



A Study
on
**‘Evaluation of Schemes of NBCFDC
Implemented in the State of Punjab’**



Conducted by

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Sponsored by



सत्यमेव जयते

**National Backward Classes Finance and Development Corporation
Ministry of Social Justice & Empowerment
Government of India**

Evaluation of Schemes of NBCFDC Implemented in the State of Punjab



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LIST OF ABBREVIATIONS

Abbreviation	Explanation
GIA	Grants-in-aid
GTL	General Term Loan
MFI	Micro Finance Institution
MFS	Micro Finance Scheme
MoU	Memorandum of Understanding
MSY	Mahila Samridhi Yojana
NBCFDC	National Backward Classes Finance and Development Corporation
NSS	New Swarnima Scheme
PBCLDFC	Punjab Backward Classes Land Development and Finance Corporation
PGB	Punjab Gramin Bank
PLGIAS	Performance Linked Grants-in-aAid Scheme
SCA	State Channelizing Agency
SHG	Self Help Groups
SC	Scheduled Caste
BC	Backward Classes

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DECLARATION

It is declared that the Research Study Report entitled '**Evaluation of Schemes of NBCFDC Implemented in the State of Punjab**' is based on the original research by the undersigned carried out under the aegis of Dr. Ambedkar Chair in Social Justice, Indian Institute of Public Administration (IIPA), New Delhi. The same is being exclusively submitted to the National Backward Classes Finance and Development Corporation (NBCFDC), New Delhi. The undersigned also declares that this Research Report has neither been presented before, nor published earlier and is solely responsible for the facts presented and views expressed in the research report.

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Executive Summary

National Backward Classes Finance & Development Corporation (NBCFDC) is a Govt. of India Undertaking under the aegis of Ministry of Social Justice and Empowerment. It was incorporated under Section 25 of the Companies Act 1956 on 13th January 1992 as a Company not for profit with an objective to promote economic and developmental activities of Backward Classes (BCs). Presently, it is a Section-8 Company (not for profit) registered under the Companies Act, 2013. The Schemes are implemented through State Channelising Agencies (SCAs) nominated by respective State Government/UT.

NBCFDC also provides Micro Financing through SCAs/ Self Help Groups (SHGs). The Corporation can assist a wide range of income generating activities to assist the poorer section of these classes in skill development and self-employment ventures. The NBCFDC offers a bunch of loan schemes to cater the need of the society. In the state of Punjab, there are two prominent state channelizing agencies namely Punjab Backward Class Land Development Corporation and Punjab Gramin Bank. NBCFDC is spending a hefty amount for the socio-economic upliftment of the marginal group but it is imperative to evaluate whether the target group has actually attained desired benefits or not. Further, it is also worthwhile to note whether the schemes launched by NBCFDC are effective or they require any kind of modification for being more suitable to the needy section. Therefore, the present study is required for evaluating different schemes of NBCFDC in the state of Punjab. The outcomes of the present study may assist in fine-tuning the NBCFDC schemes and enhance the empowerment process of Backward Classes in the state of Punjab.

The study of ‘Evaluation of Schemes of NBCFDC Implemented in the State of Punjab’ undertaken is presented in six chapters. Chapter I offers a brief about NBCFDC and its schemes. Chapter II gives an overview of methodology adopted for the study. A detailed analysis of data is carried out in Chapter III. Chapter IV comprises of the findings of the study based on the data analysis. Chapter V provides suggestions for NBCFDC and SCAs for enhancing the effective implementation of the schemes. The success stories and benefits of the schemes of NBCFDC are shared in Chapter VI.

CHAPTER: I

INTRODUCTION:

NBCFDC AND ITS SCHEMES

About National Backward Classes Finance & Development Corporation:

National Backward Classes Finance & Development Corporation (NBCFDC) is a Government of India Undertaking under the aegis of Ministry of Social Justice and Empowerment. It was incorporated under Section 25 of the Companies Act 1956 on 13th January 1992 as a Company not for profit with an objective to promote economic and developmental activities of Backward Classes (BCs). Presently, it is a Section-8 Company (not for profit) registered under the Companies Act, 2013. The Schemes are implemented through State Channelising Agencies (SCAs) nominated by respective State Government/UT.

Vision

The Corporation has been established with a vision to play a leading role in the upliftment of economic status of the target group of Backward Classes.

Mission

The mission is to provide concessional financial assistance to the eligible members of the Backward Classes for Self-employment ventures and Skill Development Training.

