

# Baseline Report - DRAFT

Phase 1- Alwar and Sikar districts of Rajasthan

“Mein Pragati”  
*a financial capability building project*

April 2016

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CRISIL Foundation and  
Humana People To People India

## Executive Summary

### Context

CRISIL Foundation in partnership with Humana People to People India (HPPI) is implementing project, “Mein Pragati” - A Financial Capability Building project in Alwar, Dausa and Sikar districts of Rajasthan; the project will be implemented in two phases. The project entails providing SHG members financial literacy training course. In the first phase, the project will be implemented in Alwar and Sikar districts. In order to ascertain the impact of the project, the baseline and endline will be done separately for each phase of the project. The baseline for phase 1 was done during April and May 2016 by M2i Consulting. This report presents the findings.

### Methodology

The baseline was focused on not just gathering data from the potential beneficiaries of the project but also from other stakeholders like Project Strategic Counsel (PSC) for this project; Productivity Unit Leaders (PULs) and Cluster Coordinators. A Financial literacy assessment of CRISIL Mitras<sup>1</sup> was also done pre and post training. Field survey was conducted of the potential beneficiaries i.e. SHG members through questionnaire survey and FGDs. On a smaller sample, data was also gathered from husbands of SHG members.

Under the baseline, a database of financial products and government schemes was also prepared and submitted separate from this report.

The sample size for primary survey of SHG members – the primary beneficiaries of the project – was derived statistically. The primary survey included survey of 1,946 SHG members and 171 male members across 60 villages. In addition 13 FGDs with women groups and 6 FGDs with husbands of SHG members were also done.

One of the constraints faced during the survey, which also has implications on the project, was that a high percentage of SHGs with whom the project has been conceptualized did not exist on the field. This was because most of the groups were microfinance groups and as their loans had closed the groups had dissolved. Thus, to

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<sup>1</sup> CRISIL Mitras are the field staffs who are going to ultimately train the SHGs in the project.

achieve the targets, an additional activity of re-organizing these old SHGs or forming new SHGs will have to be done.

## **Key findings**

The findings of the baseline has provided insight on the target beneficiaries of the project and the baseline findings can help in more effective enagement wit the target members.

### **Understanding of income and expense**

At individual level women do have broad understanding of their family income and expenses. But lack understanding of details of the details or to what extent which expense is contributing in the total out flow.

It was found that expenses that are likely to be done by men such as expenses on health, education, entertainment etc., women had less knowledge about them. Women had more awareness about daily expenses – grocery, vegetables etc.

They also have more decision-making authority on such expenses compared to large expenses such as purchase of assets, repair of house etc.

### **Financial services – access and awareness**

As far as financial services are concerned, having a bank account no longer appears to be the issue. Almost 90% in the sample had it, thanks to government’s direct cash transfers for various schemes and subsidies.

However, apart from savings, people have low awareness and low access to other financial services. Thes include loans from banks, savings products like Fixed Deposits, Recurring deposits, different types of insurance products as well as pension.

### **Financial planning**

Financial planning was one of the areas where there is significant need for capacity building. It was found that people have only broad understanding of their cash flows. People do not maintain systematic records of income and expenses, do not plan for contingencies or do not have any specific goals apart from big expenses like maririages, children education or house construction. People generally do not have plans for loss of health, old age, sudden loss of income etc.

Faced by a contingency, most people rely on whatever savings they have at that point in time and on borrowings. Depending on the need and urgency the source of borrowing changes. The suvey showed that for income generation related activities people generally borrow from MFIs or SHG, which were also the most common

source of borrowing. But, for health related needs people preferred friends and family; while for big expenses like marriages, education and house construction people rely on multiple sources including moneylenders. Thus, in case of stress people still tend to use moneylenders although it seems that the influence of moneylenders have gone down over the years due to spread of MFIs. Borrowings from different sources was found to be very common, in fact those with higher income tend to have higher borrowings. As a result of frequent borrowings, loan repayment forms a significant part of the household cash outflows and at the same time makes people vulnerable to over-indebtedness.

### **Economic profile**

In terms of income, it was found that the project had beneficiaries in a tight range of income segment. This is explained by the fact that 90% or even more of the target beneficiaries in the project are members of MFIs or SHGs. They are neither very poor nor very well off, as MFIs typically target that kind of segment. Thus, one of the cautions that must be observed in the project is to compare the macro statistics for a project block with that of the beneficiaries keeping that fact in mind. The beneficiaries are not randomly selected but virtue of being HPPI microfinance clients, they have been deliberately picked to fit a certain profile.

But, this profile in a way is good for the project of this nature. This client segment have some understanding of finance due to their SHG/MFI backgrounds. Further, they belong to an income segment where they need financial education to be able to plan finances better, reduce financial vulnerability by availing various financial products and need to understand managing borrowings. By the virtue of their income, they also have the capacity to avail different financial products.

### **Gender**

On gender aspects it was found that while it is men who do generally take financial decisions and also have ownership over major assets, women also seemed to play a role. In a very high percentage of responses both by men and women, decision-making were reported to be joint.

While one may assume that this could be a politically correct response to give but even in FGDs joint decision-making did come to the fore. Hence, another reasoning could be that since, the target beneficiaries are women borrowing from MFIs and also a high percentage were earning, they would be having a say in decision-making but to what extent would be difficult to guess. More focussed and indepth FGDs would be required to explore the nuances of household decision-making.

## Training of CRISIL Mitras

The financial literacy training conducted for CRISIL Mitras was found to be effective. The pre and post test results showed marked improvement in scores of participants. Thus, the project does seem to be on course to creating a cadre of local resources on financial literacy. However, there were still at least 10 CRISIL Mitras who had scored low even in post test and would need further training.

## Key recommendations

Given the findings of the survey following recommendations are being made.

- Put more thrust on specialized financial products such as Recurring deposits, Fixed deposits, insurance and pension, rather than on opening bank accounts. There is already high outreach of that.
- People are prone to over-indebtedness as they borrow frequently and often from multiple sources, thus training should help people in managing their liabilities.
- Start project efforts by providing simple tools having visible outputs. Tools to record income and expenses could be handy. This can help people identify high expense items, frivolous expenses and also track savings.
- Financial planning was found to be weak making people susceptible to income shocks as well as insufficiency of funds. The training should help people visualize their life goals and to develop skills to plan accordingly. It should also address vulnerabilities and safeguard people against sudden risks. People should be told of multi-pronged strategies of saving systematically, taking risk covers (life and health insurance) and to borrow and spend judiciously.
- It was found that people discontinue insurance and pension schemes after 2-3 years. They are unable to visualize future benefits as against the immediate cash out flows. Thus, it will take repeated efforts to drive home the point on this.
- People in past have also lost money to fraudulent schemes. The training should help people in developing knowledge to identify a good scheme and a good company from a bad one.
- In light of high concentration of microfinance, people should also be made aware of the risks of agents, who could be one amongst them. These agents to get people high amounts of loan from different MFIs. Agents are now ubiquitous in microfinance areas; so are the cases of ‘pipelining<sup>2</sup>’, fake clients etc. People must be made aware of the risks involved in them.

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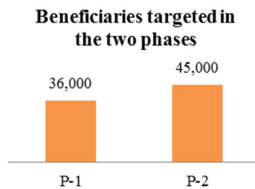
<sup>2</sup> Borrowing from MFI and then passing it on to someone else in return for some commission or favour.

- There is good potential to leverage local insurance agents, bankers and government outlets like E-Mitras. The project should engage with them and link people to these local resources.
- There are some peculiarities across blocks in terms of socio-economic variations. These have to be factored in while deciding the focus of the intervention. E.g. drinking habits in some blocks are higher than others; Rajput women do not go out for work; some blocks have higher income than others etc.
- Certain government schemes are less popular among people as there is less awareness about them. The project has the opportunity to work with government functionaries and people's representatives (*Pradhan, Up-pradhan*) to spread awareness about such schemes and to help people benefit from them.
- Male members have shown good interest to learn financial skills and hence if possible, some dedicated trainings or joint training with women, can also be done involving men.
- E-Mitras who despite training do not seem to have the required knowledge should be re-trained.

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## Context of the Baseline Survey



CRISIL Foundation in partnership with Humana People to People India (HPPI) is implementing project, “Mein Pragati” - A Financial Capability Building project in Alwar, Dausa and Sikar districts of Rajasthan. The project will cover 324 Gram Panchayats in 16 blocks. Total beneficiaries targeted in the project are 81,000 and the project will be implemented over a period of 31 months divided into two phases. The project entails providing SHG members 13-week financial literacy training course.

### Phase 1

In the first phase, the project will be implemented in Alwar and Sikar districts with significantly high concentration (close to 90%) project beneficiaries being in Alwar district. Total targeted beneficiaries in the first phase will be 36,000. This phase will be of 17 months.

### Phase 2

In the second phase, the project will run in 3 districts – Alwar, Sikar and Dausa. In the second phase 45,000 beneficiaries will be targeted. The beneficiaries will be from the SHGs of HPPI or its other partner NGOs operating in these districts. This phase will be of 14 months.

### Impact

#### Expected impact @ 3 levels



The goal of the project is to empower and enable poor rural women and their households through a series of financial literacy trainings, linking members with financial services and providing them financial health counselling at household level. The impact of the project is expected at three levels:

- Individual level
- Household level
- Community level

In order to ascertain the impact of the project, the baseline and endline will be done separately for each phase of the project. The baseline for phase 1 was done during April and May 2016 by M2i Consulting. This report presents the findings of the Baseline done for the Phase 1 of the project.



## Brief about 'Mein Paragati'

Mein Pragati project has been started with the goal of building the ability of women in the community to use knowledge and skills to manage financial resources effectively. Below are the blocks in the 3 districts of Rajasthan where the project will be implemented.

### Blocks under the project in each district

District Alwar		District Sikar		District Dausa (to be covered in Phase 2)	
1	Behror	1	Ajitgarh	1	Bandikuian
2	Nimrana	2	Neem ka Thana	2	Sikrai
3	Thanagazi	3	Sri Madhopur	3	Mahua
4	Bansur				
5	Mundawar				
6	Rajgarh				
7	Alwar				
8	Kathumar				
9	Ramgarh				
10	Kishangarh				

### Expected Impact of the Project

The impact of the project is expected at three levels – individual, household and community. The baseline data collection was aligned to capture data on the impact indicators for these three levels. This baseline report is also structured to capture data on the impact indicators at these three levels.

### Expected impact of the project at three-levels

Individual Level	Household Level	Community Level
<ul style="list-style-type: none"> <li>Ability to calculate household income and expenditure</li> <li>Good knowledge and understanding of available products and services in the area, the processes and documentation required to</li> </ul>	<ul style="list-style-type: none"> <li>Increase in income through higher involvement in livelihood activities and decrease in expenditure through cutting down on less important expenses resulting in higher savings</li> </ul>	<ul style="list-style-type: none"> <li>FIs and other service providers, government officials and departments are sensitized such that they work proactively to improve access to financial products and services</li> </ul>

<p>access them and terms and conditions associated with them</p> <ul style="list-style-type: none"> <li>• Ability to differentiate between the available products based on various factors</li> <li>• Ability to set goals for the household and to prepare the financial plan to achieve the goals</li> <li>• Ability to link household goals and financial plans to relevant and right financial products and services available in the area</li> <li>• Increased self-confidence from the fact that there is increased awareness and knowledge and hence an ability to make right decisions and choices</li> </ul>	<ul style="list-style-type: none"> <li>• Increased ownership of financial products and services from formal financial institutions</li> <li>• Decrease in borrowing from informal, expensive and exploitative sources</li> <li>• Change in reason for borrowing from consumption to productive purposes</li> <li>• Change in asset ownership pattern of the household</li> <li>• Change in expenditure pattern of the household – increased expenditure towards children’s education, health, hygiene etc. and decrease in wasteful and unproductive expenditure</li> <li>• Greater involvement of women in household decision making, especially financial decisions, as she starts being recognized as having knowledge and understanding of financial products and services</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of a pool of trained, experienced and knowledgeable trainers who can act as guides and mentors to the local community in the financial matters even after the end of the project</li> <li>• Increased level of livelihood activities in the village through the SHGs</li> </ul>
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## Methodology for Baseline

The baseline included following activities.

- Discussions with HPPI's Project Strategic Counsel (PSC) for this project
- Discussions with the Productivity Unit Leaders (PULs) and Cluster Coordinators
- Financial literacy assessment of the CRISIL Mitras, who are going to be the actual field force in the implementation of the project. CRISIL team trained them on the financial literacy module. CRISIL Mitras were assessed before and after their training.
- SHG member survey and FGDs<sup>3</sup>
- SHG members' husbands' survey and FGDs
- Preparation of database for Alwar and Sikar district (See box below).

### Database

The database was created separately for Alwar and Sikar districts. The database is of the financial service providers, financial products offered, their contacts, details of central and state level schemes operating in the area, contact details of various government field functionaries, contact details of insurance agents etc. This database will help HPPI in linking SHG members to the various financial services. This database has been submitted to CRISIL Foundation and HPPI separately from this report.

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<sup>3</sup> Findings of FGDs are summarized in Annexure 1.

## 1

## Research tools

The baseline data for Phase 1 was gathered from different stakeholders using different research tools described below.

Stakeholders	Research Tool
<ul style="list-style-type: none"> <li>Project Strategic Counsel</li> </ul>	<ul style="list-style-type: none"> <li>Semi-structured interview</li> </ul>
<ul style="list-style-type: none"> <li>Cluster Coordinator and Productive Unit Leaders</li> </ul>	<ul style="list-style-type: none"> <li>Semi-structured interview</li> </ul>
<ul style="list-style-type: none"> <li>Field Trainers</li> </ul>	<ul style="list-style-type: none"> <li>Financial Literacy Assessment Test</li> </ul>
<ul style="list-style-type: none"> <li>SHG members - Quantitative</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire survey</li> </ul>
<ul style="list-style-type: none"> <li>SHG members - Qualitative</li> </ul>	<ul style="list-style-type: none"> <li>FGDs (Summary of FGDs is provided in Annexure 1)</li> </ul>
<ul style="list-style-type: none"> <li>SHG members' husband or head of household if husband is not available</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire survey</li> </ul>
<ul style="list-style-type: none"> <li>SHG members' husband or head of household if husband is not available</li> </ul>	<ul style="list-style-type: none"> <li>Focus Group Discussions</li> </ul>
<ul style="list-style-type: none"> <li>Other stakeholders – Sarpanch, insurance agents</li> </ul>	<ul style="list-style-type: none"> <li>Semi-structured interviews</li> </ul>

All the above mentioned tools used for data collection are presented in Annexure 2.

## 2

## Sampling

Sample of 1,800 SHG members was estimated for the baseline given the population size for the project.

### Estimation of total sample for Phase 1

$$n = \frac{\frac{t^2 PQ}{d^2}}{1 + \frac{1}{N} \left( \frac{t^2 PQ}{d^2} - 1 \right)}$$

**n= 591**

Design effect (dff) taken as 3

Final sample = 1,773 or ~ **1,800**

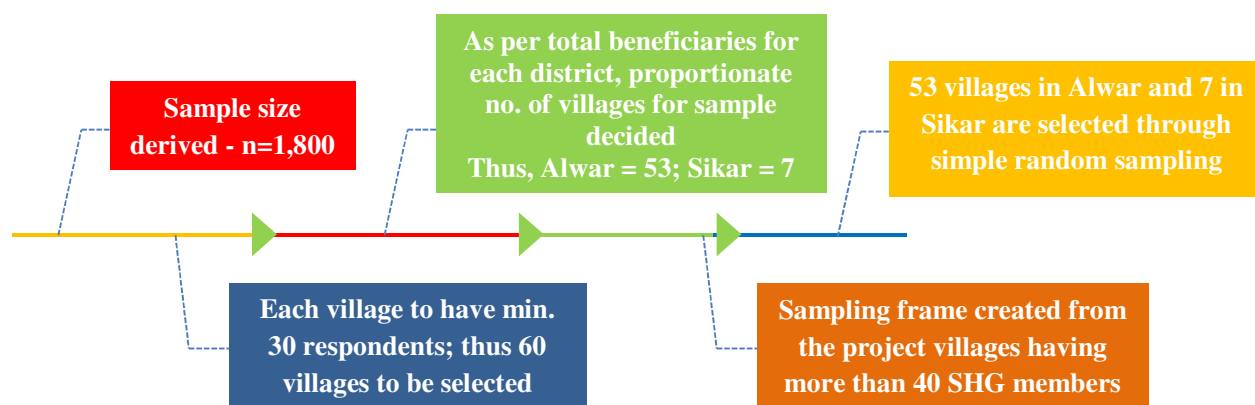
n = the sample size required

t = value of the t distribution at the desired level of confidence. (For n > 30, the t distribution approximates the z distribution. At 95% level of confidence, this value is 1.96.)

P = Proportion in the first class, value takes as 50%  
Q = 1-P is the proportion in the second class; value becomes 50%

d = margin of error; 0.04

### Sampling process to select 1,800 sample respondents

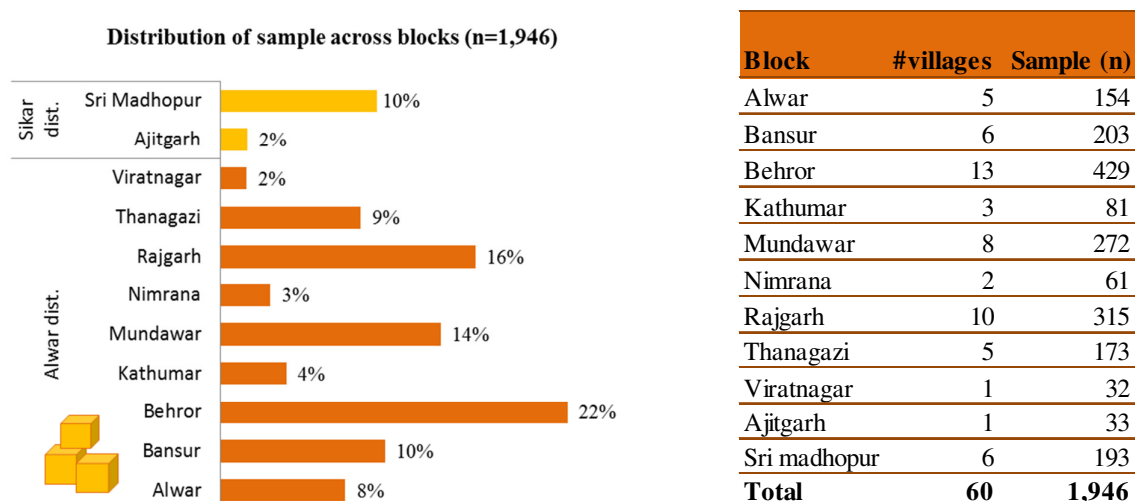


In addition, it was decided to interview 150 male household heads distributed across villages to capture gender issues.

