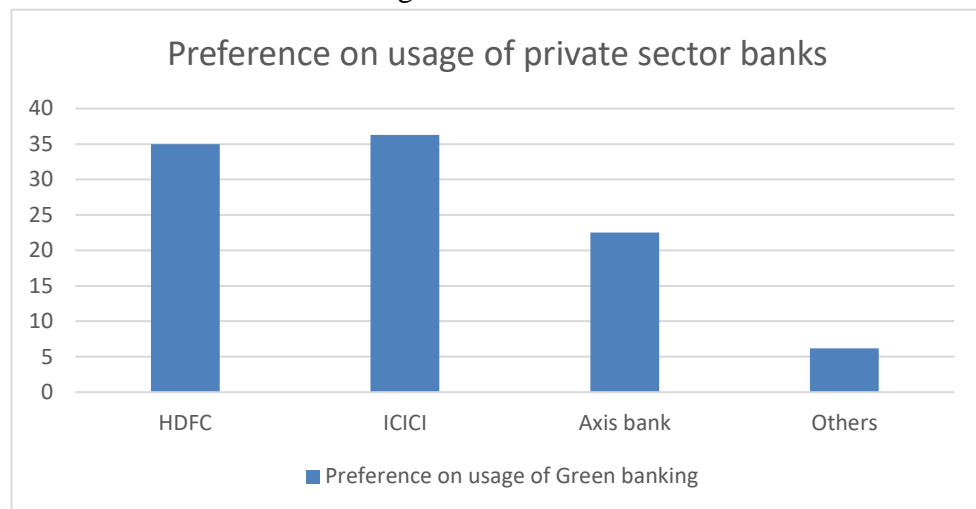
The respondents' willingness to recommend green banking to others is shown in Table 4.23 and Figure 4.23. Most of them (90.7%) say they will recommend green banking to others, while only a minority (9.3%) say they won't.

24. Preference on usage of Private sector banks by the respondents.

Table 4.24

SL.NO	PREFERENCE ON USAGE OF PUBLIC SECTOR BANKS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	HDFC bank	56	35%
2	ICICI bank	58	36.3%
3	Axis bank	36	22.5%
4	Others	10	6.2%
Total		160	100%

Figure 4.24



Interpretation:-

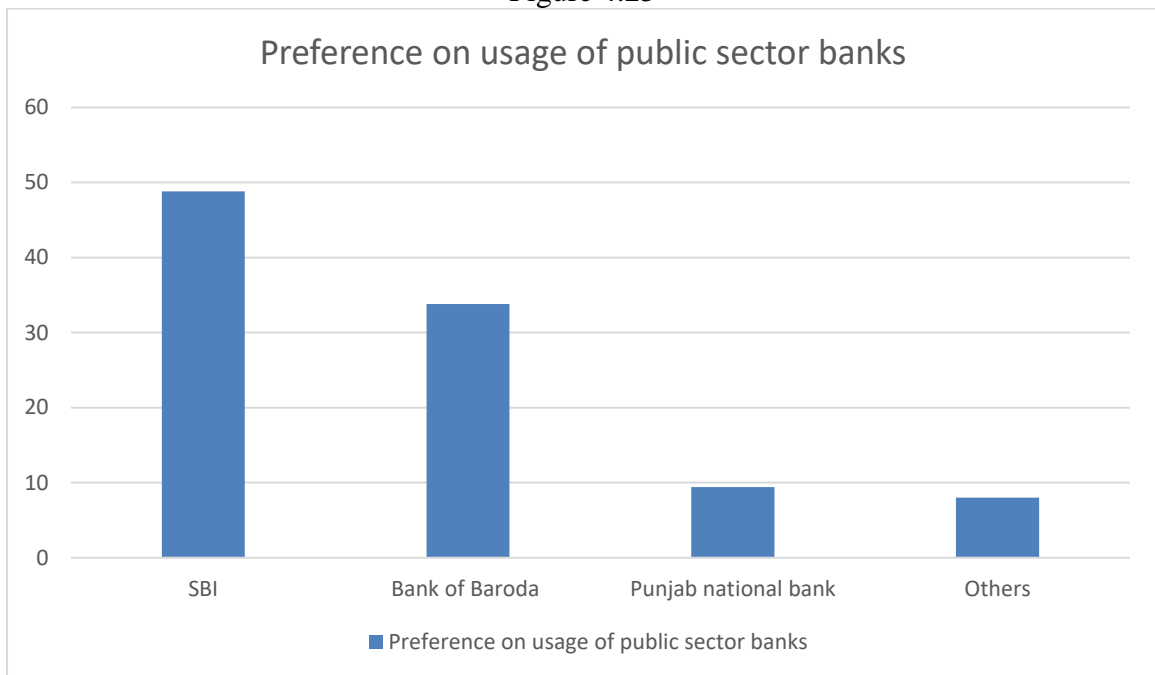
The preference for using private sector banks is seen in Table 4.24 and Figure 4.24. A large majority of respondents, 36.3%, utilise ICICI bank for their everyday withdrawals. The majority of respondents (35%) choose HDFC bank for cash deposits and withdrawals, whereas just a small percentage (22.5%) utilise axis bank. 6.2% of the respondents said they prefer using other banks for their regular transactions.