Objectives:

The objectives of NBCFDC include:

- To Promote economic and development activities for the benefit of Backward Classes
- To assist, subject to such income and/or economic criteria as may be prescribed by government from time to time, individuals or groups of individuals belonging to Backward Classes by way of loans and advances for economically and financially viable schemes and projects.
- To provide for gainful employment and skill development to the target group.

- To grant concessional finance in selected cases for poor persons belonging to Backward Classes as per an annual income criteria defined from time to time (presently Rs. 3.00 lakh).
- To extend loans to the Backward Classes for pursuing general/professional/vocational/technical education or training at graduate and higher level.
- To assist in the up gradation of technical and entrepreneurial skills of Backward Classes for proper and efficient management of production units.

NBCFDC offers financial assistance through State Channelizing Agencies (SCAs) nominated by the State Governments/UTs. It also provides Micro Financing through SCAs/ Self Help Groups (SHGs).

Activities Financed

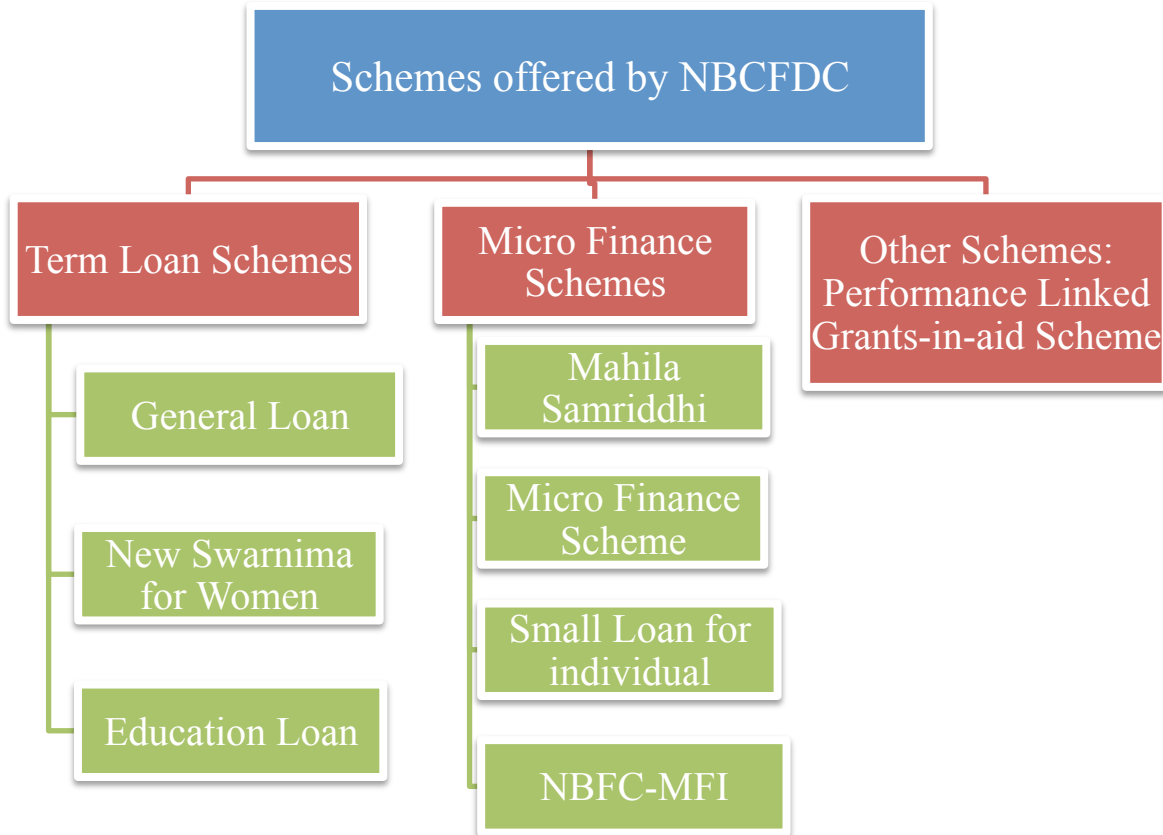
The Corporation can assist a wide range of income generating activities under following broad sectors:

- Agriculture and Allied Activities
- Small Business/Artisan and Traditional Occupation
- Transport Sector and Service Sector
- Technical, Vocational and Professional Trades/Courses

The Channel Partners (SCAs and Banks) are to disburse loans for viable projects as per needs and choice of beneficiaries under above mentioned broad sectors.

Fig 1.1: Loan Schemes at NBCFDC

The NBCFDC offers a bunch of loan schemes to cater to the needs of the Backward classes society.