### Actual sample after survey

	Villages <sup>^</sup>	SHG members	Male members	FGDs- Female	FGDs-Male
Alwar	53	1,720	151	11	4
Sikar	7	226	20	2	2
<b>Total</b>	<b>60</b>	<b>1,946</b>	<b>171</b>	<b>13</b>	<b>6</b>

<sup>^</sup>List of villages along with sample covered in each village is given in Annexure 3.



The sample was distributed across blocks almost in the same proportion as the real population of 36,000 identified beneficiaries for the project.

### Potential challenge

The random sample of villages was selected from the sampling frame which contained only those villages having more than 40 SHG members. This information regarding members in a village was drawn from the data provided by HPPI.

However, during the survey it was found that in almost 40% villages required number of members for the survey were not available. This was because 90% of the villages were those where HPPI had microfinance operations. Many of the groups which had been counted in the database (from which the sample had been drawn) did not have any active loans and hence either the SHGs or the members within SHGs were no longer available.

In microfinance, groups are specifically created for the purpose of lending activities only. If there is no loan then the group gets dissolved; even if the group is continuing and a member has no active loan then the member has to drop out.

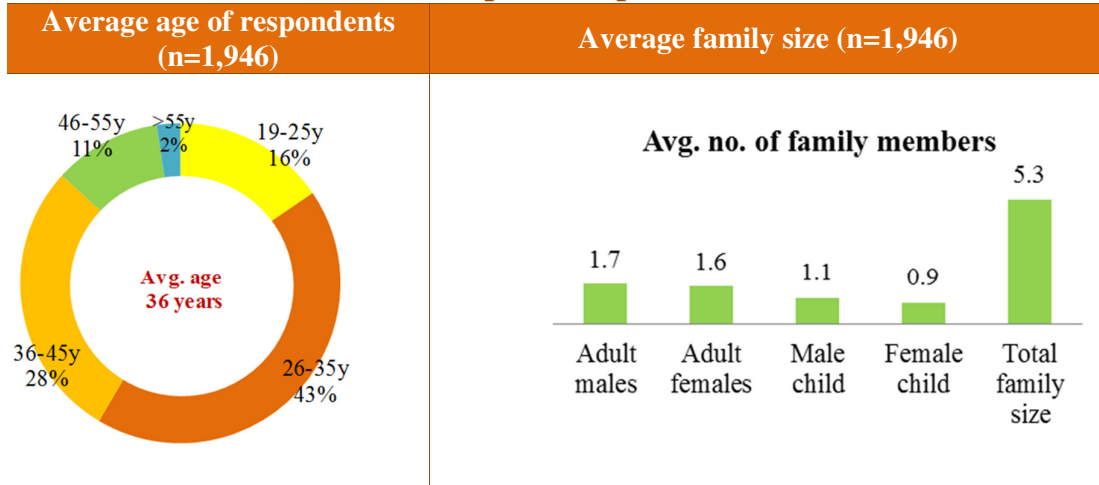
It was because of this reason that almost 40% SHG members could not be traced in the first instance of the surveyors' visit. However, HPPI staff could locate these old members and eventually the baseline data was collected from them.

But from the perspective of the project implementation, HPPI and CRISIL Foundation should be aware that they would also encounter the same situation. Hence, as against the original premise of the project where the training had to be provided to the existing SHGs, there would now be a need to reconstitute or re-form the SHGs itself. Thus, under the project there will be this additional activity which will need to be done, which had not been originally planned.

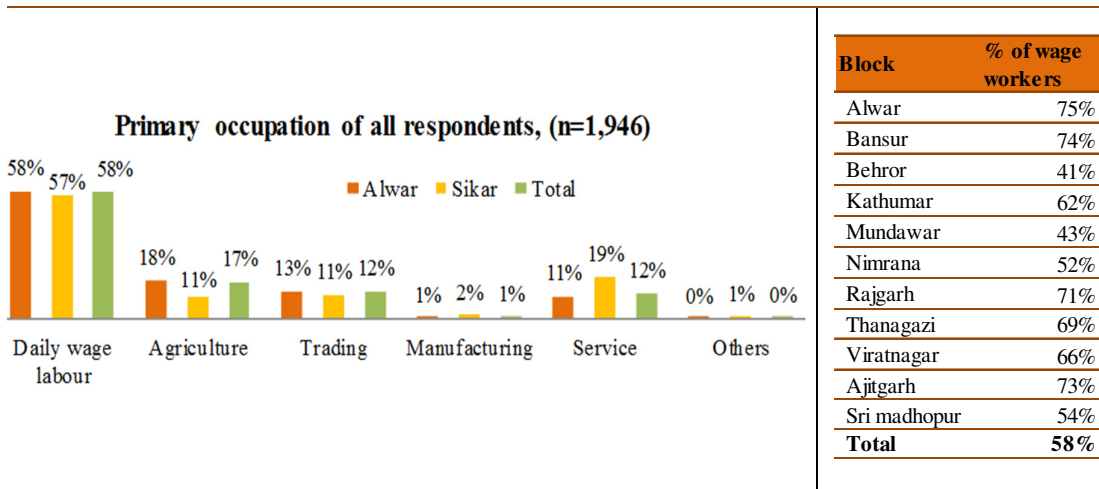
This also means that as against the original plan where baseline and endline data had to be collected from the same respondents, will also have to be changed. The fact that there are no permanent groups, would make it difficult to ensure that the project will be implemented with the same set of members from whom the baseline data has been collected. Hence, the endline respondents may change from the baseline by a significant proportion.

## Baseline findings

### Respondent profile



- **59%** respondents were upto age of 35
- **5.3** was the average family size
- **0%** No respondent had attended a financial literacy training in past

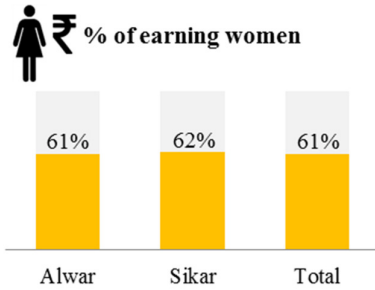


- **58%** had wage labour as primary occupation followed by agriculture
- Alwar, Ajitgarh, Rajgarh and Bansur have highest % of wage workers
- Behror and Mundawar blocks had lowest % of wage workers

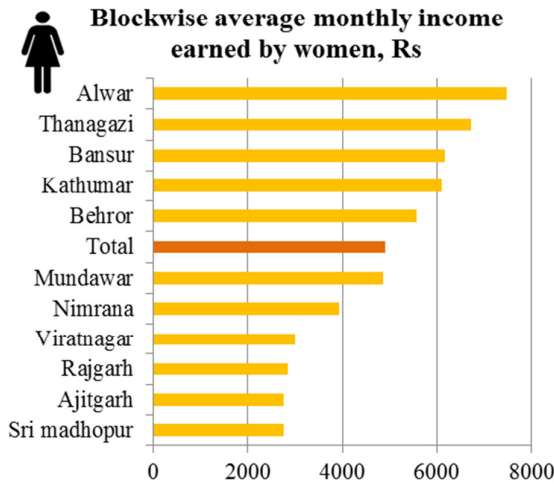
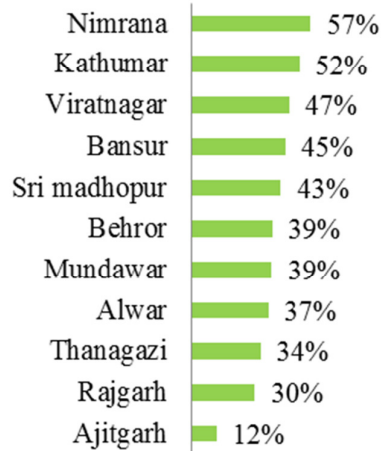
**BASELINE INDICATORS**  
**Individual level indicators**

1

**Economic activeness of SHG members**



**Blockwise breakup of non-earning women (n=755)**



**61%**  
working

Most women were found to be economically active. Since the beneficiaries targeted for the project were mostly (~90%) microfinance clients of HPPI, they are mostly economically active, as MFIs generally select economically active members only. Hence, this data is good for the project beneficiaries but may not be reflective of the general situation prevalent in the block or the district.

**Avg. income 4,907**

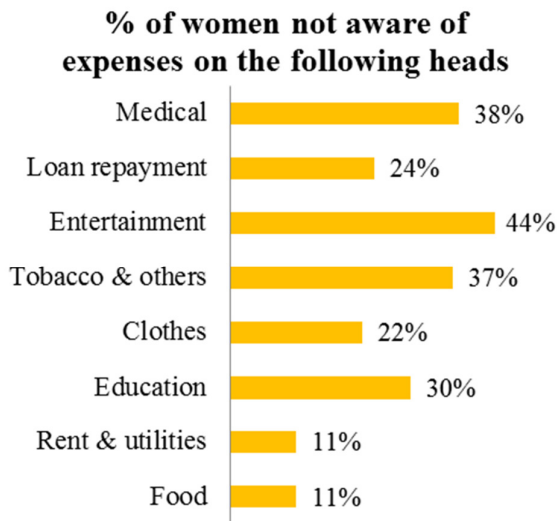
Earning women had significant monthly average income (Rs4,907), contributing upto 1/3rd of the average household income

Ajitgarh block had highest % of working women but their average earning compared to other blocks was among the lowest; almost similar was the case of Rajgarh too.



## 2

## Awareness of income and expenses



In the survey, 100% women were able to provide estimate of their household income.

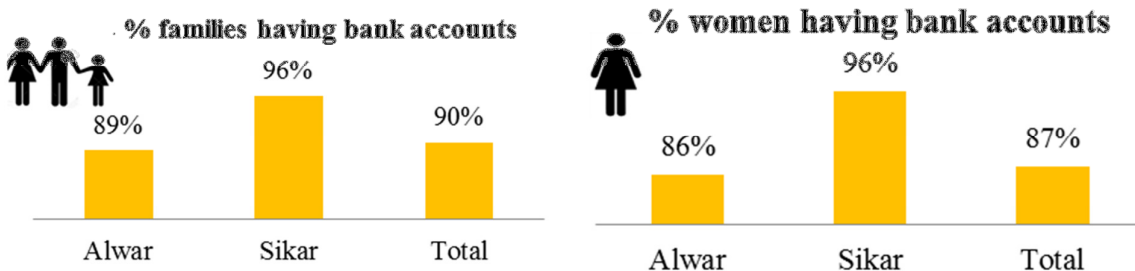
However, on expenses side, while women had broad idea of household expenses, not all women had idea about all expenses heads.

As shown by the chart, women had low awareness about the type of expenses that in most cases are dealt with by men. These included medical expenses, education expenses, entertainment and tobacco consumption by men. But most women had idea about daily expenses related to food, utilities etc.

## 3

## Access to financial services

## Banking



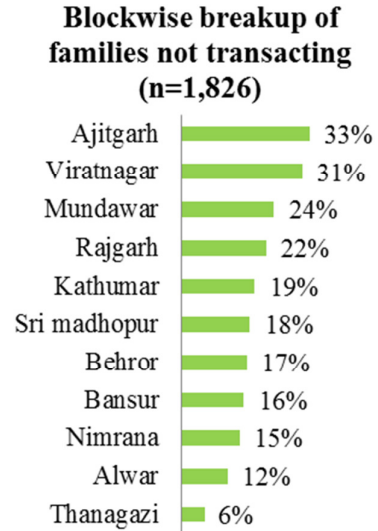
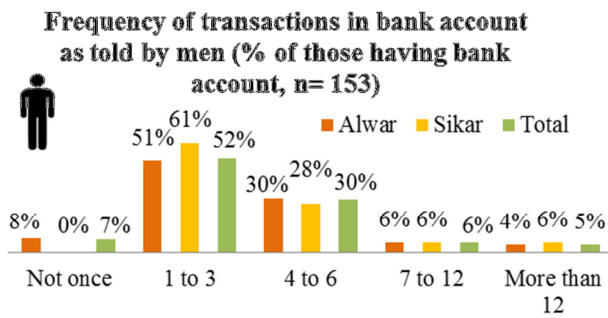
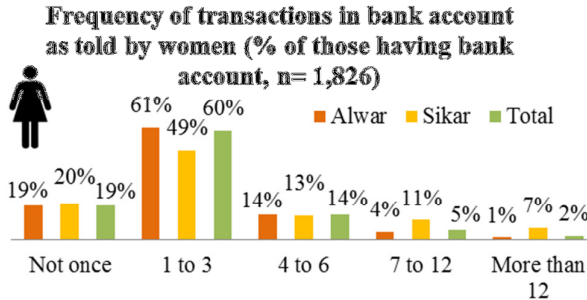
**90%** families reported of having bank account;

**87%** of the women had bank accounts.

The high outreach of bank accounts in survey was consistent with the FGD findings too. Women as well as men during FGDs mentioned that having a bank account was now a necessity as most government schemes now provided direct cash transfer to account.

Further, one of the most popular state scheme 'Bhamashah' is focused on women and under it women must be the primary account holder. The outreach of Bhamashah was also high.

While the outreach of bank accounts was high, data was also gathered in the survey to check whether the accounts were actively used or not.

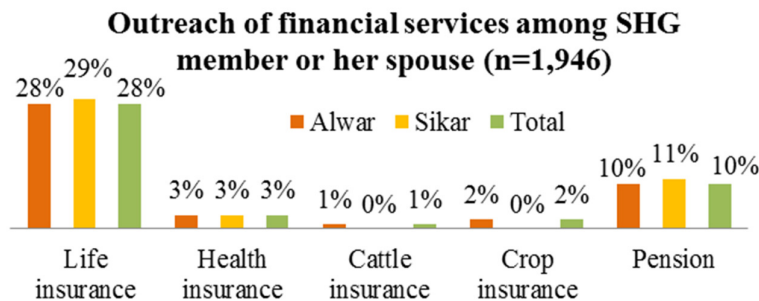


Based on women's data

**80-90%** accounts are being actively used.

Most people again mentioned that as there is direct cash transfer by government (G2P transfers), they must use the accounts.

**Insurance and pension**



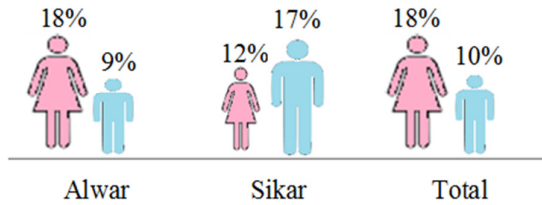
**70%** did not have life insurance

Almost negligible % have other types of insurance

Low outreach of pension services

In FGDs people mentioned that those who had pension were getting it from the Panchayats.

**Genderwise break-up of life insurance outreach (n=1,946)**



On health insurance some women mentioned in FGDs of having the health insurance under Bhamashah scheme.

**18%** women reported of having life insurance, much higher than their spouses.

**Women reporting having life insurance were more likely reporting loan-linked insurance provided by MFIs to protect loans.**

While it was found that the outreach of insurance and pension services was low, a surprising data was that higher percentage of women reported of having life insurance than their spouses.

**% of insurance holders who have loan outstanding from MFIs**



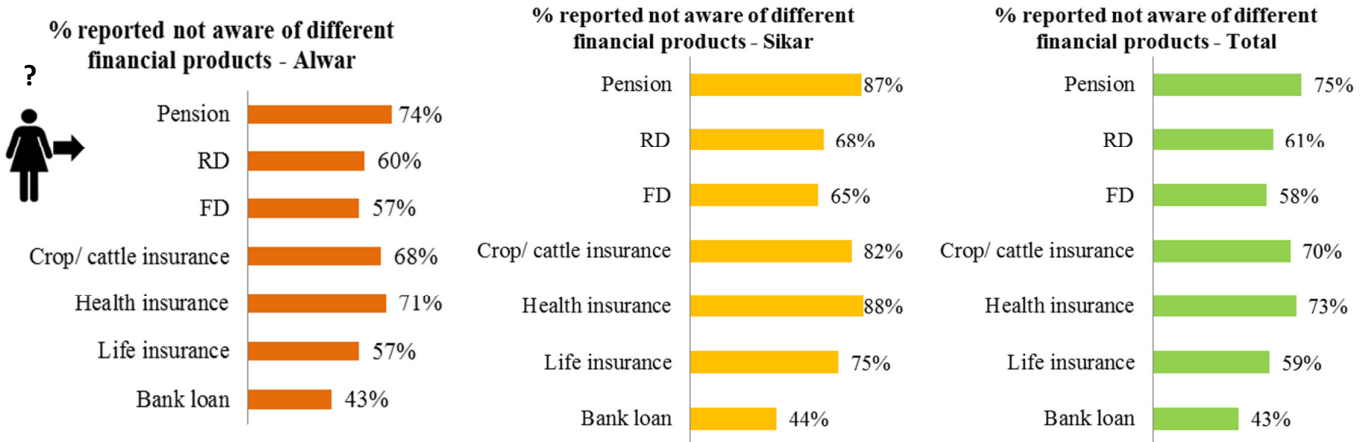
However, cross-tabulating this data with outstanding loan from an MFI showed that a very high percentage (96%) women reported having life insurance had active loans with MFIs. It is therefore likely that these women had counted loan-linked insurances of MFIs. Discussions during FGDs also point out that women mentioned of having insurance through MFIs as they had active loans.

**4**

**Awareness about financial products**

The data was gathered on members’ awareness of some common financial services.

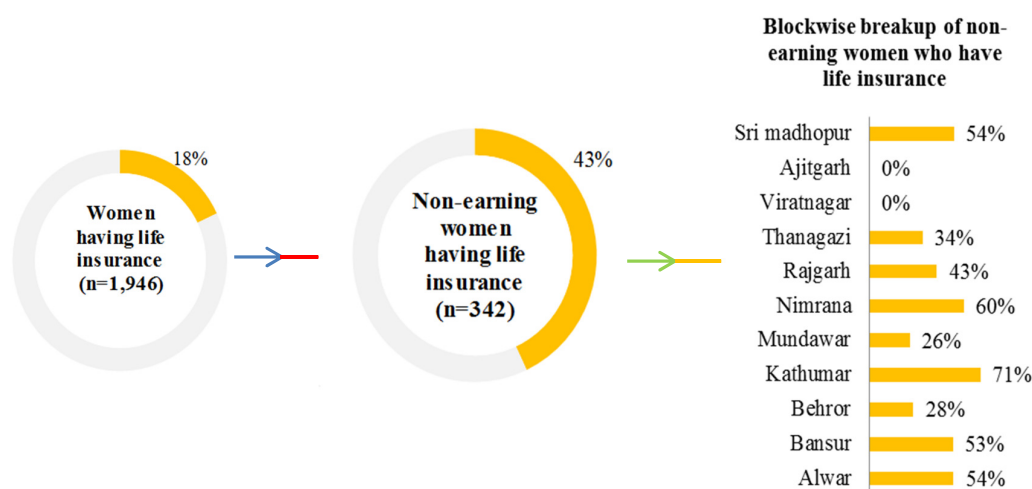
**% women not aware of different financial services (n=1,946)**



**60-70%** respondents were not aware of various common financial products and services.

The FGD findings suggest that even among the women who had some awareness of different financial products did not know the details of these products. Most women only had cursory idea about products like Fixed Deposits or Recurring Deposits but did not know of the exact features like interest rate, tenure etc. The awareness about cattle insurance, crop insurance and pensions was particularly very low and so was their access.