25.Preference on usage of public sector banks.

Table 4.25

SL.NO	PREFERENCE ON USAGE OF PUBLIC SECTOR BANKS	NO.OF RESPONDENTS	% OF RESPONDENTS
1	SBI	78	48.8%
2	Banks of Baroda	54	33.8%
3	Punjab national bank	15	9.4%
4	Others	11	8%
Total		160	100%

Figure 4.25



Interpretation:-

Table 4.25 and Figure 4.25 show that utilising public sector banks is preferred. 48.8% of respondents, a sizable portion, use SBI bank for routine withdrawals. Less respondents (9.4%) use Punjab National Bank, while the bulk (33.8%) chose Bank of Baroda bank for cash deposits and withdrawals. 8% of the respondents stated that they prefer to conduct regular business with other banks.

CHAPTER-5
FINDINGS ,SUGGESTIONS AND
CONCLUSION

Findings

1. Fixed deposit accounts have the most users. The opposite is true for user savings deposit accounts. Compared to the other 2 accounts, only fewer users utilise the recurring deposit account.
2. Respondents stated that they never experienced any problems with green banking. Some respondents indicate that using green banking frequently occurs without incident. Several of the responders claimed they routinely encountered problems. Few respondents consistently experience problems while using green banking.
3. The majority of respondents find utilising green banking to be satisfactory. Only of the respondents are dissatisfied with the services offered by green banks.
4. The majority of respondents utilise green banking products; the minority does not.
5. Most respondents merely have a basic understanding of green banking. Majority of the responders had a thorough knowledge of green banking. When it comes to green banking, some of the respondents are quite competent while the others are just moderately.
6. Most of the respondents had just lately started utilising green banking . Those who responded claimed they have been utilising green banking services for the last five years, in comparison. Most of respondents have utilised green banking products and services in the last 10 years, and some of respondents have done so for longer than ten years.
7. The majority of respondents (50%) use green banking products 1–5 times each month. Yet, just 27.5% of those surveyed stated they used green banking services five to ten times each month. 6.3% of respondents never use green banking products, compared to 16.2% who do so more than 10 times.
8. The majority of responders (57.2%) have only had good things to say about the services offered by green banking. While only satisfied with the green banking services they receive, 35% of respondents said. 5.7% of respondents, or the final group of respondents, are extremely dissatisfied with utilising green banking goods (6.8%).
9. The majority of respondents use their green cards to cover their basic financial needs. Of the respondents, online banking was utilised to meet their financial needs. Also, some of respondents utilise mobile banking, and the final group relies on Green Finance for their financial needs.
10. The majority of respondents (48.1%) access their bank accounts from home, compared to just 33.8% who do it from the office and just 18.1% who do so from any other location.

SUGGESTIONS:-

- All types of clients should be able to utilise green banking services since they should be easy to use, safe, and economical.
- In the case that investors decide to conduct all of their money management activities online, banks may provide greater rates of benefit to them.
- Banks may assist organisations managing the environment in developing outstanding projects or fending against hostile environmental elements and allocating resources.
- Banks must provide their offices with energy-efficient technology. Banks must adapt this green banking to hardware, waste-management practises, and energy-efficient technologies. Banks may provide hospitals and schools with energy-saving technology.
- Every bank has switched to the CBS or ATM platform, which offers electronic banking goods and services. Banks might therefore implement paperless banking. While private and international banks use technologies in their offices, PSU banks still use a significant amount of paper.
- The bank must improve as services quality in terms of communications, responsiveness, reliability and understanding.
- Set standards for handling customer grievances.
- The awareness on how to use green banking and what are the security mechanism to be followed by the customer has to be addressed for effective usage of green banking.
- Taking necessary precautions to solve software problems may help the banks to offer the service more economically with high standards.
- Educating all bank staffs about the various facilities available through green banking services can play a vital role in maintaining a healthy bank – customer relationship
- The objective of improving customer satisfaction for green banking services could be achieved through proper customer education.
- The green banking system should be enhanced to make online enquiry and online payment much easier to the customers.