1. Term Loan Scheme

Under this scheme loan is provided for a fixed duration. It includes following schemes:

- General Loan
- New Swarnima for Women
- Education Loan

1.1 General Loan Scheme

Under this scheme, loan is available for various income generating activities such as agriculture and allied activities, small business/artisan and traditional occupation, transport sector and service sector and technical and professional trades/courses. Members of Backward Classes, as

notified by Central Government/State Governments from time to time are eligible to take loan under this scheme. The applicant's annual family income should be less than Rs. 3.00 Lakh.

Salient Features of the scheme:

- The maximum loan limit per beneficiary is INR 15 Lakh out of which 85% will be financed through NBCFDC and remaining 15% will be financed through Channel Partner/Beneficiary Share.
- Loan is to be repaid in quarterly instalments with maximum 8 years (including the moratorium period of six months on the recovery of principal).
- The rate of interest varies from 6% to 8% depending upon the quantum of loan.

1.2 New Swarnima for Women

The scheme has been launched to inculcate the spirit of self-dependence among the women belonging to Backward Classes as notified by the Central/ State Governments from time to time. The annual family income of applicant should be less than Rs. 3.00 Lakh.

Salient Features of the Scheme

- The target group of the scheme is the women of Backward Classes having annual family income less than Rs.3.00 Lakh.
- The beneficiary women is not required to invest any amount of her own on the projects up to cost of Rs.2,00,000/-.
- The rate of interest on the amount of loan is less as compared to the general loan scheme of the Corporation.
- Loan is to be repaid in quarterly instalments with maximum 8 years (including the moratorium period of six months on the recovery of principal)

1.3 Education Loan

The primary objective of this scheme is to extend education loan to the students belonging to backward classes for pursuing professional/technical education at graduate and higher level and also to pursue vocational Courses.

Salient Features of the Scheme

- The target group of the scheme covers members of Backward Classes having annual family income less than Rs.3.00 Lakh.
- The applicant should have obtained admission in the courses as specified/approved by NBCFDC eligibility guidelines. The quantum of finance depends upon the nature of course.
- The interest rate for boys is 4% per annum and for girls it is 3.5% per annum.
- The maximum recovery period may be 10 years after the lapse of the moratorium period of 5 years i.e. the loan will require to be repaid to NBCFDC by the Channel Partner within 15 years of the same being disbursed.

2. Micro Finance Schemes

These include schemes targeted to cater to the micro finance needs women. It comprises of following four schemes:

2.1 Mahila Samridhhi Scheme

This scheme aims at fulfilling the micro finance needs of women entrepreneurs belonging to the Backward Classes. However the applicant's annual family income should be less than Rs. 3.00 Lakh. Here it is pertinent to mention that in any self-help group 60% of members should be from Backward Classes and remaining 40% members may be from other weaker sections like SC/handicapped/minorities etc. The scheme is to be implemented by Channel Partners in rural and urban areas by way of financing the women beneficiaries either directly or through Self-Help Groups (SHGs).

Salient Features of the Scheme

- Maximum loan limit per SHG is INR15.00 Lakh and the maximum loan limit per beneficiary is INR 1,00,000/-only.
- There can be maximum 20 women as members of one SHG
- The **pattern of finance is 95% NBCFDC and 5% from** Channel Partner/Beneficiary contribution.

- The interest rate payable on loans from NBCFDC to Channel Partner is 1% per annum whereas that for loans from Channel Partner to SHG/Beneficiary is 4% per annum
- The loan is to be repaid in quarterly instalments within 4 Years (including the moratorium period of six months on the recovery of principal).

2.2 Micro Finance Scheme

This scheme was launched to cater the needs of small entrepreneurs belonging to the members of Backward Classes as notified by Central/State Govt. from time to time. The applicant's annual family income should be less than Rs. 3.00 Lakh. NBCFDC introduced the scheme through nominated Channel Partners (State Channelizing Agencies/Banks).

The scheme is to be implemented by Channel Partners in rural and urban areas by way of financing the beneficiaries either directly or through Self-Help Groups (SHGs) preferably in the areas remained uncovered so far under any of such scheme. But it is desirable to disburse loans through Self-Help Groups (SHGs) by Channel Partners under Micro Finance Scheme. Here SHGs represents a small economically homogenous group of poor people, who have voluntarily formed the group to save and lend common funds to its members as per group decision. In a SHG 60% of members can be from Backward Classes and remaining 40% members may be from other weaker sections like SC/handicapped/minorities etc. Channel Partners may also play a vital role through their field officers, encouraging people of the target group in forming Self-Help Groups and to get financial assistance under Micro Finance Scheme of NBCFDC.