In order to get insight about understanding of insurance product among respondents, we tried to see how many non-earning women had life insurance.



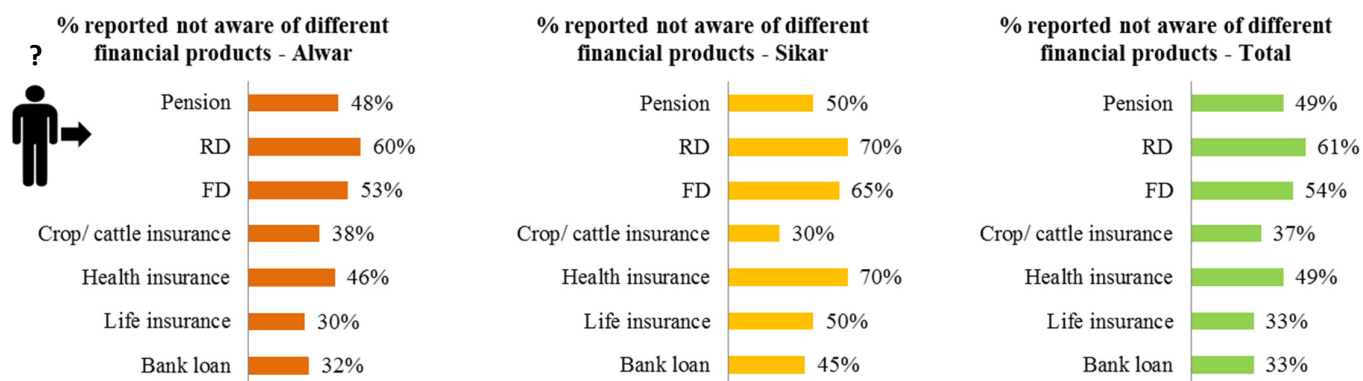
The data showed that 43% of the women who reported to have life insurance were non-earning members. This again to some extent points to the fact that women had taken insurance either as part of being members of MFIs and may not be working or have simply taken it without understanding the fact that generally life insurance is more important for an earning member on whom others in the family may have financial dependence.

### Cases of financial frauds

In 4 out of 13 FGDs with women, the participants mentioned of some financial frauds that they had to face. In two FGDs people mentioned of insurance agents running away with their money. While in other FGDs people mentioned of some company 'Pulse' defrauding them around two years back. Such cases reflect lack of awareness of financial services and kind returns they can provide. Many people take dubious financial products in the lure of extraordinary returns.

Data on awareness about various common financial services was also taken from men.

**% of men not awareness of different financial services (n=171)**

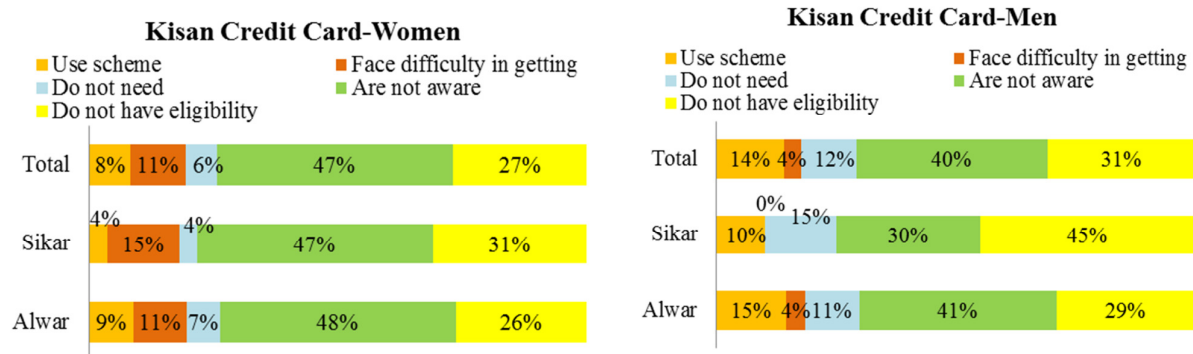


In the survey with the men it was found that the proportion of respondents who reported to be aware of different financial products was mostly in the range of 40-70%. This proportion range was better for men compared to that of women but was still low in the absolute sense. Further, here again the awareness was mostly restricted to cursory information as came out in the FGDs. Most men did not have awareness of the details of financial products, their features and their purposes.

5

**Awareness about government schemes**

**Kisan Credit Card**



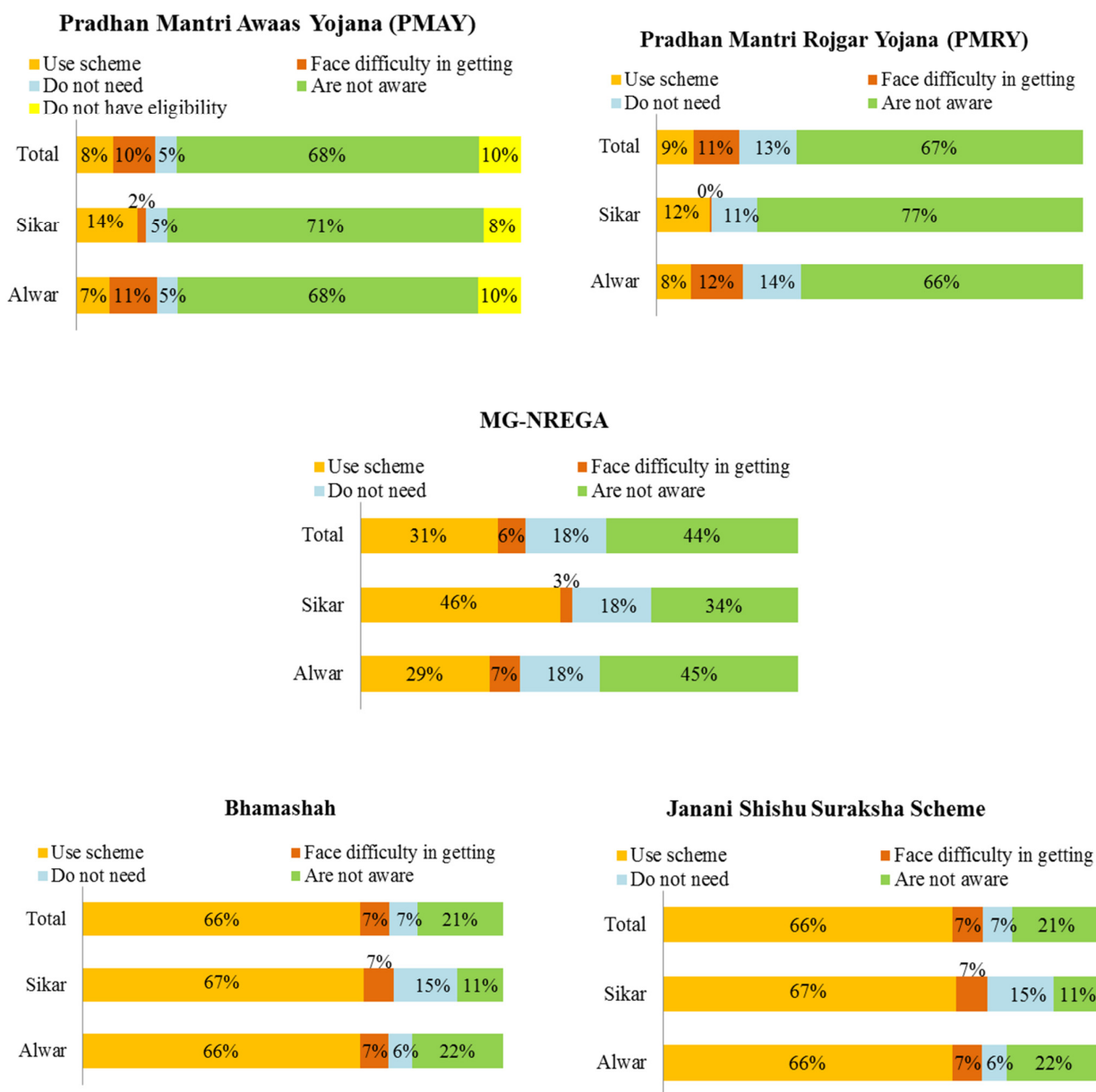
The survey among women showed that close to 50% women were not aware of the details of Kisan Credit Card (KCC). Men’s survey showed that 40% men were not aware about it. The response was also different between men and women regarding % of respondents having KCC. 8% women mentioned of having KCC while the men survey reported it at 14%.

We carried out the Z-test of proportions to check if the results were significantly different for the two different sample sets. The results of the statistical test showed that the responses were indeed significantly different. (p-value came to 0.00336, the result is significant at  $p < 0.05$ ).

Based on the results of FGDs, it is more likely that the response provided by men on number of families having KCC (14%) is closer to reality.

### Other government schemes

Awareness of SHG members was checked for other common government schemes.



Overall, survey suggests that people have low awareness about financial products and services.

Except for the popular state government schemes like Bhamashah most people had low awareness of other schemes.

People had almost negligible awareness about schemes like PMRY or PMAY, which otherwise could be useful for them.



**60-70%** not aware of most financial products other than savings

**50-75%** not aware of most national level schemes

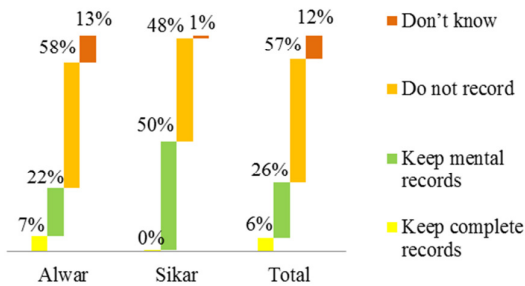
Awareness on state schemes like Bhamashah is high

**6**

**Financial planning**

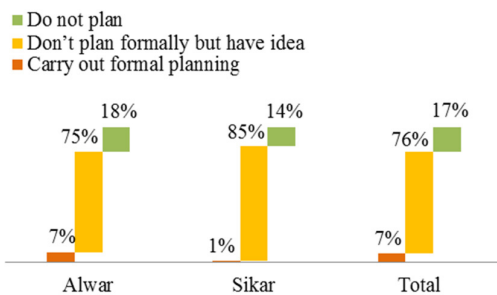
In order to assess whether SHG members plan their expenses and important life goals, the survey gathered data on different indicators.

**Maintain formal records of income and expense (n=1,946)**

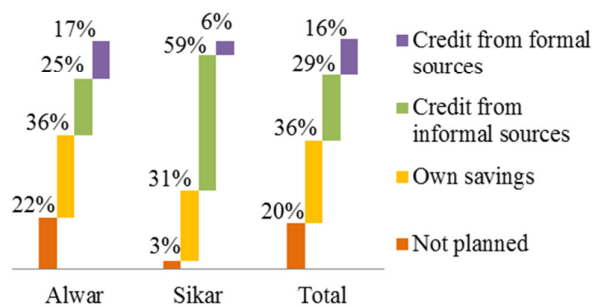


**94%** reported of not keeping formal records of income and expenses

**Short-term (3-6 mths) income and expense plan (n=1946)**



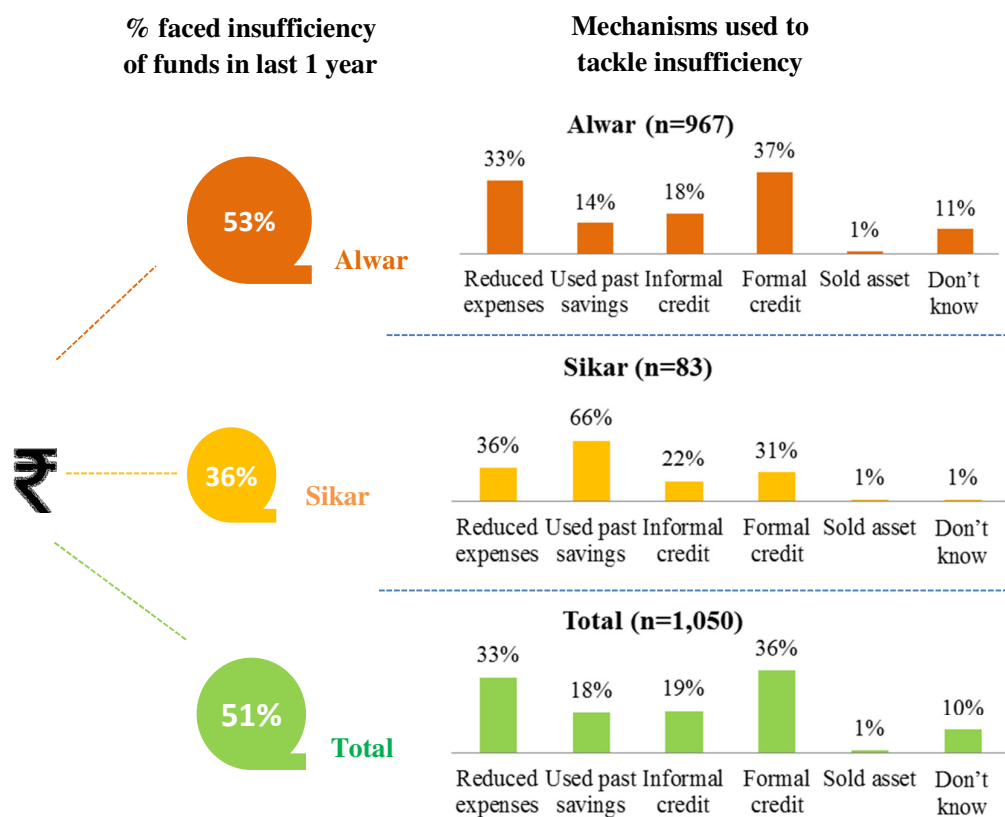
**Plan for long-term expenses**



Survey showed that most people do not generally plan their income or expenses. During FGDs people mentioned that they do not systematically save or invest either for short-term or long-term expenses. When the expenses arise they meet them either through whatever savings they have at that point in time or by borrowing. People borrow from formal as well as informal sources.

Because of lack of proper planning coupled with irregular income, people often have had to face situations of funds insufficiency.

**54%** respondents reported of having to face situation of funds insufficiency in the last one year.



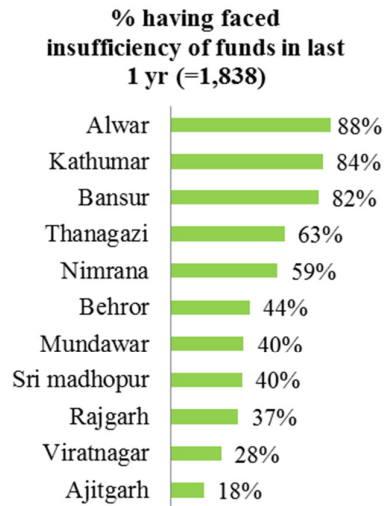
**Note:** Sum of bar graphs can be more than 100% in the above graphs as the coping mechanisms mentioned were not mutually exclusive. Respondents mentioned more than one mechanism to deal with insufficiency of funds.

Faced by insufficient funds, most commonly people start by reducing expenses, consuming any past savings and then can go on to borrowing from formal as well as informal sources. As the last resort some people may also sell their assets. However, such incidents where people had to resort to selling assets were found to be very low.



As reflected in the FGDs, people are vulnerable to falling prey to moneylenders or other dubious sources of funds when faced by stress situations. The stress situations are more likely to trigger due to lack of financial planning.

Disaggregating data of respondents having faced insufficiency of funds, across blocks, we find blocks like Alwar, Kathumar, Bansur and Thanagazi had highest % of such people.

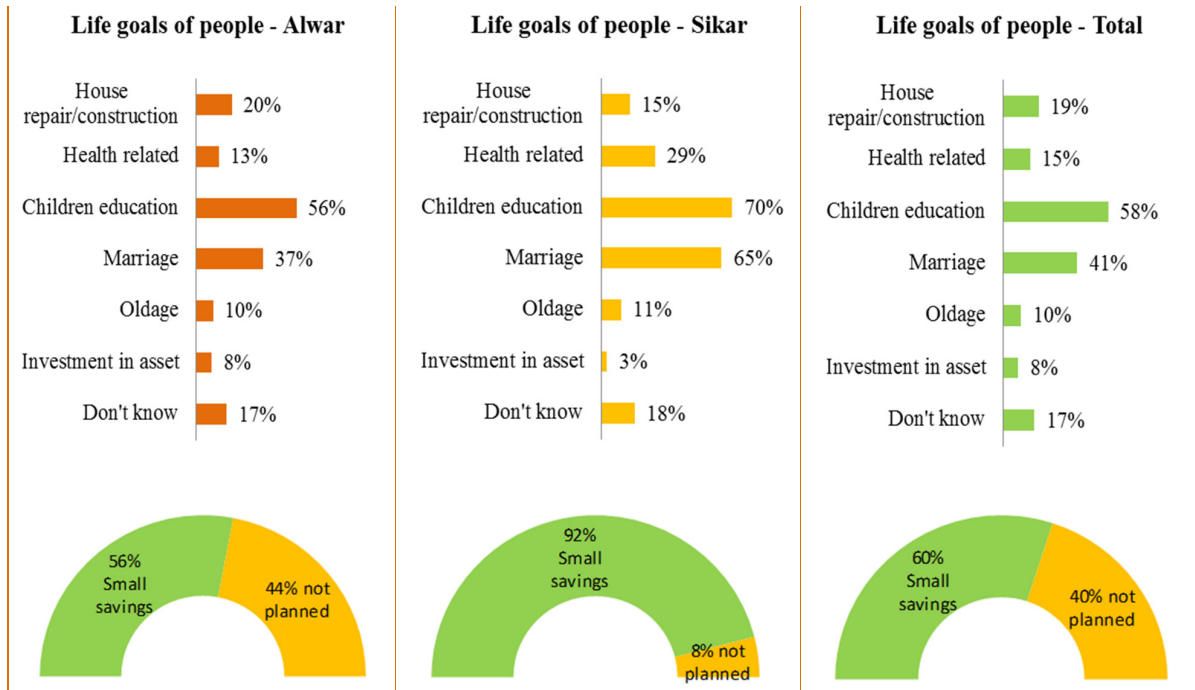


7

**Life goals**

**17%** do not have any idea of their life goals

**40-60%** can think of children marriage or their education as the only goals for which finance is needed



Most people do not have any concept setting short-term, mid-term or long-term goals. In terms of life goals most respondents could only think of their children's education or marriage. Less than 20% mentioned of things like house construction, old age, health or other asset creation as goals for which they need to plan.

