



SIGNIFICANCE OF INCLUSIVE MICROFINANCE WITH SPECIAL REFERENCE TO PARVATI SWAYAMVIKAS COOPERATIVE SOCIETY PUNE” - A CASE STUDY

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1. ABSTRACT

The main purpose of this study is to make it clear that the concept of microfinance is not limited to lending and borrowing, but the scope of the concept is very wide. The study also hopes that every borrower should be aware that microfinance is an important tool for their overall development and not for lending money to economically backward families. The concept of inclusive microfinance is very broad in that respect and the study of the relevant components will definitely be a guideline for everyone. Micro Finance is considered to be an effective tool for bringing various types of development in case of the families residing on or under the poverty line. Though there are many studies conducted on this issue, one can still workout with the specific aim out of this study. Traditional banking sectors in developing countries tend to cater for the rich people, and therefore microfinance wants to say that “the poor are also creditworthy”. Through innovative financial methods, microfinance allows poor people to access credit. While explaining the concept of Inclusive Micro Finance, the scope of the study has been kept limited to the city of Pune and the entire study has been designed keeping in view the beneficiaries of “Parvati Swayamvikas Co-operative Society”. Parvati Swayamvikas Co-operative Society is an established co-operative society since 2014 and has back experience of around 18 years in the field of micro finance through its parent organization entitled as Parvati Swayamrojgar. Considering their intense field experience and the intimate linkages would help to reveals the concrete outcome of the study.

Key Words *Micro finance, Inclusive Micro Finance, Cooperative society*

2. CONCEPT OF INCLUSIVE MICROFIANCE

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‘Inclusive microfinance’, relates with financial services and products designed to support low income populations. It focuses on expanding access of poor and vulnerable populations, micro- and small-enterprises, and those otherwise excluded to affordable and responsible financial products and services. These services should be provided by a variety of sound and sustainable institutions. Inclusive finance is the range of banking products and financial services made available to poor populations. These people are usually locked out of the conventional banking system due to their low income. Inclusive finance helps them to finance their activities, save money, support their families and hedge against the risks of everyday life. A variety of players work to develop inclusive finance products and services, such as microloans, micro-insurance, money transfers, micro-pensions and savings products. They are marketed by a variety of financial institutions, including microfinance institutions, cooperatives, micro-insurance brokers, banks, etc. These distributors must fulfil their duties in a responsible and social way if they are to achieve the main objective of inclusive finance: fighting poverty. Microloans, small loans for the creation of an income-generating activity, are the product that made inclusive finance known among the public at large. The microenterprises that sprout thanks to them help poor people to improve their living conditions. When granting microloans to borrowers who usually have no guarantees of repayment, inclusive finance organizations draw upon methods that have been tested and developed over the last four decades. For these organizations, the road ahead is full of challenges. It is all about furthering the interests of poor populations while guaranteeing their economic viability.

3. FOCUSED COMPONENTS IN MICRO FINANCE SYSTEM

3.1. The Self-Sufficiency and Sustainability of MFIs:

The self-sufficiency of any MFI and its sustainability in this field is essential, though not as easy as that of any formal bank. Self-sufficiency is not just an economic matter, it is equally important to all the technical, ethical and expert elements.

3.2. Microfinance Institution Products and Services

The success of a microfinance company depends largely on the products and services it provides to its beneficiaries. In addition, it is important to follow up on the overall upliftment of the beneficiaries from time to time and make changes or improvements as required.

3.3. Standard Operative Procedures in Microfinance Institution Management

The Standard Operative Procedures (SOPs) play an important role in MFI management. It involves many components right from operating the various processes from top to bottom at the field. Standard SOPs are always helpful to maintain the impact of the program and the

financial sustainability as well. It includes with types of product offered, processes, support services other than loan, recovery practices etc.

3.4. Client Targeting

It is believed that women are more responsible towards their families and use the loans taken for productive reasons. However, this cannot be said to be proven with evidence. So there are other criteria to consider when deciding who your customers are. Selecting customers on the basis of gender can be prejudicial, so the criteria are equally important for the customer's socio-economic status and willingness and ability to prove themselves and their family. Microfinance is primarily a program for low-income families and we need to keep track of whether we are targeting the same families from time to time.

3.5. Policy and Micro Finance

It is imperative to make strategic decisions when delivering microfinance programs. It is also desirable for MFIs to have a definite policy of providing every service. It is also important to consider the legal aspects of microfinance as a means of poverty alleviation. All these factors need to be considered to determine the policies in microfinance.