Salient Features of the Scheme

- Maximum loan limit per SHG is INR15.00 Lakh and the maximum loan limit per beneficiary is INR 1, 00,000/-only.
- There can be maximum 20 members of one self-help group.
- The pattern of finance is 90% NBCFDC and 10% from Channel Partner/Beneficiary contribution.
- The interest rate payable on loans from NBCFDC to Channel Partner is 2% per annum whereas that for loans from Channel Partner to SHG/Beneficiary is 5% per annum.

- The loan is to be repaid in quarterly instalments within 4 Years (including the moratorium period of six months on the recovery of principal).

2.3 Small Loan for individual

The Corporation has introduced Small Loan Scheme for the individual for starting small business. The scheme is implemented through Channel Partners (State Channelizing Agencies/Banks) for the members of Backward Classes as notified by Central/State Govt. from time to time. Similar to other schemes, the applicant's annual family income should be less than Rs. 3.00 Lakh.

Salient Features of the Scheme

- Maximum loan limit per beneficiary is INR 1, 00,000/-only.
- The pattern of finance is 85% NBCFDC and 15% from Channel Partner/Beneficiary contribution.
- The interest rate payable on loans from NBCFDC to Channel Partner is 3% per annum whereas that for loans from Channel Partner to SHG/Beneficiary is 6% per annum.
- The loan is to be repaid within 8 years.

2.4 Non-Banking Financial Company-Micro Finance Institution

The Non-Banking Financial Company-Micro Finance Institution (NBFC-MFI) fulfilling the eligibility criteria of NBCFDC may be appointed to act as Channelizing Agency (CA) of NBCFDC in the selected State/UT. The standard norms regarding eligibility of an institution to act as NBFC-MFI include:

- Registered with the RBI,
- 3 years of continuous profit track record,
- Gross Non-Performing Assets less than 2% and net NPA below 0.5%,
- Member of a Credit Bureau,
- Minimum Capacity Assessment Rating of MFR5 by CRISIL or its equivalent etc.

The amount would be lent to the beneficiary of Backward Class community having annual family income below than INR 3.00 Lakh per annum irrespective of rural or urban area. In case of landless agriculture labourers and marginalized farmers, the land holding less than one hectare

will be deemed as having annual family income below Rs.1.50 Lakh per annum, land holding between 1-2 hectares will be deemed as having annual family income below Rs.3.00 Lakh per annum.

Salient Features of the Scheme

- Maximum loan limit per SHG is INR15.00 Lakh and the maximum loan limit per beneficiary is INR 1,00,000/-only.
- There can be maximum 20 members of one self help group.
- The pattern of finance is 90% NBCFDC and 10% from NBFC-MFIs and/or beneficiaries.
- The interest rate payable on loans from NBCFDC to NBFC-MFI is 4% per annum whereas that for loans from NBFC-MFI to beneficiary is 12% per annum
- The loan is to be repaid in quarterly instalments within 4 Years (including the moratorium period of six months on the recovery of principal).
- The Channelizing Agency shall endeavour to cover 40% female beneficiaries in physical as well financial terms.
- NBFC-MFI shall provide the Bank Guarantee and/or Fixed Deposits issued by Scheduled Commercial Banks in the name of “NBFC-MFI account NBCFDC” equivalent to the amount to be disbursed to them as security to NBCFDC.
- NBFC-MFI shall utilize funds within 120 days from the date of release of funds by NBCFDC. Further it will have to comply the provisions of NBCFDC pertaining with repayment of loan.

3. Performance Linked Grants-in-aid Scheme (PLGIA)

The Scheme shall be called the Scheme for Grants-in-aid (GIA) to Channel Partners of National Backward Classes Finance and Development Corporation (NBCFDC).The objectives of the Scheme is to strengthen the infrastructure of Channel Partners in order to improve their delivery mechanism, creating awareness, mobilization of eligible beneficiaries, timely utilization of allocated funds and strengthening the recovery system. All Channel Partners implementing NBCFDC scheme will be eligible except the Channel Partners which are dormant/non-functional

or have not drawn funds from NBCFDC for implementing its lending schemes during the last three years.