Even as people lacked clarity on goals, whatever goals they mentioned, they did not have any systematic financial plan to achieve those goals.

**40%** mentioned of not having any plan at all, while rest simply mentioned small savings which also they were not doing systematically targeted towards achieving the goals.

## BASELINE INDICATORS

### Household level indicators

#### 1

### Household Income

In the baseline survey, household income data was collected.

#### Block wise Income, Rs (ascending order of mean income)

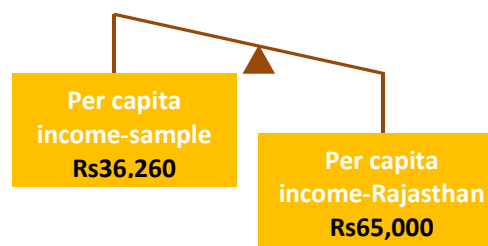
Block	No. of villages	No. of respondents	Mean Income	Std. deviation	25th percentile	Median	75th Percentile
Rajgarh	10	315	11,957	5,652	8,000	10,000	15,000
Alwar	5	154	12,558	9,155	8,000	10,000	15,000
Kathumar	3	81	12,636	9,958	8,000	10,000	15,000
Bansur	6	203	12,866	5,713	9,000	12,000	15,000
Thanagazi	5	173	13,246	5,421	10,000	12,000	15,000
Ajitgarh	1	33	15,364	6,740	10,000	15,000	20,000
Nimrana	2	61	16,869	9,451	10,000	15,000	20,000
Sri madhopur	6	193	16,990	8,148	12,000	15,000	20,000
Viratnagar	1	32	19,625	14,094	10,000	15,000	23,500
Behror	13	429	20,062	13,575	12,000	15,000	25,000
Mundawar	8	272	20,174	11,475	15,000	19,250	25,000
<b>Total</b>	<b>60</b>	<b>1,946</b>	<b>16,015</b>	<b>10,301</b>	<b>10,000</b>	<b>15,000</b>	<b>20,000</b>

Avg. HH  
income  
Rs16,015

The target beneficiaries for the project are low income families but not poor.

The Net per capita Income of Rajasthan as well as the Net State Domestic Product per capita on current prices for Rajasthan is over Rs65,000<sup>4</sup>, this means an average monthly family income of Rs27,000 for a family of 5 (Rs65,000\*5/12).

Our sample had average income of Rs16,015 much lower than the state average but much above the poverty line. The average income levels even block wise are much above the poverty line.



<sup>4</sup> Source: [http://planningcommission.nic.in/data/datatable/data\\_2312/DatabookDec2014%20160.pdf](http://planningcommission.nic.in/data/datatable/data_2312/DatabookDec2014%20160.pdf)  
<http://pib.nic.in/newsite/PrintRelease.aspx?relid=123563>

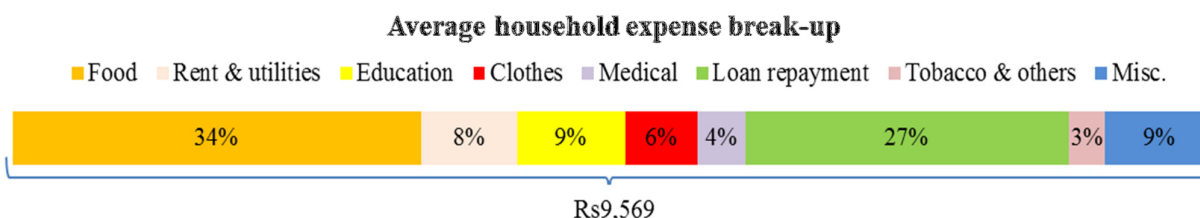
- Since the beneficiaries targeted for the project are mostly (~90%) microfinance clients of HPPI, the incomes are likely to be in a range where they are not particularly poor or rich. MFIs deliberately pick, through objective assessments, clients that are economically active and those who have the repayment capacity. Hence, the income in sample is consistent with the typical MFI clientele.
- In the data set, the 25<sup>th</sup> percentile for household income was Rs10,000 while 75<sup>th</sup> percentile was Rs20,000, so the range is tight and typically defines the MFI clientele.
- The data on income as well as on other indicators like asset, discussed later in the report, suggest that there are variations in economic status of clients across blocks. The blocks having higher proportion of relatively low income families in the sample are –



2

**Household expenses**

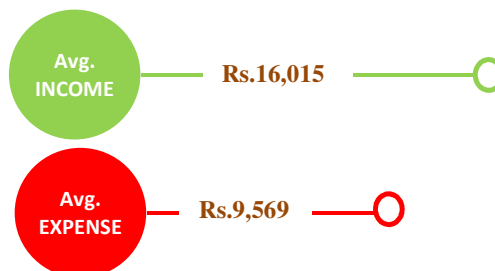
- In terms of household expenses, the average spending of household was found to be Rs9,569.
- High proportion of household cash outflow is on food and loan repayment.



While the average income and average expense may lead one to assume a comfortable surplus, in reality the income and expense for a family are often unpredictable and vary significantly on a month-on-month basis.

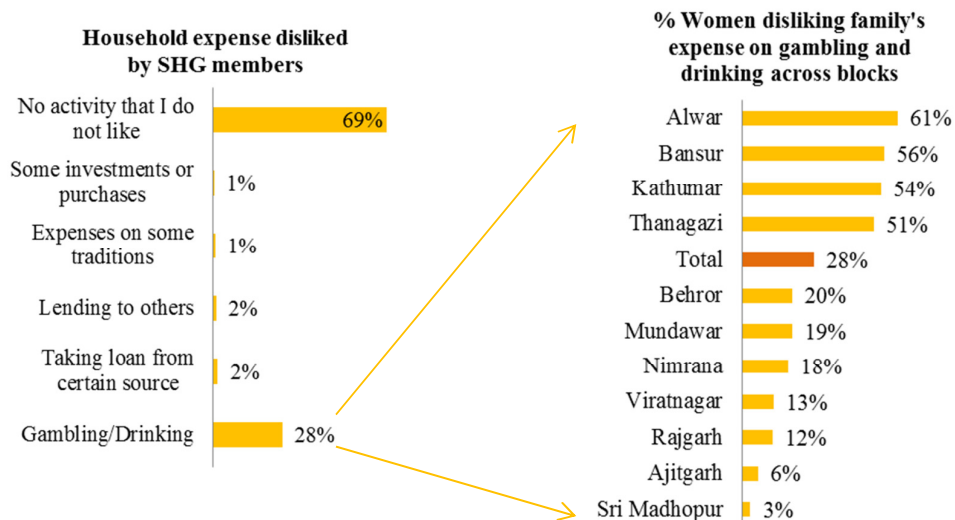
As a result, people have to face situations of insufficient funds and have to often borrow.

This we saw in the previous section. The data in expense shows high proportion of cash out flow on account of loan repayment. This fact is corroborated from the borrowing behavior, which is discussed in the next section.



### Undesirable expenses

The survey specifically enquired about certain expenses that women do not like in the household.



**28%** respondents mentioned that they disliked their spouses' habit of drinking or gambling or both.

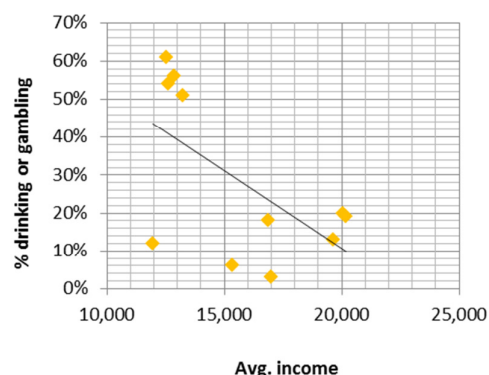
There was significant variation in the data on this variable across blocks. The data suggests that blocks like –

**Alwar, Bansur, Kathumar and Thanagazi** had higher problem of drinking and gambling compared to other blocks.

**38%** of the women who faced the problem mentioned that they protest against the habit but are not heard.

### Relation between income and drinking/gambling

We tested the relationship between income and drinking/gambling. Correlating the average income for the block with the % of women disliking drinking habit of their spouse in that block, we find that there was indeed a strong negative correlation of -0.6 between the two. We found that the blocks having lower average income had higher incidence of drinking and gambling.

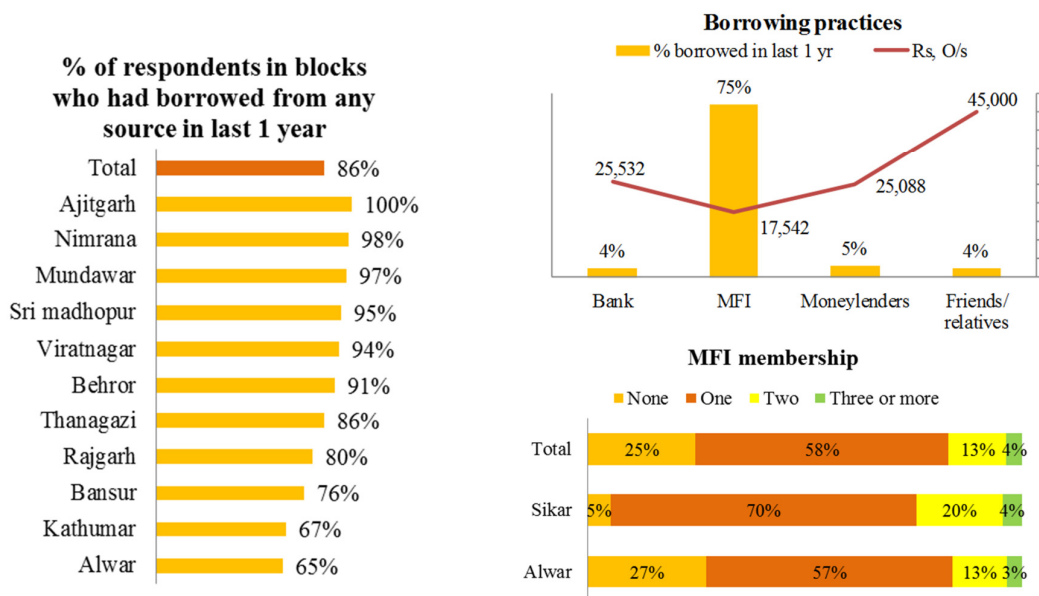


**-0.6** strong correlation between average income of the block and incidence of drinking and gambling in that block was observed.

## 3

## Borrowings

The survey gathered data on borrowing behavior.



**86%** respondents had borrowed from some source or the other in the last one year.

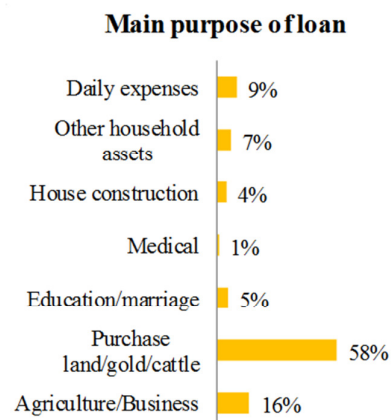
Borrowing was found to be very common.

**MFIs** are the most common source of borrowing.

The quantitative as well as the qualitative data suggests that borrowing is common for people. This is corroborated by the fact that there was high outflow for loan repayments as seen under household expenses. Data on Financial Planning showed that people borrowed to meet any sudden or large expense.

In terms of reasons for borrowing, it was found that people frequently borrowed for income generation purposes. One of the most common purpose for which borrowing was most frequent was for purchase of livestock.

On the other hand marriages, higher education of children and construction or repair of house were the type of expenses for which people had to almost compulsorily borrow. During FGDs marriages, education and construction came out as strong reasons for which people certainly borrowed. These were expenses that one could not manage without borrowing.



In the FGDs people also mentioned that their preferred source of borrowing changes with the nature of expense as shown in the table.

Nature of expense	Preferred source of borrowing
Income generation	MFI
Health	Friends and relatives
Wedding, house construction and education	Moneylenders along with MFIs

For large expenses like marriage, house construction, education, people mentioned that had to rely on moneylenders and also borrow from MFIs. It is worthwhile to note here that MFIs do not provide loans for consumption purposes. This points to the fact that there is diversion of MFI loans for such purposes. This also points to the fact that for large expense or expenses of emergency nature people have to rely on informal sources of lending.

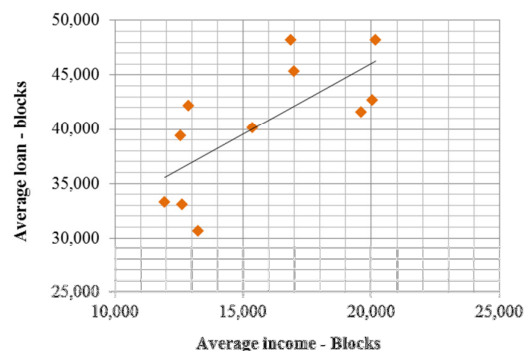
### Relation between income and borrowing

In the sample, average borrowing per household in the last one year from all sources (MFI, bank, moneylenders etc.) was around Rs41,000 per household. The average borrowing figure varied across blocks.

Block	Avg. borrowing in last 1 year, Rs	Avg. outstanding at time of visit, Rs
Thanagazi	30,630	19,174
Kathumar	33,037	20,551
Rajgarh	33,273	17,663
Alwar	39,355	25,059
Ajitgarh	40,091	22,573
Viratnagar	41,550	30,564
Bansur	42,174	27,270
Behror	42,670	22,896
Sri madhopur	45,344	25,307
Nimrana	48,183	35,046
Mundawar	48,199	28,501
<b>Total</b>	<b>40,917</b>	<b>23,954</b>

We tested the relationship between income and the borrowing habits. Correlating the average income for the block with the average borrowing for that block we found that there was indeed a strong positive correlation of 0.7 between the two. The blocks with higher average income had higher borrowings as well as corresponding loan outstanding figure.

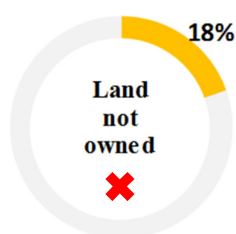
**0.7** strong correlation between average income and borrowings.



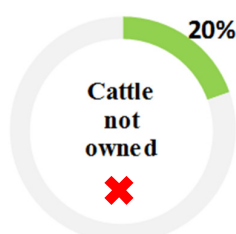
## Asset ownership

Data was gathered on the common assets owned by households in rural areas and who owns them within the household to check the gender aspect.

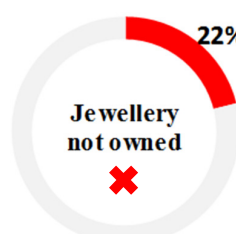
**% of sample not owning an asset and their block wise break up (n=1,946)**



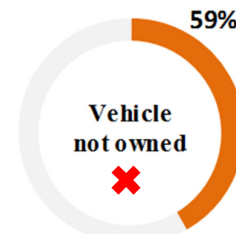
Block	Land
Nimrana	5%
Behror	11%
Rajgarh	12%
Alwar	14%
Mundawar	19%
Viratnagar	22%
Kathumar	23%
Thanagazi	24%
Bansur	26%
Sri madhopur	28%
Ajitgarh	64%



Block	Cattle
Nimrana	11%
Mundawar	13%
Behror	15%
Rajgarh	19%
Viratnagar	22%
Bansur	22%
Kathumar	22%
Alwar	24%
Sri madhopur	25%
Thanagazi	27%
Ajitgarh	33%



Block	Jewellery
Mundawar	4%
Nimrana	5%
Behror	5%
Sri madhopur	19%
Rajgarh	23%
Alwar	27%
Viratnagar	31%
Kathumar	37%
Bansur	45%
Ajitgarh	45%
Thanagazi	52%



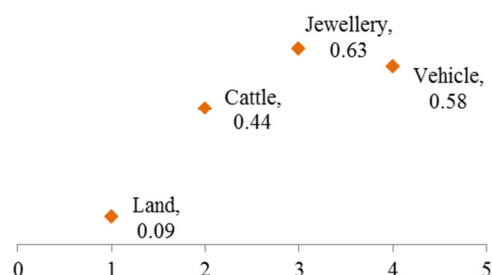
Block	Vehicle
Nimrana	39%
Behror	43%
Mundawar	52%
Viratnagar	56%
Alwar	59%
Rajgarh	60%
Sri madhopur	66%
Kathumar	69%
Bansur	74%
Thanagazi	76%
Ajitgarh	82%

### Relationship between income and asset ownership

We correlated the average income of the block with % respondents owning different assets in that block. The correlation matrix provided interesting insights.

Land ownership showed little correlation with average income. This means that people may own or inherit land irrespective of their average income. Here it must be noted that the survey did not collect data on the size of land owned, size of land ownership has not been correlated with income. Thus, one may conclude that mere ownership of land does not reflect income poverty.

**Correlation of blockwise avg. income with % owning different assets**





Cattle ownership did show moderate correlation with average income but not strong and conclusive. Thus, it is likely that even low income families may own cattle. But as we move to luxury items like Jewellery and vehicle the correlation becomes strong and decisive. Jewellery was found to have strong correlation with average income.

The correlation drops for vehicle, this is again justified as the income range of respondents in sample was in the tight range. Sample respondents had low incomes but not very low or very high, thus correlation drops as most families (59%) in our sample could not afford vehicles.

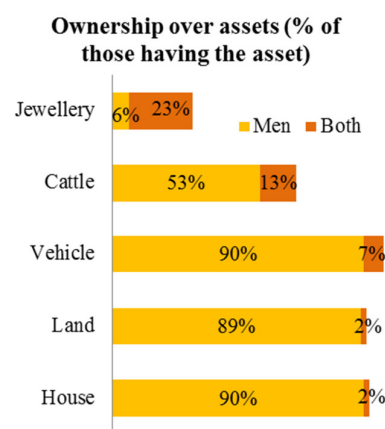
Findings corroborate the likelihood that blocks like Ajitgarh, Alwar, Bansur and Thanagazi are among the blocks having relatively lower income members.

### Gender wise asset ownership

The survey showed that most assets where ownership is clearly and legally defined, the ownership lies mainly with men.

In household assets, where ownership is not legally defined like cattle, women have also mentioned their ownership. This could be primarily because mostly women take care of the cattle.