3.6. Impact of Microfinance Institutions

Important work is done in microfinance to bring economically and socially low income families into the mainstream of society. But in doing so, it is necessary to measure the level of progress of the beneficiaries using scientific methods after each period of time. It allows you to check the effectiveness of programs and make necessary changes or improvements. Such an impact assessment for any MFI is considered to be a sign of transparency of their program and policies.

4. OBJECTIVE OF THE STUDY:

- 4.1.** To emphasize the uniqueness of Parvati Swayamvikas as a Co-operative Society.
- 4.2.** To demonstrate the cooperative model as an exemplary of dissemination of social wellbeing services.
- 4.3.** To describe the importance of supplementary services in improving the quality of life.

5. INCLUSIVE MICROFIANCE IN “PARVATI SWAYAMVIKAS COOPERATIVE SOCIETY PUNE”



As far as the organization PARVATI SWAYAMVIKAS COOPERATIVE SOCIETY PUNE is concerned, it fulfils the criteria to be an Inclusive Microfinance Organization based on the points highlighted in above segment. As it was stated earlier, the term inclusive includes the variety of services that needs to be provided to the families on or below poverty line to improve their soci-economic level. PSV, in this regard focuses more on non-financial services along with the credit access to its beneficiaries.

6. OVERVIEW

“PARVATI SWAYAMIKAS” is a registered *cooperative society* established on 7th August 2014 for the purpose of serving the deprived class of the society with the various developmental services in order to mainstream the marginalized class. Organization works for strengthen the capacities of the families residing in slums and supports to improve their living standards by providing developmental services in 9 huge authorized slums in Pune city covering around five lacks population. Organization has an immense experience of microfinance since last several years with its parent organization “PARVATI SWAYAMROJGAR”, which has been in operative since last 18 years as sec.25 a nonprofit company. Organization provides nonfinancial services to the beneficiaries such as “**Health Mutual Fund**” & “**Financial literacy**” and other support services by maintaining holistic approach towards the socioeconomically poor families. Micro credit provides the access to finance to an individual's who has no formal credibility in formal banking sector. So far organization has reached up to more than 30,000 individuals through the credit access in which 90% Women Borrowers of total coverage so far. An individual credit makes the person more self-responsible and self-dependent. Micro credit is basically known as the financial assistance which is one of the support services among others for the overall family development. The assistance is given with the minor charges to keep the importance of the valued money. An accessible service and transparent transactions with the individual are the key areas of the successful program. Business Loans, Necessary Home Appliances, House Repairs and Education Loan are the main loan products to cater the credit service to the families residing in urban slums. Organization also provides the training to the community people on the financial management of the day-to-day expenses under **financial literacy training**. It aims to make them enable to organize their financials for the better livelihood. Considering the overall situation in marginalize class of the society organization strives to expand its services to the needy families that are otherwise more prone to neglected from the development. Low cost credit access can prevent them to be deprived and mainstream them.

Geographical field area of the organization is located across Pune city as shown in table below.

Janata Wasahat	since 2001	Dandekar Bridge	since 2002
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Indira Nagar	since 2002	Kashewadi	since 2003
Lohiya Nagar	since 2003	Ramtekdi	since 2004
Upper Indira Nagar	since 2006	Ghorpadi	since 2012
Hadapsar	since 2016	--	--

The standard operative procedures are measured through a specific microfinance MIS is being operated for upholding accuracy in data base and helps to monitor the required data by the field team. The specially designed software known as “**LOAN PERFORMER**” has been utilized since the inception of the organization and upgraded with latest versions as and when required to maintain the data quality and data accuracy. A trained and dedicated team in each of the project areas and they are easily accessible for the members in their nearest field offices. Regular community contacts through the various services help to maintain and built a faithful relationship with the members. This harmonious relationship also helps the team to have smoothed recovery practices. *Organization does not use any insecure or harmful measures for our recovery.*

Parvati Swayamvikas has a mission of addressing poverty in Pune’s slums by raising the standard of living in these communities. The organization’s main way of creating sustainable development is through micro-financing, with several other resources and opportunities coming alongside the financing program. A prominent part of the organization is that the members are associated with the organization for the longer period is their relationship with their loan officer, or link worker. Loan officers are the main points of contact between the organization and the beneficiaries themselves. These loan officers are assigned members, or beneficiaries, of the organization from the members’ first interactions with the organizations, and the officers are tasked with facilitating these members’ processes of receiving loans, making installments, and participating in any other facet of organization. The organization’s objectives are founded on a close relationship between the loan officers and the beneficiaries, allowing the members adequate guidance and support to make the most of their financing opportunity and creating the ideal environment for financial progress and personal success. Success in this study will be defined as individuals who have managed to significantly raise their standard of living and sustain this reality over an extended period of time. The evaluation is additionally executed by understanding the perspective of these beneficiaries on their growth since their first loan with Parvati Swayamvikas.