Salient Features of the Scheme

- All eligible Channel Partners in any State/UT can be funded under the grants-in-aid scheme. The grants-in-aid will be provided on the basis of performance of the Channel Partners, subject to availability of funds.
- The basis of selection for releasing PLGIA is timely submission of Annual Action Plan drawn of allocated funds, timely utilization & submission of utilisation certificate, timely recovery of dues from Channel Partners to NBCFDC.
- The NBCFDC reserves the right to accept or reject the claim without citing any reason.
- GIA is allowed to perform some specific activities like improvement in the delivery mechanism, hiring of vehicles for loan recovery during recovery, outsourcing of staff for Data Entry Operator and Recovery staff and training to officials of channel partners.
- Under the PLGIA scheme, 100% assistance will be provided to Channel Partners by NBCFDC.
- The Channel Partners are responsible to comply with all guidelines for evaluating the PLGIA proposal, consolidating the utilization certificate and furnish to NBCFDC within 90 days of receipt of GIA.

CHAPTER: II

RESEARCH METHODOLOGY

According to the Indian Constitution, Other Backward Classes (OBCs) are described as "socially and educationally backward classes". The Indian constitution and legal framework calls for initiating all possible steps that could ensure the socio-economic well-being of OBCs in India. The socio-economic well-being of individuals uplifts the deprived sections of the society. The Government of India has initiated many measures to empower the weaker sections and extending financial assistance constitutes is one such step.

The NBCFDC provides finance assistance and micro finance to OBCs in different states through respective State Channelizing Agencies (SCAs) and Self Help Groups. In the state of Punjab, there are two prominent SCAs through which financial assistance is extended for NBCFDC schemes:

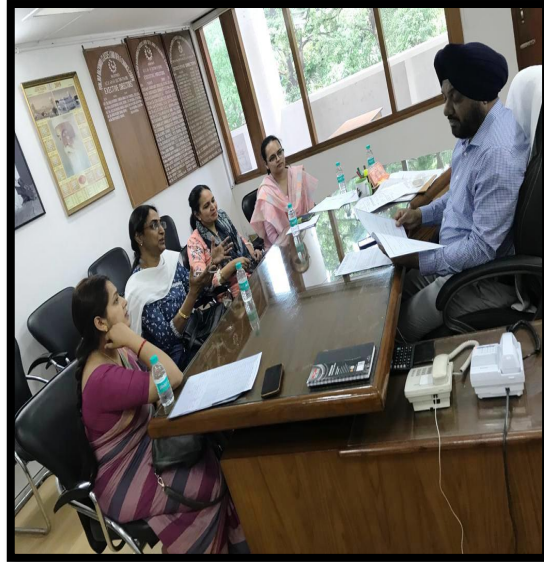
- Punjab Backward Classes Land Development and Finance Corporation(PBCLDFC), Chandigarh
- Punjab Gramin Bank, Kapurthala

These agencies are serving OBCs through micro finance schemes of NBCFDC.

Punjab Backward Classes Land Development and Finance Corporation (PBCLDFC) has been established under Punjab Backward Classes Land Development and Finance Corporation Act, 1976. According to the legal provisions as laid under this act, the primary duty of the Corporation is to undertake the task of economic upliftment of the members of the Backward Classes in the State. The interaction of project team members with the PBCLDFC officers revealed that, currently, they are offering only GTL schemes in Punjab.

Punjab Gramin Bank (PGB) is sponsored by Punjab National Bank and came into existence after amalgamation of three erstwhile RRBs i.e. Punjab Gramin Bank, Malwa Gramin Bank and Sutlej Gramin Bank. The bank targets rural development and betterment of living standards of rural people through provisioning various types of deposits and loan schemes.

Interaction of Project Team with SCA officials in Chandigarh



2.1 Need and Importance of the Study

Indian constitution upholds equity principle. Each and every individual must be treated equally and there shouldn't be any discrimination on the basis of caste, creed or religion. Despite initiatives and legislative measures by Government of India to ensure socio-economic parity of all citizens, the number of deprived and marginalised sections has not reduced considerably. It is essential that people belonging to these sections are provided some financial assistance to improve their economical, educational, occupational and social status. The provision of micro finance enables weaker sections to establish their own ventures and earn their livelihood in a decent manner.

NBCFDC has launched many schemes to promote financial empowerment of OBCs in different states and Punjab is no exception. It is spending a huge amount for the socio-economic upliftment of the marginalised groups. In this context, it is imperative to evaluate whether the schemes launched by NBCFDC are effective or require modification for being more useful to the needy sections. Therefore, the present study pertaining to evaluation of different schemes of NBCFDC in the state of Punjab assumes significance

2.2 STATEMENT OF PROBLEM

NBCFDC provides financial assistance for different activities of Backward Classes like tailoring, dairy farming, carpentry, poultry farming, agricultural activities etc. The study evaluated the implementation of different schemes of NBCFDC by basically addressing two questions:

- What is the impact of different schemes of NBCFDC over the beneficiaries in Punjab?
- Whether there is any improvement in the socio-economic status of target group in Punjab or not?

