

## A Study of Perception Analysis of MFIs Officials: Uttar Pradesh (India)

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### Abstract

Micro finance is a mechanism for the development of country with especially focus on poor women in rural areas. Micro Finance has had several successful initiatives, including the range of outreach, as well as the development of innovative products and local institutions that reach out to marginalized communities. Micro-finance has been accepted at the national policy level for poverty reduction. Micro Finance has emerged as a powerful instrument for poverty alleviation and empowering poor. The global nature of the Micro Finance movement is reflected in the growing number of organizations providing Micro finance to poor people. Micro Finance is indicated as one of the financially savvy and beneficial mechanisms of provincial credit transfer framework that encourages speedy and opportune access to commercial credit to needy person in compelling and affordable way. Main objective of expansion of development is to decrease degree of deprivation by arranging business openings and creating the levels of the income generation. There has been exceptional advancement in the outreach and expansion of MFIs in India. The paper is based on mainly primary data. Research design is partly descriptive and partly exploratory. The data for the present study is based on a major research study on micro finance in the state of Uttar Pradesh conducted in 2019 by the researcher. The primary data has been collected through field survey in selected districts viz. Lucknow, Rai-Bareilly, Varanasi, Gorakhpur, Meerut and Ghaziabad in Uttar Pradesh. The variable used in study is univariate. The survey was conducted in rural areas with the support of MFIs (Arohan, Satin Credit Care Ltd, Margdarshak, Spandana, Bharat, Shikhar, SVCL, Superfine and Ujjivan). The data was processed through application of SPSS and critically analyzed. Chi Square Test and F-test applied for data analysis and to know the level of significance. While there are many studies that relate to microfinance, only a few studies have been conducted so far on MFI executives'. Against this backdrop, present paper purports to examine perception of MFIs officials pertaining to micro financial services. The findings of present paper also demonstrate there is positive relationship between micro finance institutions and their clients. The findings of paper are expected to be of useful in understanding of outreach, tenure of loan, services provided to client and nature of client profile.

**Keywords:** Employment, Empowerment, Micro finance institutions, Micro finance, Poverty

Microfinance may be conceptualized as the accessibility of monetary offering to the neglected section of the society who does not have any accessibility of funds. Microfinance provides working capital loans to entrepreneurs through which they can start their own business. It helps to create employment not only to entrepreneurs but also generates employment opportunities to others too. Banks are not best suited to offer microfinance since they do not take a long-term view; do not offer non-financial services such as training; and lack the combined qualitative and quantitative approach that is unique to microfinance institutions. The concept of micro finance and micro credit is usually used for mutual exchange. But micro credit is always given with the thrift and therefore a more appropriate expression rather than a micro finance. This includes the entire gamut of financial services, such as savings required by poor, loans, insurance, equipment leases, remittances etc. Micro finance programs are expected to make significant contributions to eradicating poverty and empower women in economic, social and political sectors. "Currently, MFIs exist in 29 States, 4 Union Territories and 563 locale in India. 21 MFIs with a huge effort and portfolio have activities in excess of 5 states, out of which four driving MFIs are working in excess of 15 states. An aggregate of 57 MFIs (34 percent) are working in two to five states. MFIs working in different states, by and large, are regularly bigger in estimate and follow the authoritative document of a NBFC-MFI."

### Review of Literature:

Ukanwa (2017) analyzes to find out reasons behind getting low benefits from microfinance generated by women of rural African region. Jose (2016) finds out that the basic objective for microfinance institution to sustain the borrower, but that is not satisfactory achievable due to diversification of funds. Matthew and Kurian (2016) highlight that the world focusing on microfinance has always been on serving women. Mishra and Haque (2016) opine that economic time of financial change had significant effect on financial in every single significant zone. Globalization has given many benefits to the banking sector in India. Sa-Dhan (2016) said that the presence of MFIs has become widespread in areas across the country, although they are still concentrated in some states. Tassel (2015) focused on a model which is emphasis on lender who gets funds from external sources. In this study, the researcher tries to find out lender types and ignore investors. Mukherjee (2014) analyzes the policies of the Government of India, which is enough to provide credit facilities to the poorest of the poor, there is no competition between microfinance institutions to provide loans to poor borrowers, subsidies Whether or not it plays a key role in

micro finance. Norwood (2014) conducts a study in which the researcher focused on microcredit with those practitioners and scholars who interested in economic and social conditions of the world. Dwivedi and Mishra (2013) are of the view that women are considered as better half of the country. Traditionally, the women limited to their house boundaries but now they come forward to contribute their efforts in each and every field. In India, entrepreneurship is also handle by women which is the good indicator of women empowerment, economic development and social evolution.