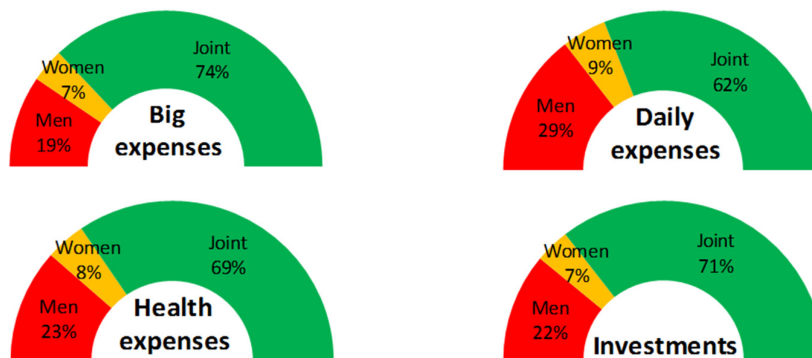
On jewellery, women have overwhelmingly claimed their ownership. However, it must again be seen in the perspective that women may be using jewellery but there is no clearly defined legal right on it. In many cases where jewellery has to be disposed off, it is seen that it is men who make that decision.



## 5

### Gender wise decision-making

#### Main decision-maker at home for various expenses (n=1,946)



In the survey most respondents mentioned that they take decisions jointly. Although, in light of the social reality existing, one may assume that, this response could be exaggerated in

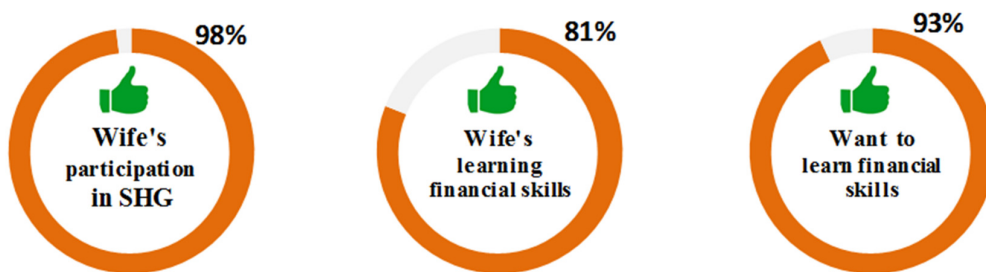
order to provide a politically correct response during the survey. But even during FGDs with women as well as with men, joint decision-making was prominent. So another reasoning could be that since the target beneficiaries are women borrowing from MFIs/SHGs and also a high per centage were earning, they would be having a say in the decision-making but to what extent would be difficult to say. More focussed and indepth FGDs would be required to explore the nuances of household decision-making.

In 7-8% cases women mentioned that they were the main decision-makers. Data and the observations showed that these were houses which had either no adult male members or where adult male members were too old.

### Men's perception

The survey had also been done with men to get their views on financial literacy.

#### Men's perception on financial education (n=171)



**98%** of the men in sample saw inherent value in their spouses' participating in SHGs and wanted them to continue.

**81%** felt that their spouses' should learn financial skills.

**93%** men wanted to learn financial skills themselves and were ready to devote time for it.

The FGDs with the men suggest that they appreciated the importance of financial literacy. It came out that men considered financial literacy important not just for themselves but also for their spouses. During FGDs men mentioned that as most of the day-to-day expenses have to be managed by women and also during their (men's) absence, while they migrate for work, women must know of managing household finances.

Men also wanted to themselves learn financial skills and were ready to even devote time for it. So much so that in 1 of the 6 FGDs conducted with men; they were even ready to pay fees for it, if required.

Almost all men were appreciative of the fact that women were part of SHGs and were doing small saving and credit activities which were vital for household.

## BASELINE INDICATORS

### Community level indicators

1

#### Creation of a cadre of trained local resources on financial literacy

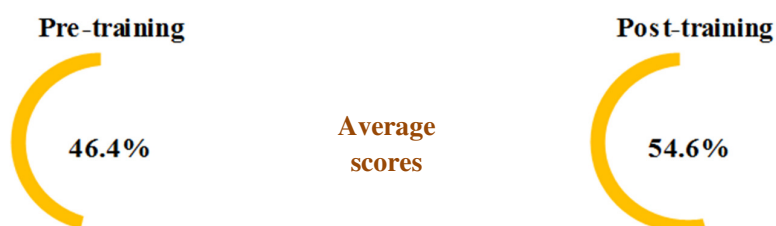
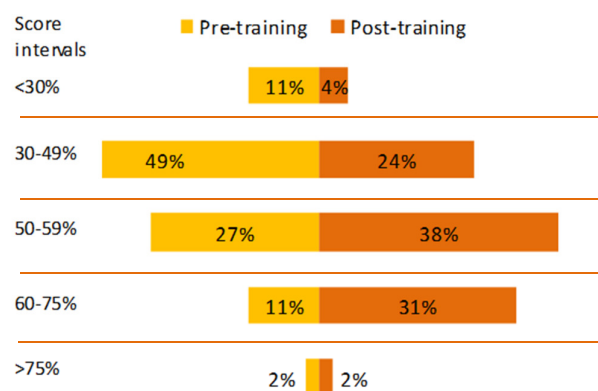
One of the objectives of the project is to create a pool of trained, experienced and knowledgeable trainers.

Under the project 45 trainers called ‘CRISIL Mitras’ had been selected. They would be the field force responsible for actual training of the SHG members. CRISIL Mitras were trained by CRISIL Foundation’s team from 2<sup>nd</sup> to 6<sup>th</sup> May 2016.

In order to ascertain the effectiveness of these training and to check the improvement in the knowledge base of the CRISIL Mitras, a pre-training and post training test was administered to them. (The test questionnaire is provided in Annexure 2.) The test had 47 objective questions covering most aspects of the financial literacy training module that would be administered under the project.

The results of the pre-training and post-training test are shown in the graphs.

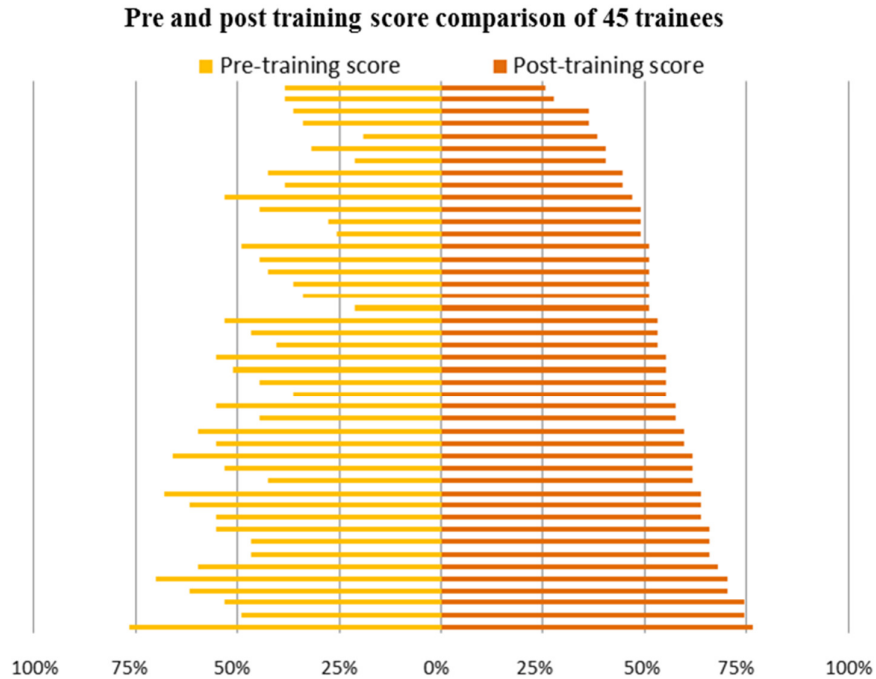
% of students scoring marks in various score intervals (n=45)



The results of the tests show that:

- The scores improved after the training, 34 of the 45 participants (76%) showed improvement in score; 6 participants showed no change in score and 5 showed a decline in score.
- The average score of participants improved by 18%.

- Prior to training, only 40% participants scored above 50% marks while post-training 71% participants scored above 50% marks.



**Overall score list (Max. score = 47)**

Sno.	Name of CRISIL Mitra	Pre-training score	Post-training score
1	Rakesh Yadav	36	36
2	Pawan Kumar	23	35
3	Sandeep Singh	25	35
4	Ajay Yadav	29	33
5	Rinku Yadav	33	33
6	Vikram Singh	28	32
7	Gholu Ram Jat	22	31
8	Avlit Kumar	22	31
9	Mukesh Kumar Mamootya	26	31
10	Amit Kumar	26	30
11	Ravindra Singh Choudhary	29	30
12	Krishan Singh	32	30
13	Mahender Singh	20	29
14	Bholu Singh	25	29
15	Satish Kumar	31	29
16	Subhash Chand Rawat	26	28
17	Rajender Prasad	28	28
18	Suman	21	27
19	Vijay Singh	26	27

20	Simta	17	26
21	Jeetendra Kumar	21	26
22	Naveen Sharma	24	26
23	Gurubhchari Singh	26	26
24	Heera Saini	19	25
25	Naresh Kumar	22	25
26	Munish Chand	25	25
27	Deepak Yadav	10	24
28	Kalu Ram Sharma	16	24
29	Phool Singh Koli	17	24
30	Karpal	20	24
31	Amar Singh Gurjar	21	24
32	Divya Kaushik	23	24
33	Rasheem Meena	12	23
34	Karan Yadav	13	23
35	Jithesh Kumar	21	23
36	Jeetendra Kumar Singh	25	22
37	Laxmi Narayan Saini	18	21
38	Ravindra Kumar Sarma	20	21
39	Bemla	10	19
40	Brijesh Kumar Sharma	15	19
41	Sukhpal Gujjar	9	18
42	Dharm Pal Yadav	16	17
43	Rajeev Singh	17	17
44	Ran Singh	18	13
45	Yogesh	18	12

## 2

### Role of financial service providers and government officials

The role and behavior of Behavior of bankers, local representatives and other government officials was explored during FGDs. The key points that emerged from these discussions were:

- As far as opening a bank account is concerned it is no longer a problem, most bankers are willing the bank account.
- It is difficult to get bank loans or benefits of the other schemes due to people's personal lack of awareness. Further, the cooperation one may get from the officials depends a lot on the individual itself. Some officers are forthcoming and extend cooperation while others may be completely indifferent.

- In high number of cases bankers or other government officials demand bribes for facilitating or extending any benefit of a scheme to people.
- *Panchayat* members are also not very reliable or helpful. They also seem to be discrepant in communicating about various government schemes to the local people.
- Illiteracy among the women members also inhibits the smooth participation to access various financial products and services.

## Discussions with project teams

### 1

#### Discussion Agenda – Project Strategic Counsel (PSC)

Discussions were carried out with Project Strategic Counsel (PSC) in order to get their views on the project.

#### **Project fit with the existing interventions and approaches of HPPI**

HPPI has been doing microfinance and livelihood for long. Financial inclusion has always been part of the HPPI's interventions. HPPI has a microfinance programme too and hence, any project on enhancing financial knowledge or financial access is aligned with HPPI's overall objectives and current line of activities.

According to PSC, this programme is different only in the way that it is for the first time that HPPI will be doing a focused project on financial literacy of this size, where the scale is more than 80,000. In past HPPI has done financial literacy projects but not exceeding 4,000 members.

#### **Key activities under the project**

CRISIL Foundation's financial literacy module will be adapted. PSC feels that the training under the project is different as it is not a few days of classroom lectures. Instead this is a 15-18 hours module spread across 13 weeks. Further, under this project delivery will be done in small units like SHGs and hence there will be a lot of individual focus. Women will be trained on filling individual diaries, individual counseling on household expenses, saving etc. will be there. This project is about reducing financial risks. The project will also aim to provide them a choice basket of financial products like life insurance, crop insurance, cattle insurance, saving, credit products etc.

Apart from trainings, community events will be held on gender parity, so men will also be involved. The project will also create a platform where demand side and supply side are brought together at gram panchayat level. Here bankers, government officials will be invited and they will interact with SHG members.

In Phase-1, 610 villages in 185 Gram Panchayats across 16 blocks will be there. HPPI will target to do at least 2 such events per gram panchayat. First event will at the beginning of the project, which will also help in introduction of the project, involving men and members of gram panchayat committee. Second event will be at the end of the 13<sup>th</sup> week. Different service providers will be invited and women from outside the project will also be invited.

For sustainability of efforts, HPPI will try to create 1 village volunteer per village. The role of the volunteer will be to guide villagers and act as a facilitator between women and service providers. These volunteers will be selected during the initial phase.

### Key expected impacts of the project

- Increased knowledge of financial literacy
- Increase in financial inclusion
- Improved financial risk management by households
- Better planning of future expenses
- Improved livelihood
- Improved asset base
- Increased participation of women in financial decision-making
- Awareness about rights and government schemes
- Increased accessibility to government schemes
- Right based approach

## 2

### Discussion agenda - Cluster Coordinators and Productive unit leaders

Discussions were carried out with the Productivity Unit Leaders (PULs) and Cluster Coordinators (CCs) who are part of the implementation and supervision team for the project. The discussion was to find out about their understanding of the project, the challenges they anticipate and the benefits that they foresee from the project. It was also to get know the team profile and their current understanding on financial literacy.

### Team profile and financial literacy understanding

The discussion with the team revealed that most of the team members at PUL and CC level had microfinance backgrounds and had basic understanding of finance. However, most team members were not very conversant with all kinds of financial services and products and the technical details. The PULs and CCs were asked to self-rate themselves on their understanding of financial knowledge and most team members rated themselves as having average understanding with a score of 3 on a scale of 1 to 5 with 5 meaning the ‘most knowledge’ and 1 meaning the ‘least knowledge’.

### PUL and CC team profile and self-rating

Name	Designation	Qualification	Experience	Self-rating on financial knowledge	Areas of professional experience
Pooranchand Gurjar	Branch Manager	Graduate	8	3	Microfinance
Jaiprakash Yadav	Area Manager	Graduate	10	4	Microfinance
Satish Kumar	Livelihood	Graduate	12	3	Watershed, livelihood
Sunil Kumar Yadav	Area Manager	Post Graduate	10	5	Microfinance
Bilu Ram Gurjar	Branch Manager	10th	7	2	Community development and



					microfinance
Sandeep Yadav	Branch Manager	12th	3	3	Microfinance
Kuldip Yadav	Branch Manager	Graduate	4	3	Microfinance
Gheesalal	Branch Manager	Graduate	7	4	Community development and microfinance
Shivcharan Yadav	Branch Manager	Post Graduate	6	3	Microfinance
Manoj Kumar Sharma	Branch Manager	Graduate	8	3	Microfinance
Deen Dayal Sain	Branch Manager	Graduate	8	2	Microfinance
Vinit Yadav	Branch Manager	Graduate	7	4	Microfinance

### Understanding of PULs and CCs about the project

On their understanding about the project, it was found that the team had good understanding of the project objectives. The key points mentioned by the team members as the objective of the project were:

- To enhance financial knowledge of the SHG members
- To provide them awareness about various government schemes
- To enhance decision-making capacity of SHG members on financial subjects and government schemes
- To increase their participation in financial decision making
- To provide them access to various financial products and government scheme

### Challenges foreseen by PULs and CCs in the project

- Targeted beneficiaries have very modest education background making it difficult for them to understand the financial concepts and products
- Breaking habit or changing financial habits would be challenge
- Due to people being poor in the area, it would be difficult for them to save or invest
- Due to busy schedule of people, ensuring their participation in training of 3 hours in a day would be difficult
- It would be challenging for microfinance staff (BMs) to give ample time particularly at month ends when they have lot of microfinance related activities
- As many of the target beneficiaries under the project are currently inactive, it would be challenging to gather and reconstitute the groups. Many of these clients would already be members of other MFIs and may find it cumbersome to come for these meetings.
- Field Trainers may be influenced by insurance agents to promote their company and products

### Benefits foreseen by the team in the project

- Dropped-out clients may rejoin the microfinance programme
- Reduction in inactive clients
- It will give company a new face beyond financial services

- Help in improving financial awareness among people
- Over-indebtedness may reduce
- Financial inclusion will improve
- As Field Trainers will also be involved in the project, it may help in client acquisition and also reduction in overdues or in pursuing overdue cases
- Objective of microfinance will be achieved

Personal benefits foreseen by staff

- Financial understanding will improve and will benefit personally
- Product awareness will increase
- Will know about various government schemes and can personally benefit from these schemes and form enhanced financial knowledge

**Case of a staff getting influenced by financial literacy**

One of the Area Managers of HPPI, Sunil Kumar Yadav mentioned that he opened account for his 8 year old daughter after attending some training sessions under this project. As he understood the importance of saving early, he opened *Sukanya* account for his daughter.

## Recommendations

The findings of the baseline has provided insight on the target beneficiaries of the project. Based on the findings of the survey, here are some recommendations that can be considered for enhancing the effectiveness of the project.

### Financial products and services

- Considering the high outreach of bank saving accounts the focus of project should be so much on opening of bank accounts. Instead considering the low awarness and access to other financial services and products, the project should focus on products like – fixed deposits, recurring deposits, bank loans for different purposes, different types of insurance products and on pension services.
- One of the important findings of the survey was that people are prone to over-indebtedness as they borrow frequently and from multiple sources. The project should teach people to self-assess their repayment capacity, caution them against the ill-effects of over-indebtedness. People should learn to borrow judiciously from formal and regulated sources.
- Make people understand various financial products, their purpose and their advantages.
- Not all people have land or cattle so targeted approach can be taken. In areas or communities not having cattle or land, too much time should not be spent on products like cattle or crop insurance.

### Financial planning

- Financial planning could be one of the key focus area of the project. Project can help people plan using simple tools with visible outputs. These tools should enable people to track household cash flows, identify wasteful expenditures, identify high expense heads and track savings.

- The project should be able to address people’s vulnerabilities on account of sudden loss of income. Here financial products like insurance would be helpful. People should also be taught to save to smoothen their income fluctuations as people have to frequently encounter them.
- Help people visualise different life goals and help them plan towards achievement of these goals. Introduce products like Recurring Deposits and Fixed Deposits to enable people to save systematically towards those goals.

### **Risks**

- In past it was seen that people have fallen prey to unscrupulous companies and their fraudulent schemes. People should be trained on a simple check points that one must verify before investing in any scheme. People should be made aware that in finance extraordinary returns are not possible.
- People should also be made aware of agents, who could be one amongst them, who promise to get them high amounts of loan from MFIs. Agents are now ubiquitous in microfinance areas; so are the cases of ‘pipelining<sup>5</sup>’, fake clients etc. People must be made aware of the risks involved in them.