Parvati Swayamvikas has crafted a unique approach to their lending process that most efficiently allows the poorest of the poor to gain access to growth resources in the most



supportive, efficient, and feasible ways for their situations. The organization markets itself as an open and inclusive organization to anyone who meets the basic requirements of the loans, and the staff and leadership work to meet the individual needs of each potential or current member. Anyone who is interested in receiving a loan from organization must request to do so in a group of five individuals total. As they must be acquainted with one another but cannot be family, many of these groups consist of people who live in the same general vicinity of one another. Additionally, the overwhelming majority of beneficiaries are women because organization is one of few organizations or institutions that will grant a loan in the name of the woman rather than requiring the husband to take the loan on behalf of the family. Each individual in the loan group has a collection of documents that must be provided to the organization to prove qualifications. The documents are approved by the staff at the appropriate branch. Every member of any group requesting to take a loan must attend two orientation meetings and a financial literacy training. These gatherings are a way for organization to instill basic principles of living in way that is manageable with new installment payments every month. Orientation meetings explain the process of requesting to take out a loan. It introduces interested parties to the organization, the way it operates, and what the people should expect in their time being a part of the organization.

6.1. Financial Literacy Training: A Value Added Assistance

The financial literacy training helps instill money savings and management skills. For example, this training attempts to differentiate between expenditures in the members' lives that are necessary and those that can be dropped from the list of expenses that the family has. Simple ideas like this are beneficial to helping the members not only pay the installments on time, but also managing the money they will acquire after taking the loan. Savings are emphasized and are especially stressed with the compulsory saving program included in the loan payment process. At the end of the entire loan period, members will have saved an amount of money through the organization (depending on the amount of their loan). The group loan process is intended to ensure loan repayment through adding a social interdependent dynamic to the experience. PSV acknowledged the need for an alternate loan source for these populations which did not seek to exploit them but to help them develop. Thus began the Income Generation Program (IGP). This program gives microloans to community members in Pune's slums. IGP also includes "**Financial Literacy Training**" to teach members wise money management. PSV's mission is not to indebt its members, but "to contribute towards improving the standard of living of families residing in urban slums." Providing capital and training for members is PSV's means to accomplishing this mission. They especially seek to empower the women in the slums, believing that if women become capable their families will have better lives.

6.2. Health Mutual Fund: Securing Member's Health



At the time of loan process, the members are automatically enrolled in the organization's Health Mutual Fund and are charged a small amount to be included in the program. The health mutual fund aspect of organization's services provides guidance on medical decisions that are best for the family of the beneficiary and offers financial assistance to pay for medical emergencies that require payments. This portion of the loan process is a display of organization's intentions of addressing the standard of living of its members rather than their financial capabilities in specific. With "Health in Our Hands" as an underlying principle Community Based Health Mutual Fund (CBHMF) is a health care financing tool that uses the principle of Solidarity to bring people together to collectively achieve financial access to quality health care using the option of mutual funds- the idea being that such a financing arrangement is created through mutual contribution that people can avoid or reduce their expenditures on health services at their time of use. For the low-income people, insurance was never considered to be an option in the past. They were assumed to be too poor to save and pay premium. Hence, the government assumed the responsibility of meeting health care needs of the poor.

A community-based mutual fund provides us with such a health micro insurance option whereby it's possible for people to come together and become responsible for their health and health care. The fund is intended to provide health care financing to the poor through pooling of money through a certain contribution from every member and use it on the principles of insurance. Based on the first premise members can contribute as per their means and receive as per their needs, the fund is created by a nominal contribution (to be given by each member) kept with the affordability factor in mind of the communities we work with.

Organization has tailored a very successful model for sustainable socioeconomic development in the urban slum areas. Community development as a concept nationally and internationally is a diverse discipline because of the various fragments that contribute to the chosen strategies. These contributors can include geography, population, resource management, demographics, and more. This fact shows how crucial it is that organization specifically nails down the characteristics of its target population that will impact the way development can happen. When looking at development efforts through government programs, this holds true as many have been targeted to poor, rural areas. The schemes implemented in addressing rural issues will simply not be effective in similar urban situations. However, organization has done an appropriate attempt to tweak and change national and global trends, like micro financing, to tailor the process to meet the needs of the slums that it serves.