Firdausi (2013) measures the relative efficiency of microfinance institutions in India, Bangladesh and China. Kumbhar (2013) reveals the study about women entrepreneur in rural areas of India. Brown, Guin and Kirschenmann (2012) in their article highlighted that commercialization of microfinance and mission of MFIs are far away from their actual target customers i.e., poor people, women, and rural customer to earn more revenue but less deprived customers still the topic of much debate among practitioners, policy makers and researcher. Goel & Rishi (2012) highlighted that measures and norms that can develop entrepreneurship skills among the poorest people. Klapper & Parker (2011) studies relationship between gender and entrepreneurship. Bubna & Chowdhry (2009) analyze conditions for franchising microfinance to enhance welfare schemes.

Hermes and Lansink (2007) conducted an important survey on the effect of microfinance. Dixon, Ritchie and Siwale (2006) analyze that creating of a framework to deal the problems in obligations and determine client needs and prepare the work-layout as per their needs. Roodman and Qureshi (2006) analyze microfinance institutions as businesses. The poor people need credits and savings greater than rich or medium class people. Kabeer (2005) reveals that focus on examining the social and economic impacts on the beneficiaries. Basu and Srivastav (2005) analyzes adequate determinations and a huge set-up of rural banks, the rural poor people still remain neglected by bank, and they depend on informal lending system. Microfinance approaches framed to reach each and every needy people. Morduch (2000) critics "win-win" theory, the microfinance institutions which focus on the alleviation of poverty by their banking system norms but in general situation, these norms are not completely proved by logically or by real evidence. Kaladhar (1997) opined that Indian microfinance was wide and basically rural. Changes are required at functioning level as required in the loan policy and procedures, transparency, flexible working hours of banks, etc.

### Objective and Methods:

Present paper purports to examine the perception of MFIs official pertaining to micro financial services. The paper is based on primary data. The data has been collected through field survey in selected MFIs in the districts of Lucknow, Rai-Bareilly, Varanasi, Gorakhpur, Meerut and Ghaziabad in Uttar Pradesh. Overall 150 officials of selected MFIs were surveyed with the help of structured interview schedule/ questionnaire. The selected MFIs are Arohan, Bandhan Bank, Bharat, Margdarshak, Muthoot, Satin, Shikher, Superfine, SVCL, Ujjivan and Utkarsh. Research design is partly descriptive and partly exploratory. Chi Square Test and F-test applied for data analysis while the following hypotheses were empirically tested:

- There is relationship among MFIs and their active borrowers;
- There is relationship among MFIs and their outreach;
- There is relationship among MFIs and tenure of loan;
- There is relationship among MFIs and services provided to client.
- Discussion of Survey Results:

Nature of job of officials is reveals in Table 1. About 55 per cent officials stated that their nature of job is field work (Bandhan Bank,Ujjivan, Sattin Credit Care Ltd., SVCL and MargDarshak). About 22 per cent officials stated that their nature of job is monitoring and supervision (Arohan, Shikher and SVCL)

**Table: 1**  
**Nature of Job of Respondents**

Name Of MFI	Administration/ Management	Field Work	Monitoring/S upervision	Accounting and Finance	Others	Total
Arohan	0	0	16	0	0	16
	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Bandhan Bank	0	11	0	0	0	11
	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Bharat	0	3	0	0	3	6
	0.0%	50.0%	0.0%	0.0%	50.0%	100.0%
Margdarshak	7	12	0	0	0	19
	36.8%	63.2%	0.0%	0.0%	0.0%	100.0%
Muthoot Micro Finance Ltd	0	3	0	3	3	9
	0.0%	33.3%	0.0%	33.3%	33.3%	100.0%