CONCLUSION:-

The project's goal was to ascertain how satisfied customers were with the green banking services and products they received, as well as how they felt about the approaches banks used to implement green banking. Green banking is a step in this direction because environmental sustainability is a significant concern nowadays. Thus, it is necessary to research the green banking efforts implemented by Indian banks. Increased awareness, improved living conditions, and urbanisation have all contributed to preference changes. The manner that customers use services has fundamentally changed throughout time, moving from conventional methods to more contemporary ones. These promises to environmental and social standards would first put a tremendous financial strain on Indian institutions. But, over time, green banking has proven to save costs, reduce risk, boost bank reputation, and support environmental sustainability. Hence, it addresses both its business and social responsibility components.

According to the results of the survey, the majority of respondents lack a solid understanding of the idea of green banking, despite the fact that many of them utilise the fundamental green banking services and products, such as ATMs, online banking, mobile banking, etc. The bank-sponsored green banking programmes, such as green credit cards, green infrastructure, and green finance, have not been able to reach everyone. The majority of clients are unaware of these amenities. The RBI and the Indian government should take the initiative to provide green policy guidelines and financial incentives in order to promote successful green banking. To meet the needs of the entire population, banks must provide green banking products and services. All client categories should be able to access the deployed goods and services.

The extent of global warming has an inverse relationship with the ability of the financial sector to survive. The economy, businesses, and banks will all benefit from this idea, which also raises the asset quality of banks going forward.

CHAPTER-6

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APPENDIX

QUESTIONNAIRE:-

1. Gender

- Male
- Female

2. Age

- Below 25
- 25-35
- 35-45
- Above 50

3. Your professional status

- Government Employee
- Private Employee
- Student
- Housewife
- Others

4. Type of Bank A/c

- Fixed Deposit A/c
- Savings Deposit A/c
- Current Deposit A/c

5. Do you face any problem while using green banking?

- Rarely
- Often
- Always
- Never

6. Are you satisfied by using Green Banking?

- Yes
- No

7. Your Income per annum

- Upto 1,00,000
- 1,00,000 – 3,00,000
- 3,00,000-5,00,000
- Above 5,00,000

8. Are you using Green Banking?

- Yes
- No

9. How much are you aware of Green Banking?

- Very High
- High
- Average
- Low
- Very low

10. Your Status on usage of Green Banking

- Less than 1 year
- 1-5 years
- 5-10 years
- Above 10 year

11. How many time do you use Green Banking services per Month?

- 1-5 Times
- 5-10 Times
- More Than 10 Times
- Nil

12. Are you satisfied on using Debit/Credit Cards while shopping?

- Extremely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

13. How often do you face problems while using Mobile Banking Services?

- Always
- Sometimes
- Seldom
- Never

14. Which of the following Green Banking Product do you use more?

- Green Cards(ATM/Debit Card/Credit Card)
- Internet Banking
- Mobile Banking
- Green Finance.

15. Source of Awareness about Green Banking.

- Online Advertising
- Offline Advertising
- Friends
- Newspaper
- Others

16. From where do you access your Green Banking A/c?

- Home
- Office
- Others

17. Why do you prefer Green Banking Services?

- Time Saving
- Less Expensive
- Family tradition
- Quality Services
- Best Offers
- Others

18. Which of the following restricts you from Green Banking?

- Low trust level
- Lack of Security
- Lack of knowledge
- Others

19. Green banking beneficial for banks

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

20. Green banking Reduces cost.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

21. Green banking is environmental friendly

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

22. Which of the following do you prefer more for verification and authentication of green banking?

- Security Device
- SMS text password
- Verification call
- Code in mail

23. Would you suggest others to use green banking?

- Yes
- No

24. Which of the following Private sector banks do you prefer for doing our daily transactions?

- HDFC
- ICICI
- Axis bank
- Others

25. Which of the following Public sector banks do you prefer for doing our daily transactions?

- SBI
- Bank of Baroda
- Punjab national bank
- Others