7. "ASSESSMENT OF STANDARD OF LIVING LEVEL" (SLL)

Microfinance emphasizes not only on lending but also on health, education, financial management, social credit, good housing, food security practices, nutritional diet are some

equally important components of the program. Inclusive microfinance needs to keep check on each of this factor that reveals ups and downs in the standard of living level of the families. Since the person starts availing loan from the organization his/her living standard needs to be monitored by implementing a concrete measurement tool. In case of Parvati Swayamvikas Co-op society, they used to use the tool known as “**Poverty Assessment Tool**” formally known as “PAT”. Beneficiaries who avail the loan get scored through the “PAT” form and then for each subsequent loan. The form has been designed systematically to define the socio-economic condition of the family while availing the loan from micro finance program. It is a rigorous and complex poverty measurement tool that provides accurate data on the poverty levels of MFI clients. The PAT takes multi-dimensional measurements of “poverty” to create the Poverty Index, with indicators measuring human resources, dwelling, food security and vulnerability, assets, scholastic performance of the children, educational status, housing pattern, credit ability etc. Although it is more time consuming and expensive than tool but it provides far more detailed and statistically accurate data. Measuring standard of living level becomes an essential component in inclusive microfinance. The tool is assessing poverty on the basis of 7 indicators, which were primarily based on the Millennium Development Goals & Social Performance Indicators benchmarked by CGAP & Cerise (organizations capitalizing experiences on the field of micro-finance). The PAT shall be used to assess and track over time the poverty levels of the population across different programs run by the organization. the process for poverty assessment in Pune shall continue with the sincere belief that poverty encompasses economic deprivation but also exclusion from basic sanitation and utilities, primary education, good health conditions and services, protective shelter, food security and general public services (through adequate documentation). “This broader view of poverty is extremely pertinent not only because it encompasses very relevant constituent elements of poverty but these elements are also themselves causes of income poverty and reasons for the persistence and sustaining of poverty”

The tool shall also be considered as a measurement of relative poverty, as it is used to compare a certain unit (a family, an area of intervention) across a range of standard of living levels.

8. Key elements of measuring the poverty:

Considering the measuring elements of the poverty assessment such as achievement of education, housing conditions, health, access to developmental services and vulnerability to expose the risk; the following indicators have been structured for evaluating the standard of living level of the families benefitted through micro finance.

8.1. Relevance of indicators to the poverty:

- 8.1.1. **Food security and Poverty:** Most of us would instinctively link poverty to a poor nutritional status. Assessing a poverty level should therefore include considerations on nutrition and food; or, more precisely, on “food security” (i.e. the capacity of a particular household to secure the quantity and quality of food necessary for all its members). The level of awareness in having appropriate food practices for each of the family members needs to be improved by availing health awareness programs provided by the organization and thus the food security becomes a key indicator in measuring the poverty rather improving the living standard of the particular family.
- 8.1.2. **Health and Poverty:** frequency of illness, medical guidance, insurance security, access to preventive health services are the fundamentals of the health security. Organizations that provide the health services along with the loan access needs to keep track on the health security of their beneficiaries as health is a major factor affecting the overall financial system of the family that directly leads to the default.
- 8.1.3. **Housing and Poverty:** The dwelling or “housing” conditions of a family are also considered as a strong indication of its poverty. Parvati Swayavikas tries to monitor the housing condition of the members availing loan at first time as it reflects the quality of life too. The type of house such as, raw house, sheet metal, RCC built, number of rooms, washroom facility available inside, cleanliness, own or rented house, all such factors are associated with the standard of living of the families and hence considered for this study.
- 8.1.4. **Documentation and Poverty:** available documentation means easier access to services for the poorest families to avail specific government schemes, school admissions, etc. In India certain type of documents can also be an indication of poverty. Generally speaking, the level of awareness of poor families about their documentation usually reflects their vulnerability. Hence an updates on the mandatory documents needs to be monitored not only to proven the identity of the family but to get various benefits from the government schemes and various financial transactions as well.
- 8.1.5. **Education and Poverty:** It is commonly admitted that educational attainment (particularly beyond the primary level) is a promising pathway out of poverty, because it increases the ability of the person / of the household to acquire income. Educational background in the household is also, according to certain studies, an attribute that differed significantly between the poor and the nearly poor.