Satin	0	18	8	0	0	26
	0.0%	69.2%	30.8%	0.0%	0.0%	100.0%
Shikhar	0	4	4	0	0	8
	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%
Superfine	4	0	0	0	8	12
	33.3%	0.0%	0.0%	0.0%	66.7%	100.0%
SVCL	0	8	4	0	0	12
	0.0%	66.7%	33.3%	0.0%	0.0%	100.0%
Ujjivan	4	23	1	0	0	28
	14.3%	82.1%	3.6%	0.0%	0.0%	100.0%
Utkarsh Bank	0	0	0	3	0	3
	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%
<b>Total</b>	<b>15</b>	<b>82</b>	<b>33</b>	<b>6</b>	<b>14</b>	<b>150</b>
	<b>10.0%</b>	<b>54.7%</b>	<b>22.0%</b>	<b>4.0%</b>	<b>9.3%</b>	<b>100.0%</b>

**Source: Field-Survey**

Experience of job of officials is stated in Table 2. Around 2/3rd officials had experience of less than 5 years. However, less than 1/4th respondents had experience of 5

to 10 years. All the respondents from Utkarsh Bank and majority of the respondents from Superfine Micro Finance had experience of more than 10 years.

**Table: 2**  
**Experience of Job of Respondents**

<b>Name Of MFI</b>	<b>Less Than 3 Yrs</b>	<b>3 to 5 Yrs</b>	<b>5 to 8 Yrs</b>	<b>8 to 10 Yrs</b>	<b>10 And Above Years</b>	<b>Total</b>
Arohan	0	0	16	0	0	16
	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Bandhan Bank	0	0	11	0	0	11
	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Bharat	6	0	0	0	0	6
	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Margdarshak	12	7	0	0	0	19
	63.2%	36.8%	0.0%	0.0%	0.0%	100.0%
Muthoot Micro Finance Ltd	9	0	0	0	0	9
	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Satin	4	14	0	4	4	26
	15.4%	53.8%	0.0%	15.4%	15.4%	100.0%
Shikhar	4	4	0	0	0	8
	50.0%	50.0%	0.0%	0.0%	0.0%	100.0%

Superfine	4	0	0	0	8	12
	33.3%	0.0%	0.0%	0.0%	66.7%	100.0%
SVCL	4	4	4	0	0	12
	33.3%	33.3%	33.3%	0.0%	0.0%	100.0%
Ujjivan	16	12	0	0	0	28
	57.1%	42.9%	0.0%	0.0%	0.0%	100.0%
Utkarsh Bank	0	0	0	0	3	3
	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
<b>Total</b>	<b>59</b>	<b>41</b>	<b>31</b>	<b>4</b>	<b>15</b>	<b>150</b>
	<b>39.3%</b>	<b>27.3%</b>	<b>20.7%</b>	<b>2.7%</b>	<b>10.0%</b>	<b>100.0%</b>

**Source: Field Survey**

Type of organization is defined in Table 3. Majority of the officials reported that their organizations are NBFC but around 28 per cent officials reported that their MFIs are

banks. Bandhan Bank, Utkarsha Bank and Ujjivan Micro Finance are working as banks.

**Table: 3 Type of Organization**

<b>Name Of MFI</b>	<b>NBFC</b>	<b>Bank</b>	<b>Others</b>	<b>Total</b>
Arohan	16	0	0	16
	100.0%	0.0%	0.0%	100.0%
Bandhan Bank	0	11	0	11
	0.0%	100.0%	0.0%	100.0%

Bharat	6	0	0	6
	100.0%	0.0%	0.0%	100.0%
Margdarshak	4	0	15	19
	21.1%	0.0%	78.9%	100.0%
Muthoot Micro Finance Ltd	9	0	0	9
	100.0%	0.0%	0.0%	100.0%
Satin	26	0	0	26
	100.0%	0.0%	0.0%	100.0%
Shikhar	0	0	8	8
	0.0%	0.0%	100.0%	100.0%
Superfine	0	0	12	12
	0.0%	0.0%	100.0%	100.0%
SVCL  Ujjivan	12	0	0	12
	100.0%	0.0%	0.0%	100.0%
	0	28	0	28
	0.0%	100.0%	0.0%	100.0%
Utkarsh Bank	0	3	0	3
	0.0%	100.0%	0.0%	100.0%
<b>Total</b>	<b>73</b>	<b>42</b>	<b>35</b>	<b>150</b>
	<b>48.7%</b>	<b>28.0%</b>	<b>23.3%</b>	<b>100.0%</b>

**Source: Field Survey**

Outreach of selected MFIs is shown in Table 4. The outreach of selected MFIs was reported wider. However, MargDarshak, Shikher, Superfine and SVCL are functioning in limited states and districts. The number of

branches of MFIs were reported high for Bharat Micro Finance, Bandhan Bank, Spandana and Arohan Micro Finance Institutions.