### **Engage with stakeholders and leverage state infrastructure**

- The survey findings suggest that there is presence of insurance agents and banks in the area. Thus, there is an opportunity to engage with local insurance agents and bankers. They can be asked to take sessions as part of trainings to explain their products.
- There is also high outreach of E-Mitra (also called Atal Sewa Kendra). They are present almost in every Panchayat. E-Mitras can also be leveraged as they can provide information related to government schemes as well as provide many online services.

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<sup>5</sup> Borrowing from MFI and then passing it on to someone else in return for some commission or favour.

### **Adjust to socio-economic profiles and peculiarities**

- The survey showed that there are socio-economic variations across blocks. Data suggests that blocks like Rajgarh, Ajitgarh, Alwar, Thangazi have lower income families compared to blocks like Neemrana, Behror and Mundawar. Thus, trainings can be adjusted to take of such variations.
- There are also blocks where incidences of vices like drinking and gambling among men was higher than other blocks. These blocks included Alwar, Bansur, Kathumar and Thanagazi. Here again some targeted interventions can be carried out and men can also be involved.

### **Other recommendations**

- The field observations of survey team suggested that women in ‘Rajput’ communities do not go out for labour work. The interventions therefore, should take this into consideration.
- Interaction with various insurance agents revealed that people do not generally prefer term-plans where they do not get any money in return. Further, there is also a tendency among people to discontinue insurance and pension schemes in 2-3 years. Therefore, insurance and pension product promotion will have to be done through repeated trainings or orientations and taking note of these observations.
- It would be advisable that the project focuses at least initially on interventions which are simple and have some visible outputs. These could be like providing an income and expense diary and analyzing the expense trend among people and sharing results. Pointing out wasteful expenses, inculcating saving habits and tracking increase in savings etc.can generate immediate interest and impact.
- One of the key areas should be to make people aware of financial products and their main purpose.
- The awareness on certain government schemes was found to be very low. People can be made aware and also supported to take advantage of these government schemes. Here again engagement with local government functionaries and local representatives will be important.
- Male members also showed high interest in learning financial skills, if possible, male members can also be involved in some trainings under the project.

- In the test carried out of CRISIL Mitras it was found that still about 10 participants have low scores post-training, it is recommended to re-train them.
- As it was observed that many SHGs that had originally been assumed to be existing are actually not existing and hence project timelines should be adjusted accordingly to provide for new SHG formation.

## Annexure

### Annexure 1: Summary of FGDs

#### INDIVIDUAL LEVEL INDICATORS

##### A. Ability to calculate household income and expenses

- The sample reflects that the main source of livelihood of the people is daily wage labor, followed by agriculture, animal husbandry and dairy farming.
- In 12 out of 13 FGDs participants were able to register the average annual income, i.e. there is an understanding in the sample about their income.
- More than half of the sampled participants seem to know about income and expense of the household and out of the participants who knew about the fact, less than 50% made a concrete income and expense chart. They have an understanding about the nature of expenses, which is reflected by the high awareness about the biggest expense of the household, last year. The biggest source of expense has been expenditure on wedding, construction of house followed by education expenses.
- Moreover, an affirmative response to the ability of women in making financial decisions by the male counterparts reveal the belief that woman intrinsically, by their social role of running the household, know about the income/expenses of their families. However, exact calculation abilities are negligible.

##### B. Knowledge and understanding of available products and services in the area, the processes and documentation required to access them and terms and conditions required to access them

- Majority of people are aware about savings services, people are also aware about credit services but dependency on moneylender exists parallelly. Ration Cards for BPL, KCC, Vridh Pension Yojana, Bhamashah Yojana, NREGA, Indira Awas Yojana are some of the commonly known schemes.
- Approximately, 60% are aware about Life Insurance schemes. However, people have low or negligible information about health insurance or crop/livestock insurance.
- People seem to be quite aware about processes involved in dealing with Banks, MFIs, and moneylenders. For instance, people mentioned that dealing with banks is a tedious process and requires a lot of paperwork in the process for loans.
- People in general; seem to be aware of various governmental schemes, but there exists a gap in getting engaged or getting access to the scheme and finally benefiting from them. As in most cases people have *Bhamashah Yojana* card, but are unable to avail the

benefits due to the dearth of knowledge.

- Lack of awareness about schemes can also be attributed to the agencies like Banks and local self-governments who seemed not to do enough towards disseminating information about various schemes.
- The lack of understanding coupled with the need to borrow, sometimes lead people to fall prey to fraudulent practices. In 4 of the 13 FGDs, people mentioned of having been defrauded by some insurance company called 'Pulse' in past.

### **C. Ability to link household goals and financial plans to relevant and right financial products and services available in the area**

- FGDs reveal that people do not have much understanding about financial planning which is reflected by their responses on financial planning on short term and long term expense, which presently is primarily managed by their own savings or loan from MFIs or moneylenders or in some cases through SHGs.
- The general tendency of the sampled participants is to take loan either from Moneylenders or MFI for expenses on wedding, education and construction of house. The dependence on moneylenders is also quite high on expenses like purchase of property i.e. long term expenses, the reason as revealed in one of the FGDs is that moneylenders give credit for a longer duration of time.
- For urgent expenses like medical emergencies, people rely upon friends, families and neighbor, as this seems to them as the easiest source of funds (no reliability or dependency on health insurance services).
- Selling of land or property to meet expenses has also been revealed in one of the FGDs but such instances were rare.
- People mentioned that they preferred speedy services. Long processes intervene with work. Hence most people mentioned it as reason for not borrowing from banks and instead prefer MFIs or SHGs for financial facilities as they serve at doorsteps.

## **HOUSEHOLD LEVEL INDICATORS**

### **A. Asset ownership pattern**

- Assets like agricultural land, house and vehicle are owned by the male members of the family, whereas, jewellery is owned mostly by female member of the family. This is to be noted that in assets where ownership is defined like land, house, vehicle etc.; the ownership has been found to lie with the male member of the family. In assets like jewellery, where ownership is not legally defined, women members are in general the users of these assets, therefore, they claim to be the owner of such assets.
- Assets like TV/radio, phone is owned by almost all members of the family as all the members use it.

### **B. Involvement of women in financial decision making**

- Almost in all the FGDs, women have responded affirmatively to their impactful role in



financial decision making.

- It is to be noted that females do take independent decisions on expenditure on household items whereas in all other issues like expenditure on property, wedding, education, entertainment, it is mostly a joint decision along with her male partner.
- Women mentioned of being involved in big decision related to marriages, house construction etc. However, it was also subtly acknowledged that in most such cases the final decision is almost always of a male member.

### **C. Access to financial products and services from formal financial institutions**

- In response to the most preferred choice for financial services, it has been noted that banks are thought to be the most trustworthy institution, but people do not seek its services except for opening a bank account because of related issues of paperwork, commission and lengthy process requirements.
- There has been a general tendency amongst the people in favor of services of MFIs and SHGs as most of the services are offered at doorsteps.
- In none of the FGDs, inclination towards moneylenders as the most preferred choice of institution to deliver financial services could be seen.
- People seem to lack information about health insurance, agriculture/livestock insurance and they feel their income is too low to get access to life insurance schemes.

### **D. Expenditure pattern of household**

- The FGDs reveal that regular expenses are incurred mostly for food provisions, loan repayments, regular household needs and education. Bigger expenditures occur on construction or repair of houses, investment in business or agricultural requirements and wedding expenses.
- In most of the FGDs it is revealed that men generally consume alcohol which constitutes for a wasteful and unproductive expenditure item.
- For household expenditures, when there is a deficit in available money, it is most of the time met by taking loans from MFIs or from moneylenders.

## **COMMUNITY LEVEL INDICATORS**

### **A. Role of service providers and government officials and other external factors in access to financial products and services**

- Behavior of bankers is subjective depending on the type of clients they are dealing with. For any other banking services, apart from opening of bank account, dealing with banks is hassle prone.
- The underlying fact that bankers demand commission for facilitating various financial activities especially in sanctioning loans has also been quoted explicitly by the people in most of the FGDs.

- *Panchayat* members are also not very reliable or helpful. They also seem to be discrepant in communicating about various government schemes to the local people.
- Illiteracy among the women members also inhibits the smooth participation to access various financial products and services.

#### **B. Attitude towards Financial Training**

- Almost in all the FGDs participants showed their willingness to attain training related to financial concepts. People want to increase awareness about financial services and schemes and ways to benefit from services.
- There exists a belief among the male counterparts that as women are mostly responsible for managing household works (managing expenses), the training will further enhance their abilities.
- Even the male members of the family were willing to participate and spend time for trainings.
- Training is understood more as a resource to get more information about various ongoing schemes which can financially aid the people rather than its inherent use; to skill, educate.

#### **C. Role of SHG membership on household activities**

- SHG membership has been useful for most of its members and it has had a positive impact upon the household requirements. Many of the urgent and smaller loan requirements are met through SHGs.
- Women members have been sensitized about various governmental schemes and policies.

## Annexure 2: Research Tools

## 1: SHG मेंबर का सर्वे फॉर्म

बुनियादी विवरण							
1. इन्वैस्टमेंट का नाम				2. सर्वेक्षण की तारीख			
3. परियोजना का चरण		1	2	4. सर्वेक्षण का प्रकार		बेसलाइन(1) एन्डलाइन(2)	
5. जिला			6. ब्लॉक		7. गाँव		
8. SHG का नाम			9. सदस्य का नाम			10. उम्र	
परिवार के सदस्य (निचे दिए गये सदस्यों की संख्या लिखें )							
11.1 वयस्क पुरुष की संख्या		11. 2 वयस्क महिला की संख्या		11.3 पुरुष बच्चों की संख्या- 17 साल से छोटे		11.4 महिला बच्चों की संख्या- 17 साल से छोटे)	
12. परिवार के आमदनी का प्राथमिक स्रोत (use code)		13. परिवार के आमदनी का दूसरा स्रोत (use code)		14. परिवार की मासिक आमदनी कितनी है (राशि Rs. में)		14.1 परिवार में महिला सदस्यों द्वारा अर्जित मासिक आय कितनी है (राशि Rs. में)	
कोई नहीं-0		दैनिक मज़दूरी-1		कृषि-2		व्यापार-3	
				मैनुफैक्चरिंग-4		सर्विस-5	
						अन्य-6	
मासिक घर खर्च का विवरण							
15.1 भोजन		पता नहीं		15. 2 किराया और उपयोगिताओं (जैसे पानी, बिजली, मोबाइल रिचार्ज आदि)		पता नहीं	
15.4 कपड़े		पता नहीं		15. 5 पान/बीड़ी /अन्य गैर-जरूरी में व्यय		पता नहीं	
15.7 ऋण भुगतान		पता नहीं		15.8 मेडिकल		पता नहीं	
						15. 9 अन्य	
						लागु नहीं	
16. आप को अपने परिवार की कौनसी वित्तीय गतिविधियाँ पसंद नहीं हैं (एक से ज्यादा का चयन कर सकते हैं)							
जुआ/शराब पीना-1		एक विशेष स्रोत से उधार लेना-2		किसी को उधार देना-3		अनुष्ठान / परंपराओं में कर्ज-4	
						कुछ निवेश या खरीद-5	
						ऐसी कोई गतिविधि नहीं है जिसको मैं नापसंद करती हु-0	
17. यदि आप ऊपर दी गयी गतिविधि को पसंद नहीं करती है तो उन्हें क्यों करने देती है							
ऐसी कोई गतिविधि नहीं है जिसको मैं नापसंद करती हु-0		मुझे इसकी पूरी जानकारी नहीं है-1		मुझे इस पर बोलने की अनुमति नहीं है-2		मैं इसका विरोध करती हु लेकिन मेरी बात कोई नहीं सुनता-3	
18 आपका किस में खाता है							
खाता नहीं है-0		बैंक में-1		डाकघर में-2		बैंक और डाकघर में-3	
						पता नहीं-4	
18.1 परिवार में कौनका बैंक अकाउंट है (एक से ज्यादा का चयन कर सकते हैं)							
खाता नहीं है-0		स्वयं-1		पति-2		ससुर-3	
						सास-4	
						बेटा/दामाद-5	
						बेटी/बहू-6	
						पता नहीं-7	
19. पिछले 6 महीनों में, आपने बैंक में कितनी बार वित्तीय लेनदेन किया है							
खाता नहीं है (0)		0 बार (1)		1-3 बार (2)		4-6 बार (3)	
						7-12 बार (4)	
						>12 बार (5)	
20. परिवार में कौनका जीवन बीमा है (एक से ज्यादा का चयन कर सकते हैं)							
किसीका भी नहीं-0		स्वयं-1		पति-2		ससुर-3	
						सास-4	
						बेटा/दामाद-5	
						बेटी/बहू-6	
						पता नहीं-7	
21. परिवार में कौनका स्वास्थ्य बीमा है (एक से ज्यादा का चयन कर सकते हैं)							
किसीका भी नहीं-0		स्वयं-1		पति-2		ससुर-3	
						सास-4	
						बेटा/दामाद-5	
						बेटी/बहू-6	
						पता नहीं-7	

22. परिवार में पशु बीमा है		हाँ-1	नहीं-2	पता नहीं-3		पशु नहीं है-0				
23. परिवार में फसल बीमा है		हाँ-1	नहीं-2	पता नहीं-3		खेती नहीं करते-0				
24. परिवार में किनकी पेंशन चल रही है (एक से ज्यादा का चयन कर सकते हैं)										
किसीका भी नहीं-0		स्वयं-1	पति-2	ससुर-3	सास-4	बेटा/दामाद-5		बेटी/बहू-6	पता नहीं-7	
25. आप कितने एमएफआई के सदस्य हैं		0 (1)		1 (1)		2 (2)		2 से अधिक (3)		
कर्ज का लेनदेन पिछले 1 साल में (राशि Rs में )										
बैंक		एमएफआई (MFI)		SHG		साहकार		दोस्तों / रिश्तेदारों		
26.1लोन	26.2 बकाया	26.3लोन	26.4 बकाया	26.5लोन	26.6 बकाया	26.7लोन	26.8 बकाया	26.9लोन	26.10 बकाया	
पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	पता नहीं लागु नहीं	
27. पिछले 1 साल में, आपने अधिकतम किस उद्देश्य के लिए लोन लिया था										
लोन नहीं लिया था-0	कृषि /व्यापार-1	जमीन/सोना/पशु खरीदने के लिए-2		शिक्षा/ शादी-3	मेडिकल-4	घर निर्माण-5	अन्य घरेलू संपत्ति-6	दैनिक खर्च के लिए-7		
निचे दिये गये कार्यों के लिए कौन निर्णय लेता है										
28. दैनिक घरेलू खर्चों का निर्णय कोन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
29. कभी कभी होनेवाले घरेलू खर्चों का निर्णय कोन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
30. मेडिकल सम्बंधित खर्चों का निर्णय कोन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
31. भूमि/घर/पशु/निर्माण आदि में निवेश का निर्णय कौन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
32. घरेलू संपत्ति (जैसे TV , फोन, चारपाई, वाहन) खरीदने में निर्णय कौन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
33. शादी / उच्च शिक्षा में निर्णय कौन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
34. लोन या निवेश में निर्णय कौन लेता है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3			
संपत्ति के स्वामित्व										
35. घर किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
36. जमीन किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
37. पशु किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
38. गहने किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
39. वाहन - ट्रैक्टर/बाइक किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
40. व्यवसाय / दुकान / मशीन किसके नाम पर है					पुरुष-1	महिला-2	दोनों संयुक्त रूप से-3		सम्पत्ति नहीं है-0	
वित्तीय योजना										
41. आप अपने अगले 3-6 महीने का खर्च किस तरह से प्लान करते हैं										
हम अपने आय और व्यय का औपचारिक रिकॉर्ड रखते हैं-1			हम आम तोर पर अपने आय और व्यय का औपचारिक रिकॉर्ड नहीं रखते हैं परन्तु हमे इसकी जानकारी रहती है-2			हम 3 -4 महीनों का पारिवारिक आय - व्यय का प्लान नहीं बनाते-3				
42. बड़ी सम्पत्ति (पशु, वाहन आदि ) खरीदने के लिए पूंजी की व्यवस्था किस तरह करते हैं										
हम ने कोई भी सम्पत्ति नहीं खरीदी है और नहीं		हम अपने बचत पर	ज्यादातर अपनी बचत पर या कुछ छोटी रकम मित्रों	ज्यादातर अपनी बचत	मित्रों/संबंधियों/साहु कार से उधार	बैंक/MFI से लोन लेकर-5		पता नहीं-6		