8.1.6. *Income security and Poverty*: As mentioned previously, even though it shall not be the only criteria for assessment, material and economic deprivation are important to consider while evaluating poverty levels of a particular population. A characteristic of slum dwellers in particular is their exposure to socio-economic shocks due to employment in informal sector, lack of opportunities to access skilled occupations, or instability of income sources.

8.1.7. *Financial Security and Poverty*: while assessing the poverty level of a household it becomes important to evaluate how vulnerable the family is when it comes to cope with the adverse situations, resilience after emergencies of major shocks where the family needs to have financial stability. An unstable financial situation thus reflects the poverty and intends to evaluate the vulnerability.

9. DATA ANALYSIS:

The ultimate goal of Parvati Swayamvikas Co-operative Society is to uplift the living standard of poor and needy families. However, lending alone is not enough to achieve this goal. The other support services are also play an important role and Pavati Swayamvikas is the best example of this. In order to make the statement practically proven, the data has been collected from the direct beneficiaries of the organization. The families that had been availed the loan more than Rs.50000/-and other support service facilities during the year January to December 2019 have being interviewed with the specific questionnaire. Out of total loans given within the specified period were 7066 from which one percent respondent were chosen randomly whose loan amount was more than fifty thousand rupees and being associated with the organization since last more than 5 years. Accordingly, 70 beneficiaries were interviewed. The collected data has been analyzed systematically to quantify the overall satisfactions scale and their impression towards the services and organization as a whole as well. Product revision survey made out of the qualitative research in a form of social inquiry that focuses on the way people interpret and make sense of their experience and behavior while using the PSV services. It allowed us to find out the in-depth examination of the phenomenon by using subjective information. Purposive sampling method has been used for data collection in which the samples are randomly selected by different strata of the target population.

10. STRATA DIVISION BY LOAN AMOUNT

LOAN AMOUNT LEVEL	LOAN AMOUNT	SAMPLE SIZE
1 st	40000 INR	2
2 nd	50000 INR	36
3 rd	55000 INR	7
4 th	60000 INR	14
5 th	65000 INR	3
6 th	70000 INR	5

7 th	80000 INR	3
		70

Data has been divided into 2 groups of surveyors who are closely involved in the day-today operations and have third sight view while collecting the data to avoid the bias judgments and counterfeit responses by the respondents. Branch Managers and Coordinators were made responsible to collect the data by personally interviewing the respondents. 70 responses out of total collected data were pulling together for further analysis. Graphical data analysis gives an insight about clarity in the policies made to achieve the ultimate goal. The survey also shows that the design of each program is in line with the overall objective of the organization and is highly reflective as well.

Demographical data was based on the gender, age, marital status, education, occupation and monthly income of the respondent. Classification of this demography is shown in the graphical pattern.

In the field of Micro Finance, as far as gender is concern, women have always been focus because of several reasons. Women being biologically more responsible, she has been preferred to have financial transactions. Micro finance, thus become a women centric program. In case of PSV, the data shows the significant participation of female borrowers. The organization also believes that the women should empower to achieve the overall development of the family. Out of 100 percent data, 67 percent of the loan borrowers are female which is quiet obvious in micro finance. Being a productive age group the above data in Age graph, should have shown the hike in 20 to 40 years of age. However the respondents chosen for the study have already availed more than 5 loans from PSV and hence the maximum number of respondents was from 41 to 50 years of age group. The data thus shows the maturity aspects as well in the overall volume of the PSV portfolio.

Beneficiaries of Parvati Swayamvikas, are mainly involved in the unorganized sector where they have no certainty of fix income. This is the main cause due to which this class of society has been neglected by the formal banking system and not able to make any financial developments. Parvati Swayamvikas thus concentrate on this section with intent to mainstream the unorganized class in main societal system. The above data shows that an average income of the beneficiaries falls between 11000 to 25000 INR where as there is a negligible volume having higher income. Based on the data availed, the per capita income (PCI) of the family thus comes around 3600 INR as per the GDP scales in India. This data clearly shows that the work of the organization is in line with their original goal of improving standard of living level of the families belongs to financially weaker section of the society.

10.1. Loan utilization



Impact of loan is being based on its utilization. People are intent to take loan to fulfil their unlimited needs. However, microfinance should focus on the productive loans only to manage the income-expenses balance of the borrowers and the organization as well. The organizations, mostly self-governing organizations needs to focus on financial growth as well. Parvati Swayamvikas thus process the loans by ensuring the utilization of the loan amount and hence get the expected outcome out of their disbursements.