2.3 OBJECTIVES OF THE STUDY

The primary objectives of the present study include:

- To examine whether there is any difference in terms of occupation, level of income and expenditure of beneficiaries before and after availing loan.
- To examine the impact of loan schemes over socio-economic status of the beneficiaries.
- To analyse the perception of beneficiaries towards State Channelising Agencies.
- To analyse the perception of beneficiaries towards different schemes of NBCFDC.
- To make suggestions / recommendations for the possible improvement in the delivery mechanism.

2.4 RESEARCH METHODOLOGY

The study analysed the impact of different loan schemes over the beneficiaries. It followed quantitative research approach whereby the satisfaction level of the beneficiaries from different facilities provided by the SCAs is ranked on likert scale from 1-5. The details about the research methodology is as follows:

2.4.1. Data:

- **Nature of Data:** Primary data
- **Data Collection:** The data has been collected through questionnaires.
- **Study Period:** Four Years from 2014-18.

2.4.2. Universe:

The state of Punjab, India

2.4.3. Population:

Since the study is aimed at evaluating the schemes of NBCFDC in Punjab, the state of Punjab is the universe for the study. It should be noted that the state of Punjab is divided into twenty-two districts: Amritsar, Barnala, Bathinda, Faridkot, Fazilka, Fatehgarh Sahib, Firozpur, Gurdaspur, Hoshiarpur, Jalandhar, Kapurthala, Ludhiana, Mansa, Moga, Mohali (SAS Nagar), Pathankot, Nawanshahr (Shahid Bhagat Singh Nagar), Patiala, Ropar (Rupnagar), Sangrur, Muktsar (Sri Muktsar Sahib) and Tarn Taran.

2.4.4. Sampling:

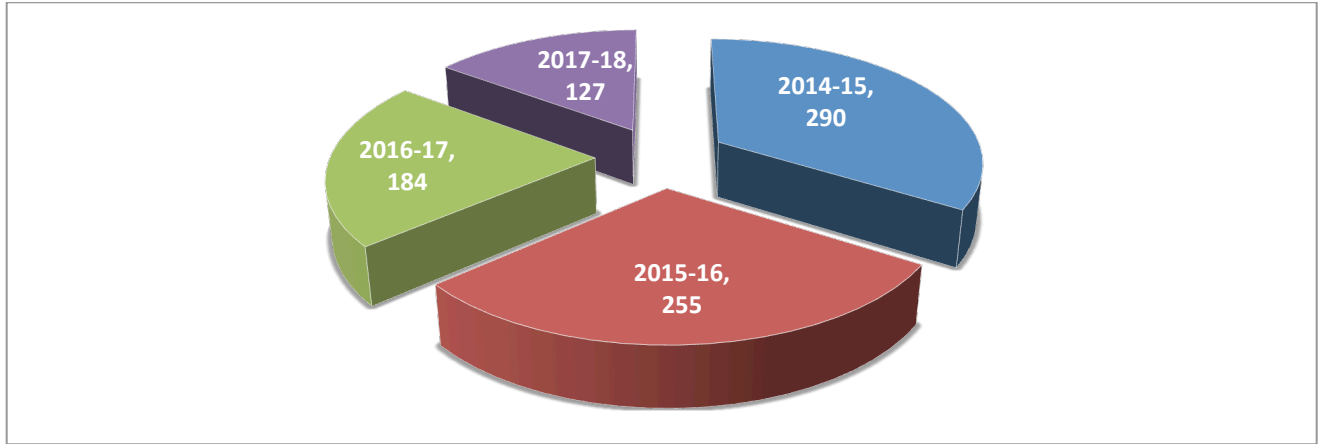
- **Sample Size:** All the beneficiaries availing benefits of loan (under various schemes of NBCFDC) through two State Channelizing Agencies: Punjab Backward Class Land Development Corporation and Punjab Gramin Bank were the target population of this study. As discussed in the project proposal, and in consultation with NBCFDC, the study considered a total of 850 beneficiaries from two SCAs for the study.
- **Sampling Technique:** The study used multistage random sampling method. Under this method, sampling is done from different stratas. However, it is important to mention that same methodology was not followed for the formation of stratas in both of the SCAs because the scope of services provided by these two agencies is different. Punjab Backward Classes Land Development and Finance Corporation is providing loan under the scheme of General Term Loan only. Since the population was limited to General Term Loan scheme, the stratas have been formed on the basis of different years. However in case of Punjab Gramin Bank, three schemes [(General Term Loan (GTL), New Swarnima Scheme (NSS) and Mahila Samridhhi Yojana (MSY)] prevail. Therefore strata has been formed on the basis of loan schemes. The detailed methodology adopted for the SCAs is explained further:

2.4.4.1 Sampling for PBCLDFC

In case of PBCLDFC, it was observed that out of 22 districts of Punjab, in one district i.e. Pathankot there was no beneficiary during the study period. In three districts viz., Amritsar, Gurdaspur and Tarn Taran there was no beneficiary during 2016-17 and 2017-18. Further the number of beneficiaries were not quite high in Barnala and Firozpur. That is the reason why all these six districts were not considered for the study. The

population of remaining 16 districts was 856 beneficiaries. The distribution of the population across different years is enunciated below:

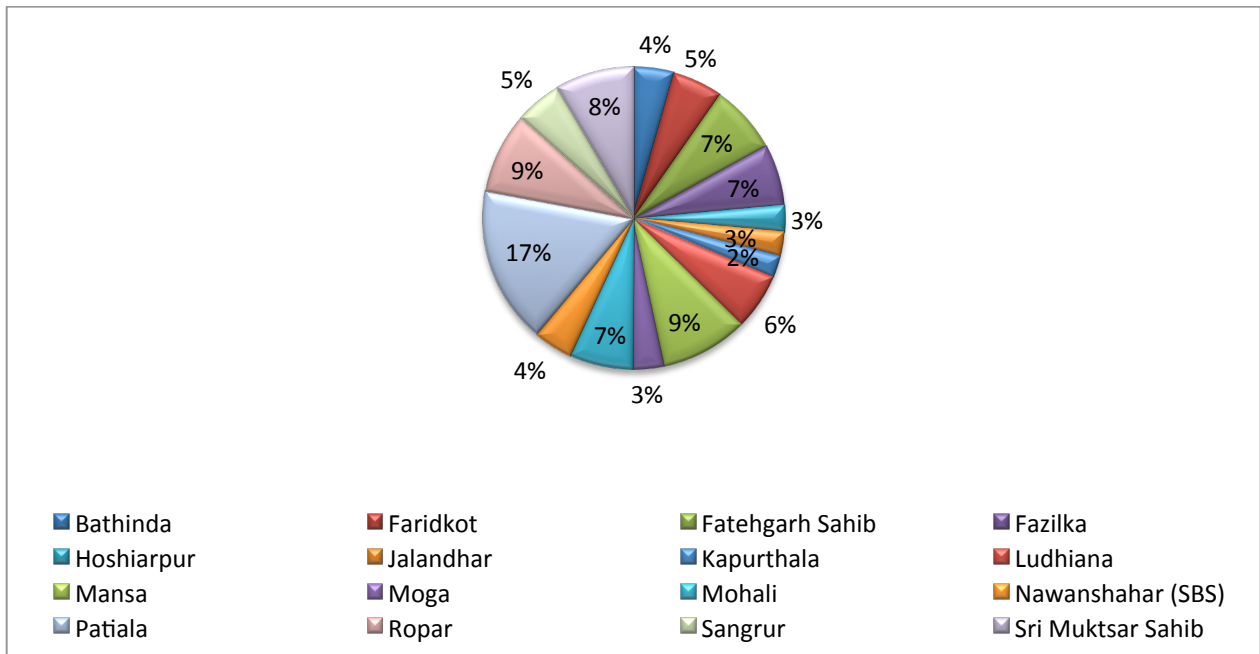
Figure 2.1: Year-wise Breakup of Beneficiaries of PBCLDFC



Source: Reseracher’s Compilation

As shown in the Figure 2.1, the number of beneficiaries were highest in the first year i.e. 2014-15. Maximum beneficiaries were from Patiala district. The district-wise proportion of total beneficiaries of PBCLDFC have been shown in Figure 2.2.