प्लान कर रहे हैं-0	निर्भर करते हैं-1	या संबंधियों से उधार ले लेते हैं-2	और SHG लोन से-3	लेकर-4		
43. आप संभावित बृहत व्यय (जैसे शादी, घर गृहनिर्माण आदि ) हेतु पूंजी की व्यवस्था किस तरह से प्लान करेंगे						
कोई प्लान नहीं है -0	हम अपने बचत पर निर्भर करते हैं-1	ज्यादातर अपनी बचत पर या कुछ छोटी रकम मित्रों या संबंधियों से उधार ले लेते हैं-2	ज्यादातर अपनी बचत और SHG लोन से-3	मित्रों/संबंधियों/साहुकार से उधार लेकर-4	बैंक/MFI से लोन लेकर-5	पता नहीं-6
44. आप संभावित आपातकालीन मेडिकल व्यय हेतु पूंजी की व्यवस्था किस तरह से प्लान करते हैं						
कोई भी परिस्थिति नहीं आयी ना ही प्लान किया है-0	हम अपने बचत पर निर्भर करते हैं-1	ज्यादातर अपनी बचत पर या कुछ छोटी रकम मित्रों या संबंधियों से उधार ले लेते हैं-2	मित्रों/संबंधियों/साहुकार से उधार लेकर-3			
ज्यादातर अपनी बचत और SHG लोन से-4	कई स्रोत से उधार लेकर-5	स्वास्थ्य बीमा है-6	ज्यादातर बैंक/MFI से लोन लेकर-7			पता नहीं-8
45. छोटी अवधि की बचत कैसे करते हैं (पैसा जो एक साल में चाहिए )						
बचत नहीं कर पाते-0	घर में बचत करते हैं-1	मित्रों /सम्बन्धियों के पास-2	दुकानदार/साहुकार के पास-3	सोना खरीदते हैं-4		
पशु खरीदते हैं-5	अन्य संपत्तियों में निवेश-6	SHG में बचत-7	बैंक में बचत-8	पता नहीं-9		
46. बड़ी अवधि की बचत कैसे करते हैं (पैसा जो एक साल में चाहिए )						
बचत नहीं कर पाते-0	घर में बचत करते हैं-1	मित्रों /सम्बन्धियों के पास-2	दुकानदार/साहुकार के पास-3	सोना खरीदते हैं-4		
पशु खरीदते हैं-5	अन्य संपत्तियों में निवेश-6	SHG में बचत-7	बैंक में बचत-8	पता नहीं-9		
47. क्या आपका परिवार आय और व्यय का रिकॉर्ड रखते हैं						
हाँ -संपूर्ण रिकॉर्ड रखते हैं-1	हाँ रिकॉर्ड रखते हैं पर संपूर्ण नहीं-2	रिकॉर्ड नहीं रखते लेकिन हमे हर महीने की पूंजी की आवाजाही की जानकारी रहती हैं-3	रिकॉर्ड नहीं रखते-4	पता नहीं-5		
48. पिछले 1 साल में, कितनी बार ऐसा हुआ है जब आपके पास पूंजी का अभाव हुआ है						
कभी नहीं-(0)	1 बार (1)	2-3 बार(2)	4-5 बार (3)	5 से अधिक बार (4)		पता नहीं-5
49. ऐसी परिस्थिति ( पूंजी का अभाव) में आप क्या करते हैं						
ऐसी परिस्थिति नहीं आयी-0	खर्च में कमी की-1	अपनी बचत का उपयोग-2	सम्पत्ति को बेचा-3			
मित्रों/संबंधियों/साहुकार से उधार लिया-4	SHG से लोन लिया-5	बैंक/MFI से लोन लिया-6	पता नहीं-7			
50. पिछले 1 साल में, कितनी बार ऐसा हुआ है जब आपके पास अतिरिक्त पूंजी रही है						
कभी नहीं-(0)	1 बार (1)	2-3 बार(2)	4-5 बार (3)	5 से अधिक बार (4)		पता नहीं-5
51. अतिरिक्त पूंजी का आप क्या करते हैं						
ऐसी परिस्थिति नहीं आयी-0	खर्च में वृद्धि -1	बैंक में बचत -2	सम्पत्तियों में निवेश -3			
मित्रों/संबंधियों/साहुकार को उधार पर देते हैं -4	SHG में बचत-5	पता नहीं-6				
52. पिछले 1 साल में, कितनी बार ऐसा हुआ है जब आपको अपने दैनिक खर्च के लिए उधार लेना पड़ा						
कभी नहीं-(0)	1 बार (1)	2-3 बार(2)	4-5 बार (3)	5 से अधिक बार (4)		पता नहीं-5
53. पिछले 3 साल में, क्या आपके परिवार की आय में कभी अत्याधिक कमी आयी थी						
नहीं-1	हाँ - मुख्य कमाऊ सदस्य की बीमारी/दुर्घटना के कारण-2	हाँ - नौकरी छूट जाने के कारण-3	हाँ - रिटायरमेंट या कार्य करने में असमर्थता के कारण-4	हाँ - अन्य कारणों से-5		पता नहीं-6
54. आमदनी में कमी की परिस्थिति में आप क्या करते हैं						
कमी नहीं हुई -0	मित्रों/संबंधियों/साहुकार से उधार लिया-1	खर्च में कमी की -2	बेरोज़गार सदस्यों ने काम करना शुरू किया-3			
सम्पत्ति को बेचा-4	अपनी बचत का उपयोग-5	बैंक/MFI/SHG से लोन लिया-6	अन्य-7	पता नहीं-8		

55. इनमें से कोण कोणसा महत्वपूर्ण लक्ष्य है जिसके लिए आप अपनी वित्तीय योजना बनाएंगे					
कमी नहीं -0	गृहनिर्माण /मरम्मत-1	स्वास्थ्य सम्बन्धित-2	बच्चों की शिक्षा-3		
बच्चों का विवाह -4	वृद्धावस्था-5	सम्पत्ति में निवेश-6	पता नहीं -7		
56. उपरोक्त लक्ष्य प्राप्त के लिए आप क्या कर रहे हैं					
प्लान नहीं किया -0	छोटी बचत -1	कुछ करना चाहते हैं लेकिन पता नहीं की क्या करे-2	पता नहीं-3		
57. आपने बैंक में खाता क्यों नहीं खोला					
खाता है -0	जानकारी नहीं है -1	बैंक पर विश्वास नहीं है -2	बचत के लिए पैसे नहीं हैं -3		
बैंक ने मना कर दिया -4	KYC डॉक्यूमेंट नहीं है-5	बैंक बहुत दूर है-6	जरूरत महसूस नहीं हुई-7	पता नहीं-8	
58. आपने बैंक से लोन क्यों नहीं लिया					
लिया हुआ है-0	जानकारी नहीं है -1	जमानत के लिए कुछ नहीं है -2	बैंकवाले हम पर ध्यान नहीं देते -3		
लोन वापसी नहीं कर पाने पर बैंकद्वारा सम्पत्ति जब्त होने का डर -4	बैंक बहुत दूर है-5	बैंक में खाता नहीं है -6	जरूरत महसूस नहीं हुई-7	पता नहीं-8	
59. मुख्य कमाऊ सदस्य ने जीवन बीमा क्यों नहीं लिया है					
लिया है -0	जानकारी नहीं है -1	महंगा-2	क्लेम ना मिलने का डर -3		
जरूरत महसूस नहीं हुई-4	अन्य-5		पता नहीं-6		
60. परिवार के लिए स्वास्थ्य बीमा क्यों नहीं लिया है					
लिया है -0	जानकारी नहीं है -1	महंगा-2	क्लेम ना मिलने का डर -3		
जरूरत महसूस नहीं हुई-4	अन्य-5		पता नहीं-6		
61. आपने पशु/फसल बीमा क्यों नहीं लिया है					
लिया है -0	जानकारी नहीं है -1	महंगा-2	क्लेम ना मिलने का डर -3		
जरूरत महसूस नहीं हुई-4	पशु नहीं है /खेती नहीं करते-5	अन्य-6	पता नहीं-7		
उत्पादों / सेवाओं / योजनाओं के बारे में जागरूकता					
62. बैंक लोन	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
63. MFI लोन	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
64. बैंक बचत खाता / जनधन योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
65. बैंक/डाकघर फिक्स्ड डिपॉजिट	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
66. बैंक/डाकघर आवर्ती/ रेकरिंग डिपॉजिट	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
67. किसान क्रेडिट कार्ड	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5
68. जीवन बीमा	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते हैं लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि कठिन/महंगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते हैं-5

69. स्वास्थ्य बीमा	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
70. फसल बीमा	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	खेती नहीं करते इसलिए उपयोग नहीं करते है -6
71. पशु बीमा	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	पशु नहीं है इसलिए उपयोग नहीं करते है -6
72. पेंशन योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
73. इंद्रा आवास योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	हम इसके मापदंड फिट नहीं है इसलिए उपयोग नहीं करते है-6
74. प्रधान मंत्री रोजगार योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
75. MNREGA	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
76. भामाशाह योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
77. जननी शिशु सुरक्षा योजना	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	
78. अटल सेवा केंद्र	पूर्ण जानकारी और उपयोग करती हु-1	उपयोग करते है लेकिन जानकारी नहीं है-2	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकिकठिन /मँहगा है-3	जानकारी है लेकिन उपयोग नहीं करती हु क्योंकि जरूरत नहीं है-4	जानकारी नहीं है इसलिए उपयोग नहीं करते है-5	

## 2: SHG मेंबर कृपति या घर कृपुरुष मुख्या का सर्वे फॉर्म

A. सर्वेयर का नाम				B. दिनांक		
C. प्रोजेक्ट फेज	1	2	D. सर्वे का प्रकार	Baseline	Endline	
E. जिला	F. ब्लॉक			G. गांव		
H. जवाब दल/वाल/पुरुष का नाम					I. उम	
1. आपका बचत खाता किस वित्तीय संस्था कहाँ खुला है?	खाता नहीं है	बैंक	पोस्ट ऑफिस	दोनों में	पता नहीं	
2. कौन सा खाता मुख्यत इस्तमाल करतहैं?	खाता नहीं है	बैंक	पोस्ट ऑफिस	दोनों में	कोई नहीं	पता नहीं
3. जिस खात को मुख्यत: इस्तमाल करत हैं, उसमा पिछल 6 माह में लगभग	0	1-3	4-6	7-12	12 से अधिक	

कितन बार ट्रांसक्शन किया है?							
4. आप किसी बैंक या पोस्ट ऑफिस (PO) में खाता क्यों नहीं खोलता?							
खाता है	जानकारी नहीं है	बैंक/PO पे भरोसा नहीं है	बचत के लिए पैसे नहीं है	खाता खोले की कोशिश की पर अधिकारी ने मना कर दिया	ID नहीं है	खाते की जरूरत नहीं है	बैंक/पोस्ट ऑफिस दूर है
5. बैंक स लोन क्यों नहीं लता ?							
लेते हैं	जानकारी नहीं है	गिरवी रखने योग्य संपत्ति/दस्तावेज़ नहीं है	बैंकर हमारी नहीं सुनते	डर लगता है बैंक हमारी संपत्ति ना छीन ले	जरूरत नहीं है		
6. घर क मुख्य कमना वाला का जीवन बीम क्यों नहीं है ?							
बीमा है	जानकारी नहीं है	महंगा होता है	शक होता है की कंपनी क्लेम नहीं देगी	जरूरत नहीं है	अन्य कारण		
7. परिवार का स्वास्थ्य बीमा क्यों नहीं लिया ?							
लिया है	जानकारी नहीं है	महंगा होता है	शक होता है की कंपनी क्लेम नहीं देगी	जरूरत नहीं है	अन्य कारण		
8. खती का बीमा (crop insurance) क्यों नहीं लिया ?							
लिया है	जानकारी नहीं है	महंगा होता है	शक होता है की कंपनी क्लेम नहीं देगी	खेती है लेकिन जरूरत नहीं लगती	खेती नहीं करते	अन्य कारण	
9. पशु का बीमा (cattle insurance) क्यों नहीं लिया ?							
लिया है	जानकारी नहीं है	महंगा होता है	शक होता है की कंपनी क्लेम नहीं देगी	पशु है लेकिन जरूरत नहीं लगती	पशु नहीं हैं	अन्य कारण	
निम्न सवाओं क सन्दर्भ में अपनी जानकारी या उपयोग का स्तर बताएं							
10. फिक्स्ड डिपोजिट (Fixed deposit)	पूरी जानकारी है और उपयोग भी करते हैं	उपयोग करते हैं पर पूरी जानकारी नहीं है	जानकारी है पर उपयोग नहीं करते क्योंकि महंगा है या इसको लेना मुश्किल है	जानकारी पर जरूरत नहीं इसलिए उपयोग नहीं करते	जानकारी नहीं इसलिए उपयोग भी नहीं करते		
11. रकारिंग डिपोजिट (recurring deposit)	पूरी जानकारी है और उपयोग भी करते हैं	उपयोग करते हैं पर पूरी जानकारी नहीं है	जानकारी है पर उपयोग नहीं करते क्योंकि महंगा है या इसको लेना मुश्किल है	जानकारी पर जरूरत नहीं इसलिए उपयोग नहीं करते	जानकारी नहीं इसलिए उपयोग भी नहीं करते		
12. किसान क्रेडिट कार्ड (KCC)	पूरी जानकारी है और उपयोग भी करते हैं	उपयोग करते हैं पर पूरी जानकारी नहीं है	जानकारी है पर उपयोग नहीं करते क्योंकि महंगा है या इसको लेना मुश्किल है	जानकारी पर जरूरत नहीं इसलिए उपयोग नहीं करते	जानकारी नहीं इसलिए उपयोग भी नहीं करते	प्रयाप्त जमीन नहीं है	
13. पेंशन सवा	पूरी जानकारी है और उपयोग भी करते हैं	उपयोग करते हैं पर पूरी जानकारी नहीं है	जानकारी है पर उपयोग नहीं करते क्योंकि महंगा है या इसको लेना मुश्किल है	जानकारी पर जरूरत नहीं इसलिए उपयोग नहीं करते	जानकारी नहीं इसलिए उपयोग भी नहीं करते		
14. क्या आप अपनी कमाई की जानकारी अपनी पत्नी/परिवारी की महिला सदस्यों को बताते हैं?							
हमेशा		कभी-कभार			कभी नहीं		
15. क्या आपक परिवार की महिलाओं को आपक पैसों क निवन्ध, संपत्ति अदि की जानकारी होती है							
बिलकुल नहीं		थोड़ी बहुत			पूरी जानकारी होती है		
16. अगर आप कोई बड़ी संपत्ति जैसा पशु, जमीन, घर इत्यादि खरीदते हैं तो क्या अपनी पत्नी/महिल सदस्यों की भी सहमति लता है ?							
हमेशा		कभी-कभार			कभी नहीं		
17. अगर आप कोई घर का सामान जैसा पलंग, टीवी इत्यादि खरीदते हैं तो क्या अपनी पत्नी/महिल सदस्यों की भी सहमति लता है ?							
हमेशा		कभी-कभार			कभी नहीं		
18. आपक घर की महिला/पत्नी को घर क वित्तीय मामलों या संपत्ति की जानकारी क्यों नहीं रहती ?							
वह जानती है और निर्णय में भाग भी लेती है		वे जानती है पर निर्णय नहीं लेती है		यह महिलाओं का मामला नहीं है		उनको यह सब समझ नहीं आता	
19. आपक घर की महिला/पत्नी का घर की संपत्ति में मालिकाना हक क्यों नहीं है ?							



उनका कुछ संपत्ति में मालिकाना हक है	ज्यादातर संपत्ति पे उनको साझा हक है	यह महिलाओं का मामला नहीं है	उनको यह सब समझ नहीं आता	अन्य कारण
अन्य कारण				
20. आपका घर की महिला/पत्नी का किसी वित्तीय संस्था में खाता क्यों नहीं है				
खाता है और वह खुद उसका संचालन करती है	खाता है पर मैं संचालन करता हूँ	यह महिलाओं का मामला नहीं है	उनको यह सब समझ नहीं आता	हम लोगो को खाते की जानकारी या जरूरत नहीं है
21. क्या आपको आपकी पत्नी/महिला सदस्य का SHG में भाग लगना अच्छा लगता है ?				हाँ
22. क्या आप चाहेंगे की आपकी पत्नी/महिला सदस्य वित्तीय कौशल (financial skill) सीखा ?				हाँ
23. अगर आपकी पत्नी/महिला सदस्य को अच्छी वित्तीय समझ ही तो क्या आप उनको इन मामलों क निर्णय में शामिल करेंगे ?				नहीं
मैं चाहूंगा की वह खुद निर्णय ले	मैं चाहूंगा की हम साझा निर्णय ले	मैं चाहूंगा की वह राय दे पर निर्णय मैं लू		यह महिलाओं का मामला नहीं है
24. क्या आप भी वित्तीय कौशल (financial skills) सीखना चाहेंगे	हाँ और मैं समय देने के लिया तैयार हूँ	हाँ, पर समय देना मुश्किल होगा	नहीं, यह जरूरी नहीं	
25. किसक लिए वित्तीय कौशल/जानकारी होना जरूरी है ?	आदमी	औरत	दोनों के लिए	किसी के लिए नहीं

### 3: FGD Agenda - SHG members

#### सामान्य जानकारी

1. इस क्षेत्र में लोगों की आम आजीविका व्यवसायों क्या हैं?
2. विभिन्न व्यवसायों के लिए सामान्य आय रुझान क्या हैं और इस छेत्र में घरेलु वार्षिक आय क्या है?
3. व्यवसायों में लोगों को किन प्रमुख चुनौतियों का सामना करना पड़ता है? (E.g. मौसमी, मौसम के कारण अनिश्चितता, मजदूरी कार्य की अनुपलब्धता etc.)

#### वित्तीय सवाएँ

4. लोगों द्वारा वित्तीय सेवाओं का लाभ उठाया जा रहा है?

	बचत	क्रेडिट	जीवन बीमा	स्वास्थ्य बीमा	फसल/पशु बीमा	पेंशन
जागरूकता						
प्रमुख स्रोतों						
किसके नाम पे						
सेवा के उद्देश्य						
इन सेवाओं का लाभ उठाने में चुनौती						

ऊपर दिए गए वित्तीय सेवाओं में से कौन सा लाभ उठाने के लिए सबसे पसंदीदा स्रोत है और क्यों?

5. क्या कोई वित्तीय धोखा धड़ी की घटना हुई है इस क्षेत्र में? और क्या किसी ने पैसा खोया है?
6. क्या महिला सदस्य को उनकी घरेलू आय और व्यय के बारे में पता है?
7. क्या लोग किसी भी घरेलू आय और व्यय बजट की योजना बनाते हैं?
8. ऐसा कोई व्यय जो आपको पसंद नहीं है? अगर नहीं पसंद है तो क्यों लिया?
9. पिछले एक साल में घर में क्या सबसे बड़ा खर्च किया गया
10. क्या आप उससे खुश हैं, आप उस बड़े व्यय का निर्णय लेने का हिस्सा थे?
11. वित्तीय निर्णय

	नियमित रूप से घर का खर्च (सब्जी, किराना)	कभी-कभार घर का व्यय (कपड़े, मनोरंजन)	आपातकालीन चिकित्सा	संपत्ति खरीद भूमि/ पशुओं/घर	घरेलू परिसंपत्तियों (टीवी, फोन, बिस्तर, वाहन)	शादी/उच्च शिक्षा
कौन निर्णय लेता है						
धन का स्रोत क्या है						

12. एक घरलू आय और व्यय चार्ट तैयार करें और पता करें की अतिरिक्त राशि कहा लगायी गयी है घाटा है तो उसकी भरपाई कहाँ साहुई? 3 विभिन्न घरलू प्रकार कालिए.

स्रोत	औसत वार्षिक आय Rs180,000 से अधिक घर के लिए	Rs180,000 या उससे कम की औसत वार्षिक आय वाले घर के लिए
<b>आय स्रोत</b>		
कृषि		
श्रम		
व्यवसाय		
Others-		
Others-		
<b>व्यय</b>		
खाद्य		
चिकित्सा		
शिक्षा		
किराया		
उपयोगिताएँ		
वस्त्र		

व्यापार/कृषि निवेश		
Others-		
Others-		
अतिरिक्त		
अतिरिक्त को कहाँ लगाया गया?		
घाटे की भरपाई कहाँ से हुई?		