**Table: 4 Outreach of Selected MFIs**

<b>Name Of MFI</b>	<b>States/UTs</b>	<b>Districts</b>	<b>Branches</b>	<b>Villages</b>	<b>No. of Clients</b>
Arohan	14	212	663	5904	2 Million
Bandhan Bank	34	463	986	--	1.65 Crores
Bharat	12	342	1567	1,00,000	7.2 Million
Margdarshak	5	57	147	2426	1.96 Lakh
Muthoot Micro Finance Ltd	17	217	557	--	16.96 Lakh
Satin	22	--	180	--	3.97 Lakh
Shikhar	5	16	39	1783	8.81 Lakh
Superfine	7	--	34	--	5.0 Lakh
SVCL	8	208	--	--	5.0 Lakh
Ujjivan	24	233	552	--	7.0 Lakh
Spandana	15	222	694	--	4.1 Million

**Source: Annual Reports**



Most active among borrowers are shown in Table 5. Household women, businessmen and farmers were most active borrowers of micro finance institutions. However,

preference is given to women in many micro financial institutions such as Arohan, Utkarsh, Shikhar, Sattin Credit Care Ltd. etc.

**Table: 5 Most Active among Borrowers**

Name Of MFI	Farmers	Household Women	Businessmen	Others	Total
Arohan	0	16	0	0	16
	0.0%	100.0%	0.0%	0.0%	100.0%
Bandhan Bank	0	11	0	0	11
	0.0%	100.0%	0.0%	0.0%	100.0%
Bharat	3	3	0	0	6
	50.0%	50.0%	0.0%	0.0%	100.0%
Margdarshak	0	4	8	7	19
	0.0%	21.1%	42.1%	36.8%	100.0%
Muthoot Micro Finance Ltd	6	3	0	0	9
	66.7%	33.3%	0.0%	0.0%	100.0%
Satin	0	18	4	4	26
	0.0%	69.2%	15.4%	15.4%	100.0%
Shikhar	0	8	0	0	8
	0.0%	100.0%	0.0%	0.0%	100.0%

Superfine	0	0	12	0	12
	0.0%	0.0%	100.0%	0.0%	100.0%
SVCL	4	8	0	0	12
	33.3%	66.7%	0.0%	0.0%	100.0%
Ujjivan	11	17	0	0	28
	39.3%	60.7%	0.0%	0.0%	100.0%
Utkarsh Bank	0	3	0	0	3
	0.0%	100.0%	0.0%	0.0%	100.0%
<b>Total</b>	<b>24</b>	<b>91</b>	<b>24</b>	<b>11</b>	<b>150</b>
	<b>16.0%</b>	<b>60.7%</b>	<b>16.0%</b>	<b>7.3%</b>	<b>100.0%</b>
<b>Chi square value</b>	<b>177.667**</b>				

**Source: Field Survey \*\* Sig. at 1% level of significance**

The respondents were asked that whether they provide loan to individuals who are outside of the coverage of JLG and SHG. About 77 per cent respondents admitted that their MFIs also provide loan to individuals who are not covered

under JLG or SHG. However, respondents from Bharat, Utkarsh Bank, Muthoot Micro Finance Ltd. reported that they provide loan to JLGs or SHGs (Table 6).