Utilization of productive loans is extensive however education loan also has a remarkable usage. The loan products are designed in a way to make the optimum use of loan availed. Investing loan amount in existing business as a capital make a sensible utilization to improve the income of the families where as children education, house repairing, new business initiation are the specified loan products along with the business loans. The total responses in this graph are more than the actual interviewer as sometimes the loan amount has been partly used for two or three different purposes which are calculated here as a unit. As far as social performance is concern through this section, Parvati Swayamvikas keeps a holistic approach while providing the loan and focuses on all such areas which are more likely to have an impact on improving the living standard of the particular family.

10.2. Support services

Health Mutual Fund and Financial Literacy Program are integral parts of Parvati Swayamvikas. Keeping the specific intention in mind, these special services are made mandatory for each of the loan borrower prior to his/her each loan. Organization believes that financial transactions won't make any sense unless you keep concern towards their health and other family issue which might be very sensitive for their borrowers. The loan officers and other concern field team needs to be in touch with the borrowers for managing their non-financial issues through program specific staffs and this makes the repayment process smoothen. This aspect of the entire organization makes both these program much meaningful and systematic.

10.3. Support services – Health Mutual Fund (HMF)

As mentioned above about the HMF program, it provides several preventive health services to the members and their families. Considering the extensive hike in cost of the medical treatment members are more aware about the claim services in HMF as it reduces the financial stress. Hence compare to other preventive services the utilization of claim services shows significant responses. The data shows that the 60% utilization of any of the services that are preferred by the beneficiaries belongs to the HMF program. According to the members who do not use the HMF facilities during their policy period, also would like to continue their membership with HMF program as members are well aware about the fund utilization process. The underlying principle of insurance policy, the collected health fund is

being utilized in case of health need only which might be an unexpected health event most of the time. The HMF program thus provides the health security and works as social financing tool in order to pull the financial risk among many others likeminded people.

10.4. Support services – Financial Literacy Training (FLT)

Financial management is the most important aspect in micro finance. As explained previously, organization not only provides the credit access to its members, but financial management is also taken care by the organization. This training provides balancing system of day-today income-expenses, how to avoid unnecessary expenses, prioritize the financial plans and to understand the difference between “Needs and Wants” organization thus have many examples of members improving their saving habits and capacity of budgetary management of their family economy.

By using the Likert Scale questions pattern overall impression of the members has been measured towards the organization as a whole. Some of the interesting facts have been came out which shows the closed connectivity of the members and the urge of availing different services by the organization.

These questions were based on the following parameters:

10.5. Loan process, Satisfaction towards the services offered, Need of HMF program, Need of FLT program. Agree to give appreciation to the “Parvati, Swayamvikas” in family development.

Parvati Swayamvikas pays an equal wattage to the non-finance services that hold the members with the organization for longer period. The respondents herewith interviewed are also associated with the organization since more than 5 years who have started their loan amount right from Rs.10000 and gradually increased the same by improving their income sources with the help of loan they have received time to time. According the data collected on appreciation of Parvati Swayamvikas, 96% of the respondents have been shown their kind gratitude toward the organization and absolutely agreed for the significant contribution of Parvati Swayamvikas in their socio-economic development.

Income is always being an important segment in family growth. Parvati Swayamvikas has proved that increasing the source of income by making appropriate usage of the loan taken from the organization, will definitely make progress for those who earn it. Financial self-sufficiency not only achieved by providing the financial accessibility but demonstration of cost reduction plays an equally important role. Support services along with the credit access thus become most important aspect in micro finance program as whole.

11. Closure Note

There are different types of co-operative societies all over. People are more aware about the typical credit co-operatives who work parallel with the banking system for their own benefits. Rather all such financial activities are being performed for financial benefits to the management and the associated members as well. There is nothing wrong that the associated members get benefitted out of the transactions they made with the particular co-operative however due to which only upper class sector is being concentrated by such commercial co-operatives. Parvati Swayamvikas, however, is an exception to all this. Since the main foundation of the organization is social development, the nature of work is not business oriented. Therefore, all the programs seem to be designed with the main objective of improving the living standards of the poor and needy families and not just making a profit. In that view, Parvati Swayamvikas works towards mainstreaming them by providing the necessary support in various ways and raising their standard of living is certainly commendable. There are many examples available here expressing the diversity in programs implemented for the betterment of the deprived class of the society.

Parvati Swayamvikas, thus maintain its uniqueness which effectively explains the importance of supplementary services in Micro Finance.

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