- क्या किसी ने कभी उन्हें वित्तीय धारणाओं के बारे में ट्रेनिंग दी है? अगर हाँ तो कब और कैसे?
- क्या वे सोचते हैं कि वित्तीय धारणाओं पर प्रशिक्षण की आवश्यकता है? क्यों?
- अल्पकालिक और दीर्घकालिक जरूरतों के लिए वित्तीय व्यवहार क्या हैं – स्कूल शिक्षा, शादी, चिकित्सा की जरूरत, धन के लिए कोई अचानक जरूरत.
- घर में आम संपत्ति कौन कौन सी हैं और वे किसके नाम पे हैं

	संपत्ति आम तौर पर लोगों के साथ उपलब्ध	आम तौर पर उन का मालिक कौन (पुरुष/ महिला)
कृषि भूमि		
हाउस		
वाहन		
TV/Radio		
Phone		
Jewelry		

#### सरकारी योजनाएँ

- लोगों द्वारा किन विभिन्न सरकारी योजनाओं का लाभ उठाया जा रहा है?
- क्या इन योजनाओं के फायदेमंद हैं? कैसे?
- वित्तीय सेवाएं उपलब्ध कराने में बैंकर्स का सामान्य रवैया क्या है?
- कितना आसान या मुश्किल यहाँ बैंक खाता खोलना या वित्तीय सेवाएं एवं सरकारी योजनाओं को लेना?
- चुनौतियों या इन योजनाओं का लाभ उठाने में बाधाओं क्या हैं?
- क्या कोई ऐसी योजनाएं हैं जिनका लोगों को पता तो है परन्तु लाभ उठाने में असमर्थ हैं? क्या मुद्दे हैं?

#### 4: FGD Agenda - SHG members' husbands/ head of household

- कौन कौन से वित्तीय सेवाओं के प्रमुख स्रोतों के बारे में आप जानते हो?
- कौन सी वित्तीय सेवाओं का लाभ उठा रहे हो और कहाँ से?
- बचत का सबसे पसंदीदा स्रोत क्या है और क्यों? (पता करो की वे अन्य स्रोतों क्यों पसंद नहीं करते)
- Fixed deposit/recurring deposit का सबसे पसंदीदा स्रोत क्या है और क्यों?
- क्रेडिट और इसके उद्देश्य के आम स्रोत क्या है?
- क्रेडिट की सबसे पसंदीदा स्रोत क्या है और क्यों?

7. वित्तीय सेवाओं के विभिन्न स्रोतों के मुख्य लाभ और नुकसान क्या हैं?
8. वित्तीय सेवाएं लेने में क्या क्या समस्याएं आती हैं (बैंकों, डाक अधिकारी के रवैये का पता लगाने)?
9. आम तौर पर घर पर वित्तीय निर्णय कौन करता है?
10. पुरुषों द्वारा क्या फैसले किया जाता है और महिलाओं हैं द्वारा क्या फैसले किया जाता है?
11. घर में कौन किस संपत्ति का मालिक है?
12. आप अपनी पत्नी के साथ वित्तीय जानकारी पर चर्चा करते हैं? अतिरिक्त धन को परिनियोजित करने के लिए और घाटे के मामले में धन के इंतज़ाम के बारे में निर्णय कौन लेता है? आप अपनी पत्नी के साथ इस तरह के मुद्दों पर चर्चा करते हैं?
13. आपको लगता है कि महिलाएं वित्तीय फैसलों में भूमिका निभा सकते हैं?
14. स्वसहायता समूह की सदस्यता घर में कैसे मदद की है?
15. आपको लगता है कि आपकी पत्नी को वित्तीय साक्षरता प्रशिक्षण दिया जाये, तो यह उपयोगी होगा? और क्यों?
16. क्या आप को भी वित्तीय साक्षरता प्रशिक्षण की आवश्यकता है? क्या इसके लिए आप समय खर्च करने को तैयार होंगे?

### 5: Discussion Agenda – Project Strategic Counsel

1. How does the project fit with the existing interventions and approaches of HPPI?
2. What key activities will be done under the project?
3. What are the key expectations from the project? What changes or impacts do you want to see?
4. Have you already identified potential partner NGOs whose SHGs can be adopted for this programme in the next phase?
5. Understanding staff structure and MIS

### 6: Discussion agenda - Cluster Coordinators and Productive unit leaders

1. Profile of the team – Education background and professional experience so far
2. Experience in financial inclusion programmes
3. Experience in community based projects and training deliveries
4. Personal understanding of financial concepts and financial services:
  - a. Types of financial institutions
  - b. Types of financial services and their purposes – saving, credit, insurance, remittance
5. What is their understanding of what will be the financial literacy needs of SHGs? Whether such financial needs were expressed by SHGs in their earlier project experiences?
6. What do staff expect from this project
  - a. – at personal level, do they think it will enhance their own skills and career profile? How?
  - b. How will the project be beneficial for the community?
7. What challenges do you expect in the project?

## 7: Field Trainers' Financial Literacy Assessment Test

(Time = 60 minutes)

FT name: \_\_\_\_\_ Village name: \_\_\_\_\_ Mobilen. \_\_\_\_\_

'सही' या 'गलत' लिखें

1. गांवों में लोगों की आय ज्यादातर स्थिर और उम्मीद के मुताबिक होती है \_\_\_\_\_
2. In-kind आय कुल घरेलू आय का हिस्सा नहीं है \_\_\_\_\_
3. 30 साल की उम्र पार होने पर एवं स्थिर आय होने पर ही बचत शुरू करनी चाहिए \_\_\_\_\_
4. आप स्वस्थ हैं और कोई बीमारी नहीं है तो आप को स्वास्थ्य बीमा की जरूरत नहीं \_\_\_\_\_
5. हमें केवल बड़ी राशि की बचत की कोशिश करनी चाहिए, छोटी राशि की बचत से ज्यादा फर्क नहीं पड़ता \_\_\_\_\_
6. प्राथमिकता और अनावश्यक खर्चों को नियंत्रित करने से आय में वृद्धि कर सकते हैं \_\_\_\_\_
7. In-kind आय वह है जहां आप नकदी में पैसा प्राप्त नहीं कर सकते हैं \_\_\_\_\_
8. परिवार को बड़े खर्च पर ही नियंत्रण करना चाहिए क्योंकि छोटे खर्च इतने महत्वपूर्ण नहीं होते हैं \_\_\_\_\_
9. पैसा तेजी से विकसित करने के लिए सबसे अत्यधिक रिटर्न का वादा करने वाली योजनाओं में लगाना चाहिए \_\_\_\_\_
10. अगर किसी पर कोई दायित्व या आश्रित लोग नहीं है तो उसे जीवन बीमा की जरूरत नहीं है \_\_\_\_\_
11. घर के निर्माण के लिए पेंशन फंड वापस लेना एक अच्छा विकल्प है \_\_\_\_\_
12. आपके पास स्वास्थ्य बीमा है और आप बीमार नहीं पड़े तो आपका प्रीमियम व्यर्थ हो जाता है \_\_\_\_\_
13. किसी भी योजना में निवेश का सबसे महत्वपूर्ण मापदंड है उससे आने वाला return \_\_\_\_\_
14. निम्न संस्थानों में से किस्में पैसे की बचत के लिए खाता नहीं खोला जा सकता ?
  - a. State Bank of India
  - b. Reserve Bank of India
  - c. Cooperative bank
  - d. Post office

सही जवाब पर निशान लगाएं

15. Current Account (चालू खाता)	<p>a. ऐसा खाता जिसमें जमा राशि एक निश्चित अवधि के लिए निकाला नहीं जा सकता है परन्तु ब्याज का भुगतान किया जाता है</p> <p>b. ऐसा खाता जिसमें आप कभी भी राशि जमा या निकाल सकते हैं लेकिन ब्याज प्राप्त नहीं हो सकता है</p> <p>c. हर महीने एक निश्चित रकम जमा करना है</p> <p>d. उपरोक्त में से कोई नहीं</p>
16. Fixed deposit	<p>a. ऐसा खाता जिसमें जमा राशि एक निश्चित अवधि के लिए निकाला नहीं जा सकता है परन्तु ब्याज का भुगतान किया जाता है</p> <p>b. ऐसा खाता जिसमें आप कभी भी राशि जमा या निकाल सकते हैं लेकिन ब्याज प्राप्त नहीं हो सकता है</p> <p>c. हर महीने एक निश्चित रकम जमा करना है</p> <p>d. उपरोक्त में से कोई नहीं</p>
17. Recurring deposits	<p>a. ऐसा खाता जिसमें जमा राशि एक निश्चित अवधि के लिए निकाला नहीं जा सकता है परन्तु ब्याज का भुगतान किया जाता है</p> <p>b. ऐसा खाता जिसमें आप कभी भी राशि जमा या निकाल सकते हैं लेकिन ब्याज प्राप्त नहीं हो सकता है</p> <p>c. हर महीने एक निश्चित रकम जमा करना है</p> <p>d. उपरोक्त में से कोई नहीं</p>
18. RTGS	<p>a. Revolving Term-Group Saving</p> <p>b. Remaining Term of Group Saving</p> <p>c. Real Time Gross Settlement</p> <p>d. Right Time for Group Settlement</p> <p>e. उपरोक्त में से कोई नहीं</p>

प्रश्न 19-23 के लिए निम्न दिए गए विकल्प में से चुने

- A- खाते में उपलब्ध धन के बारे में जानकारी मिलती है
- B- राशि को वापस लेने अथवा अन्य लोगों को धन का हस्तांतरण करने के लिए आवश्यक
- C- आप इस प्रपत्र का उपयोग कर अपने खाते में नकद जमा कर सकते हैं
- D- 8.4 साल के लिए बचत का एक विकल्प जिसके बाद आप दुगनी राशि पा सकते हैं

- E- आप इस प्रपत्र का उपयोग कर राशि वापस ले सकते हैं
- F- 5 साल के लिए बचत का एक विकल्प जिसके बाद आप टैक्स में छूट पा सकते हैं
19. Kisan Viaks Patra-
  20. Cheque book –
  21. Pay-in-slip –
  22. Passbook –
  23. National Saving Certificate –
  24. राधा ने एक किस्त योजना के तहत एक मोबाइल फोन खरीदा है। मोबाइल फोन की कीमत रु 6,000 थी। वह प्रोसेसिंग फीस Rs100 का भुगतान 15 जुलाई 2012 को किया, जिस दिन उसने फोन खरीदा था। उसे प्रत्येक 15 अगस्त 2012, 15 सितम्बर 2012 और 15 अक्टूबर 2012 पर २, ००० रु का भुगतान करना था। राधा द्वारा भुगतान किया गया प्रभावी वार्षिक ब्याज दर था:
    - a. 0% से काम
    - b. 1% and 0% के बीच में
    - c. 0%
    - d. 1% से अधिक
  25. इनमें से जीवन बीमा पाने के लिए सबसे अच्छा अवसर है?
    - a. नौकरी लगने पर
    - b. किसी नौकरीपेशा व्यक्ति से विवाह होने पर
    - c. जिंदगी में कोई आश्रित होने पर जैसे बच्चे होना या रिटायर्ड माता पिता होना
    - d. जीवन के मध्य या और देरी के स्तर पे
  26. जॉन और अपने क्रेडिट कार्ड का उपयोग कर एक टीवी मासिक किस्त योजना के अंतर्गत खरीदता है. रु 12,000 के टीवी के लिए, वह छह महीने के लिए प्रति माह रुपये 2200 की एक किस्त भुगतान करता है। निम्न में से कौन सा प्रभावी ब्याज दर पे जॉन को भुगतान करना पड़ेगा
    - a. 10% per annum
    - b. 10% per annum से काम
    - c. 10% per annum से अधिक
  27. निम्न में से कौन सा बेहतर सौदा है अगर रु 60,000 का ऋण 12 समान मासिक किश्तों में चुकाया जाने के लिए लिया गया हो और उसका ब्याज दर हो :
    - a. Flat interest rate of 10%
    - b. Interest rate of 12% charged on reducing loan balances
  28. ऋण लेने पर विचार करने के लिए निम्न में से कोई एक महत्वपूर्ण मापदंड नहीं है

- a. Interest rate      b. Loan tenure      c. Collateral      d. Whether institution is regulated or not
- e. All are important      f. None is so important only loan amount is important

प्रश्न 29-34 के लिए निम्न सूची से चुने

- A. Life insurance**  
**B. Health insurance**  
**C. Fixed and recurring deposits offered by banks**  
**D. Savings banks account offered by banks**  
**E. Pension Schemes**  
**F. Loans**

उपरोक्त सूची में से, निम्न के लिए सबसे उपयुक्त रणनीति/product चुनें (choose A-F):

29. पैसा नियमित रूप से घरेलू जरूरतों के लिए सुरक्षित रखें  
 30. परिवार में एक कमाई वाले सदस्य की अप्रत्याशित मृत्यु  
 31. बिल्डिंग/एक घर खरीदने  
 32. बुढ़ापे में आय सुरक्षा  
 33. टेलीविजन, फ्रिज आदि सामान की खरीद  
 34. अचानक बीमारी

निम्न में से सही अर्थ पर टिक करें

35.	Adhaar (UID)	<p>a. Untimely Installment Demand (ऋण पर बैंक द्वारा उठाया अचानक मांग)</p> <p>b. Unique Investment Division (निवेश करने के लिए एक सरकारी विभाग)</p> <p>c. Unique Identification (a unique identity number associated with photo and biometrics of an individual)</p> <p>d. Ultra Intense Documentation (एक कंपनी में कर्मचारी प्रोफाइल का एक विस्तृत documentation)</p>
36.	PAN	<p>a. Potential Account Name</p> <p>b. Primary Account Number</p> <p>c. Possible Account Number</p> <p>d. Permanent Account Number</p>
37.	KYC	<p>a. Keep Your Customer</p> <p>b. Know Your Customer</p> <p>c. Know Your Cost</p> <p>d. Kill Your Customer</p>
38.	Unit Linked Insurance Plan (ULIP)	<p>a. बीमा योजना जिसका return स्टॉक मार्किट से जुड़ा हो</p> <p>b. बीमा योजना जो दो व्यक्तियों से लिंक किया जा सकता</p> <p>c. बीमा योजना जो एक पेंशन योजना के साथ जुड़ा हुआ है</p> <p>d. बीमा जिसमें प्रीमियम का भुगतान एक बार किया जाता है</p>

39. कब आपको अपने लिए सेवानिवृत्ति पेंशन योजना शुरू करना चाहिए?



- a. Early career      b. Mid-career      c. Towards retirement      d. Anytime is good

40. IRDA is:

- a. Technology for remittance      b. Regulator for pension funds  
c. Mobile app for opening saving account      d. Regulator for Insurance

राम और श्याम मित्र हैं। वो दोनों एक गांव के स्कूल में स्कूल शिक्षकों के रूप में काम करते हैं और समान वेतन 15,000 रु प्रति माह मिलता है। उनके पास आय का कोई अन्य स्रोत नहीं है। श्याम 1 मार्च, 2012 के बाद से स्कूल के लिए काम कर रहा है, जबकि राम स्कूल 1 जनवरी 2012 के बाद से काम कर रहा है। श्याम शादीशुदा है, और कुल घरेलू खर्च प्रति माह 8,000 रु। राम अविवाहित है और उसकी कुल मासिक व्यय रु 5000 है।

41. 1 जनवरी 2012 और 30 सितम्बर 2012 अवधि के दौरान, क्या राम की कुल आय थी

- a. Rs 135,000  
b. Rs 115,000  
c. Rs 105,000  
d. Rs 90,000

42. 1 जनवरी 2012 और 30 सितम्बर 2012 अवधि के दौरान, Shyams की कुल बचत थी

- a. Rs 90,000  
b. Rs 49,000  
c. Rs 63,000  
d. Rs 45,000

43. 1 जनवरी 2012 और 30 सितम्बर 2012 अवधि के दौरान, राम का कुल घरेलू व्यय था

- a. Rs 90,000  
b. Rs 49,000  
c. Rs 56,000  
d. Rs 45,000

44. 1 जनवरी 2012 और 30 सितम्बर 2012 अवधि के दौरान, राम की कुल बचत थी

- a. Rs 90,000  
b. Rs 49,000  
c. Rs 56,000  
d. Rs 45,000

45. 1 जनवरी 2012 और 30 सितम्बर 2012 अवधि के दौरान, श्याम का कुल घरेलू व्यय क्या था

- a. Rs 90,000  
b. Rs 49,000  
c. Rs 56,000  
d. Rs 72,000

46. श्याम अपनी आय का क्या प्रतिशत खर्च करता है

- a. 33%  
b. 43%  
c. 53%  
d. 66%

47. राम अपनी आय का क्या प्रतिशत बचाता है
- a. 26%
  - b. 46%
  - c. 66%
  - d. 33%

## Annexure 3: Village wise sample

Alwar district		
Block	Villages	Sample (n)
<b>Alwar</b>		<b>154</b>
	ALWAR	27
	BARKHEDA	31
	BEEJAWAR	36
	HALDINA	32
	PALA	26
	TALAB	1
	TASING	1
<b>Bansur</b>		<b>203</b>
	CHATTARPURA	31
	HAMIRPUR	32
	MAHANPUR	40
	NAGAL BHAV SINGH	33
	PARSA KA BAS	33
	UCHPUR	34
<b>Behror</b>		<b>429</b>
	BEHROR	34
	BIHALI	31
	DOSOD	37
	GIGLANA	32
	HAMINDPUR	36
	KANKARCHAJA	32
	KAYASA	31
	KHADI	30
	KHAPRIYA	33
	KHATANKHERA	33
	KOHRANA	33
	KRISHAN NAGAR	33
	TASING	34
<b>Kathumar</b>		<b>81</b>
	BHANOKHAR	24
	ISROTA	16
	SAMUCHI	41
<b>Mundawar</b>		<b>272</b>
	BARDODH	33
	KARNIKOT	31
	MAJRI KHOLA	32
	PAHEL	33

RASGAN	34
SAMDA	36
SHANJAPUR	42
SODAWAS	31
<b>Nimrana</b>	<b>61</b>
ADIND	31
DABADWAS	30
<b>Rajgarh</b>	<b>315</b>
GHADI SAWAI	
RAM	30
KAJOTA	31
KAROTH	30
KHAREDA	29
KHEDLA	32
MANPURA	33
NAYA GAV	
BOLKA	31
PATAN	30
SURER	38
TALAB	31
<b>Thanagazi</b>	<b>173</b>
BADANAGAR	33
CHANDPURI	33
JAVANPURA	38
KHARKADI	33
PAOTA	36
<b>Sikar district</b>	
<b>Viratnagar</b>	<b>32</b>
VIRAT NAGAR	32
Ajitgarh	33
KHORI	33
<b>Sri madhopur</b>	<b>193</b>
BURAKADA KI	
DHANI	30
HARDAS KA	
BAS	35
KANWAT	32
MANGARAH	32
MEHROLI	33
SIMARALA	31
<b>Grand Total</b>	<b>1946</b>