**Table: 6**

**Do You Provide Loan to Individuals Who Are Outside Coverage of JLG and SHG**

<b>Name Of MFI</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
Arohan	16	0	16
	100.0%	0.0%	100.0%

Bandhan Bank	11	0	11
	100.0%	0.0%	100.0%
Bharat	0	6	6
	0.0%	100.0%	100.0%
Margdarshak	8	11	19
	42.1%	57.9%	100.0%
Muthoot Micro Finance Ltd	0	9	9
	0.0%	100.0%	100.0%
Satin	23	3	26
	88.5%	11.5%	100.0%
Shikhar	8	0	8
	100.0%	0.0%	100.0%
Superfine	12	0	12
	100.0%	0.0%	100.0%
SVCL	12	0	12
	100.0%	0.0%	100.0%
Ujjivan	25	3	28
	89.3%	10.7%	100.0%
Utkarsh Bank	0	3	3
	0.0%	100.0%	100.0%
<b>Total</b>	<b>115</b>	<b>35</b>	<b>150</b>
	<b>76.7%</b>	<b>23.3%</b>	<b>100.0%</b>

**Source: Field Survey**

The respondents were questioned that to whom they sanction loan. About 2/3rd officials stated that they sanction loan to only group members. However, all the respondents from Superfine and Bandhan Bank as well as

most of the respondents from Ujjivan Micro Finance reported that they sanction loan to group and individuals (Table 7).

**Table: 7 To Whom Do You Sanction Loan**

<b>Name Of MFI</b>	<b>Only Group Members</b>	<b>Group and Individuals</b>	<b>Total</b>
Arohan	16	0	16
	100.0%	0.0%	100.0%
Bandhan Bank	0	11	11
	0.0%	100.0%	100.0%
Bharat	6	0	6
	100.0%	0.0%	100.0%
Margdarshak	19	0	19
	100.0%	0.0%	100.0%
Muthoot Micro Finance Ltd	9	0	9
	100.0%	0.0%	100.0%
Satin	26	0	26
	100.0%	0.0%	100.0%
Shikhar	8	0	8
	100.0%	0.0%	100.0%

Superfine	0	12	12
	0.0%	100.0%	100.0%
SVCL	12	0	12
	100.0%	0.0%	100.0%
Ujjivan	1	27	28
	3.6%	96.4%	100.0%
Utkarsh Bank	3	0	3
	100.0%	0.0%	100.0%
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>
	<b>66.7%</b>	<b>33.3%</b>	<b>100.0%</b>

**Source: Field Survey**

Average tenure of loan is stated in Table 8. Around 80 per cent respondents stated that average tenure of loan is 1-2 yrs. Moreover, around 15 per cent respondents informed that the average tenure of loan is less than one year. It was found

more pronouncing in Shikher, Utkarsh Bank and Superfine Micro Finance. Around 37 per cent respondents from MargDarshak stated the average tenure of loan as 3-5 years.

**Table: 8 Average Tenure of Loan**

Name Of MFI	Less Than One Year	1-2 Years	3-5 Years	Total
Arohan	0	16	0	16
	0.0%	100.0%	0.0%	100.0%
Bandhan Bank	0	11	0	11
	0.0%	100.0%	0.0%	100.0%

Bharat	0	6	0	6
	0.0%	100.0%	0.0%	100.0%
Margdarshak	4	8	7	19
	21.1%	42.1%	36.8%	100.0%
Muthoot Micro Finance Ltd	0	9	0	9
	0.0%	100.0%	0.0%	100.0%
Satin	0	26	0	26
	0.0%	100.0%	0.0%	100.0%
Shikhar	8	0	0	8
	100.0%	0.0%	0.0%	100.0%
Superfine	8	4	0	12
	66.7%	33.3%	0.0%	100.0%
SVCL	0	12	0	12
	0.0%	100.0%	0.0%	100.0%
Ujjivan	0	28	0	28
	0.0%	100.0%	0.0%	100.0%
Utkarsh Bank	3	0	0	3
	100.0%	0.0%	0.0%	100.0%
Total	23	120	7	150
	15.3%	80.0%	4.7%	100.0%
Chi square value	158.154**			

Source: Field Survey \*\* Significant at 1% level of significance

Provision of collateral security for providing loan is shown in Table 9 and 10, approx 2/3rd of respondents stated that there is no provision of collateral security for providing loan. However, all the respondents from Arohan and

majority of the respondents from Sattin Credit Care Ltd., and SVCL admitted that there is provision of collateral security for loan to borrowers.

**Table: 9 Level of Services provided by MFIs in the Area**

<b>Name of MFI</b>	<b>Mean score of Services Provided By MFIs</b>
Arohan	11.00
Bandhan Bank	2.00
Bharat	2.50
Margdarshak	1.00
Muthoot Micro Finance Ltd	3.33
Satin	1.00
Shikhar	1.00
Superfine	1.00
SVCL	1.00
Ujjivan	10.18
Utkarsh Bank	3.00
Total	4.09
F test	263.55**

\*\* Significant at 1% level of significance

**Table: 10 Provision of Collateral Security for Providing Loan**

<b>Name Of MFI</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
Arohan	16	0	16
	100.0%	0.0%	100.0%
Bandhan Bank	0	11	11
	0.0%	100.0%	100.0%

Bharat	0	6	6
	0.0%	100.0%	100.0%
Margdarshak	7	12	19
	36.8%	63.2%	100.0%
Muthoot Micro Finance Ltd	0	9	9
	0.0%	100.0%	100.0%
Satin	23	3	26
	88.5%	11.5%	100.0%
Shikhar	0	8	8
	0.0%	100.0%	100.0%
Superfine	0	12	12
	0.0%	100.0%	100.0%
SVCL	8	4	12
	66.7%	33.3%	100.0%
Ujjivan	0	28	28
	0.0%	100.0%	100.0%
Utkarsh Bank	0	3	3
	0.0%	100.0%	100.0%
<b>Total</b>	<b>54</b>	<b>96</b>	<b>150</b>
	<b>36.0%</b>	<b>64.0%</b>	<b>100.0%</b>

Source: Field Survey



Income limit for borrowers in selected MFIs is shown in Table 11. Most of MFIs have different income limit for borrowers from rural, semi-urban and urban areas. The income limit was stated high for metro areas as comparison to provincial areas. Most of MFIs provide loan to

borrowers from below poverty line in rural and urban areas. MFIs are charging processing and insurance fee and GST besides interest charges. However, charges and interest rate varies depending upon loan portfolio and MFIs.

**Table: 11 Income Limit for Borrowers in Selected MFIs**  
(Amount in Lakh Rs.)

Name Of MFI	Rural	Urban	Semi-Urban
Margdarshak	1,00,000	1,60,000	1,20,000
Muthoot Micro Finance Ltd	1,00,000	1,60,000	1,20,000
Satin	1,00,000	1,60,000	1,20,000
Superfine	1,00,000	1,60,000	1,20,000
Ujjivan	1,44,000	2,00,000	2,00,000
Utkarsh Bank	1,00,000	1,60,000	1,20,000

**Source: Field Survey**

Cycle of loan of selected MFIs is tabulated in Table 12. The cycle of loan varies across the MFIs and loan portfolio. Generally, minimum average amount has been reported to be Rs. 5000 and maximum amount is Rs. 50000 to a individual person. However, average amount of loan to JLG may be higher depending upon the size of JLG. In the

first cycle of loan MFIs generally provide loan in the range of Rs. 25000 to 50000 however, the loan amount in second and third cycle ranges Rs. 50000 to Rs. 4 lakh. The average amount of loan in second and third cycle was reported high for SVCL and MargDarshak.

**Table: 12 Cycle of Loan of Selected MFIs** (Amount in Rs.)

Name Of MFI	Cycle-I	Cycle-II	Cycle-III
Bandhan Bank	30,000	50,000	1,00,000
Margdarshak	30,000	2,50,000	3,50,000

Muthoot Micro Finance Ltd	40,000	50,000	60,000
Satin	30,000	40,000	50,000
Superfine	50,000	50,000	50,000
SVCL	30,000	3,50,000	4,00,000
Ujjivan	26,000	35,000	45,000
Utkarsh Bank	25,000	50,000	60,000

**Source: Field Survey**

Repayment system of MFIs is revealed in Table 13. About 37 percent respondents reported that their MFIs have weekly repayment system. It was found more pronouncing in Utkarsh Bank, Superfine, Bandhan Bank and Arohan. About 1/3rd officials also reported that their MFIs have monthly repayment system. It was found more

pronouncing in Ujjivan, Shikher and Muthoot Micro Finance Ltd. About 15 percent officials reported that they are having fortnightly repayment system while Sattin Credit Care Ltd., have other type of repayment system such as daily and quarterly.

**Table: 13**

**Repayment System of MFIs**

Name Of MFI	Weekly	Fortnightly	Monthly	Others	Total
Arohan	16	0	0	0	16
	100.0%	0.0%	0.0%	0.0%	100.0%
Bandhan Bank	11	0	0	0	11
	100.0%	0.0%	0.0%	0.0%	100.0%
Bharat	3	0	3	0	6
	50.0%	0.0%	50.0%	0.0%	100.0%

Margdarshak	4	11	4	0	19
	21.1%	57.9%	21.1%	0.0%	100.0%
Muthoot Micro Finance Ltd	3	0	6	0	9
	33.3%	0.0%	66.7%	0.0%	100.0%
Satin	3	0	0	23	26
	11.5%	0.0%	0.0%	88.5%	100.0%
Shikhar	0	0	8	0	8
	0.0%	0.0%	100.0%	0.0%	100.0%
Superfine	12	0	0	0	12
	100.0%	0.0%	0.0%	0.0%	100.0%
SVCL	0	12	0	0	12
	0.0%	100.0%	0.0%	0.0%	100.0%
Ujjivan	0	0	28	0	28
	0.0%	0.0%	100.0%	0.0%	100.0%
Utkarsh Bank	3	0	0	0	3
	100.0%	0.0%	0.0%	0.0%	100.0%
<b>Total</b>	<b>55</b>	<b>23</b>	<b>49</b>	<b>23</b>	<b>150</b>
	<b>36.7%</b>	<b>15.3%</b>	<b>32.7%</b>	<b>15.3%</b>	<b>100.0%</b>

**Source: Field Survey**

Type of services provided by MFIs in the area is shown in Table 14. Livelihood development, women empowerment, education, empowerment of weaker sections, training and entrepreneurship development,

community development, environment conservation, poverty alleviation, health and sanitation are some of the services which are being provided by MFIs in their operational areas.

Table: 14

### Type of Services Provided By MFIs in the Area

Name Of MFI		Women Empowerment	Empowerment Of Weaker Section	Environment Conservation	Poverty Reduction	Livelihood Development	Education	Health	Sanitation	Training And Entrepreneurship Development	Others
Arohan	16	16	16	16	16	16	16	16	16	16	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bandhan Bank	0	11	0	0	0	0	11	0	0	0	0
	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Bharat	0	6	0	3	0	0	3	0	0	3	0
	0.0%	100.0%	0.0%	50.0%	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%	0.0%
Margdarshak	0	7	0	0	0	12	0	0	0	0	0
	0.0%	36.8%	0.0%	0.0%	0.0%	63.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Muthoot Micro Finance Ltd	3	9	3	3	3	0	3	0	0	6	0
	33.3%	100.0%	33.3%	33.3%	33.3%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%

Satin	0	8	3	0	0	15	0	0	0	0	0
	0.0%	30.8%	11.5%	0.0%	0.0%	57.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Shikhar	0	0	0	0	0	8	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Superfine	0	0	12	0	0	0	0	0	0	0	0
	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SVCL	0	0	0	0	0	12	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ujjivan	27	28	27	23	26	27	27	26	26	26	22
	96.4%	100.0%	96.4%	82.1%	92.9%	96.4%	96.4%	92.9%	92.9%	92.9%	78.6%
Utkarsh Bank	0	3	0	0	3	0	3	0	0	0	0
	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Total	46	88	61	45	48	90	63	42	42	51	38
	30.7%	58.7%	40.7%	30.0%	32.0%	60.0%	42.0%	28.0%	28.0%	34.0%	25.3%

**Source: Field Survey.**

#### Conclusion:

Micro finance programs are expected to make significant contributions to eradicating poverty and empower women in economic, social and political sectors. Micro-credit is likewise end up being a significant wellspring of financing of monetary exercises, job advancements and work age for the more fragile segments of society. A few projects, plans and ventures have been actualized for advancing gathering based miniaturized scale credit in India both in urban and rustic regions. Several MFIs are providing micro finance to poor, women and marginalized communities. These financial institution also provide financial services for

development and promotion of livelihoods, enterprises and thus, playing curial role in reducing poverty and empowerment of poor, marginalized and women.

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