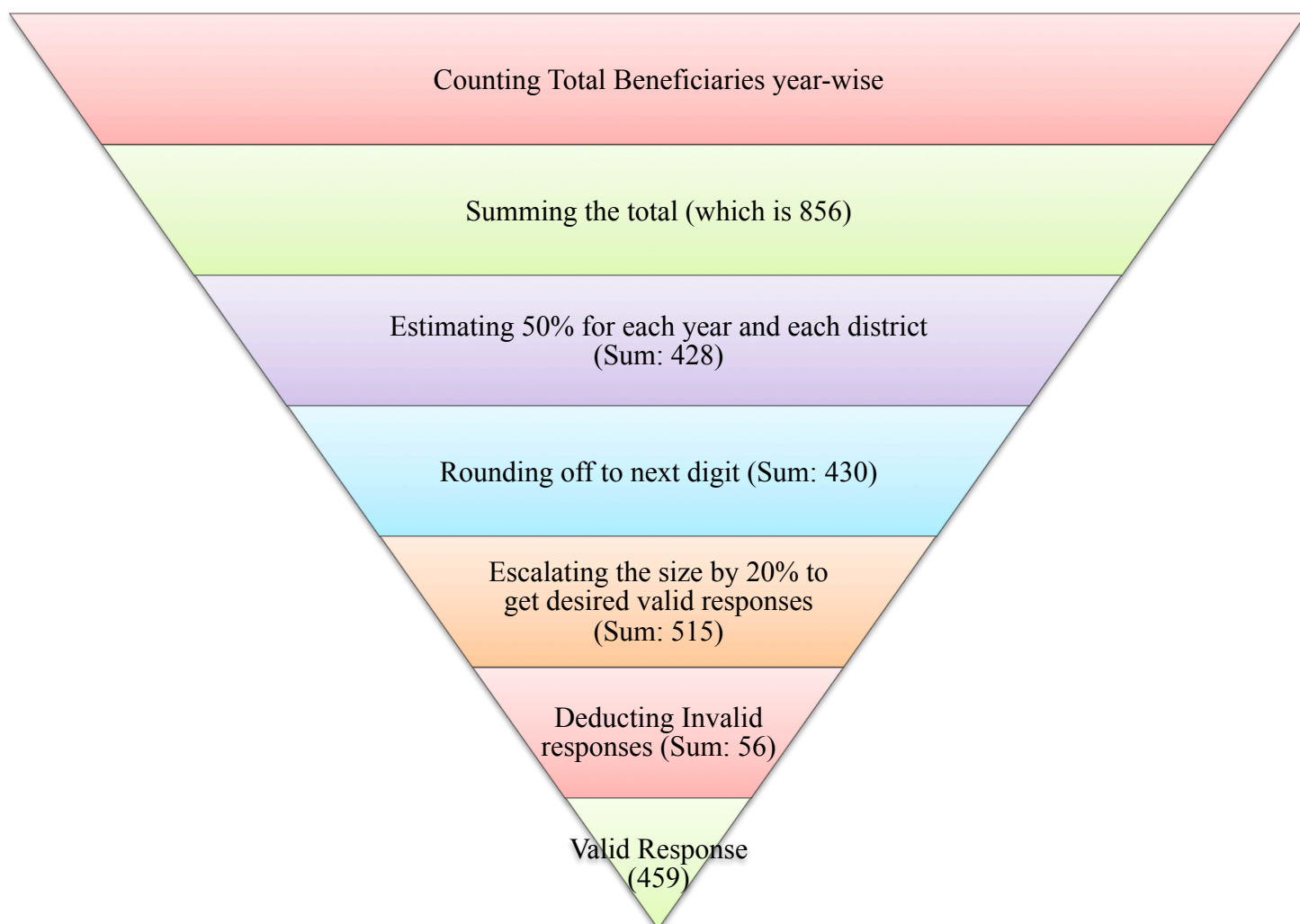
Figure 2.2: District-wise Proportion of Beneficiaries of PBCLDFC



Source: Reseracher’s Compilation

The study proposed to analyse the responses of 425 beneficiaries which amounts to 50% of the population size. However, the following procedure (Figure 2.3) has been adopted to get the final valid data:

Figure 2.3: Procedure Followed to Obtain Valid Response from PBCLDFC



Source: Reseracher's Compilation

As shown from the above figure, 515 responses were obtained but out of them 56 responses were found to be invalid on account of missing information. Therefore, those responses were deducted from the total to get 459 valid responses. Here it is pertinent to mention that though the study need to account for only 425 responses, the number of valid responses collected for the study i.e. 459 responses are more than the minimum agreed size. Therefore, the study accommodated the increased number and conducted analysis on the entire dataset of valid responses i.e. 459

responses. The distribution of the sample across different districts has been briefly represented through Table 2.1.

Table : 2.1 Sample Distribution Across Different Years and Districts

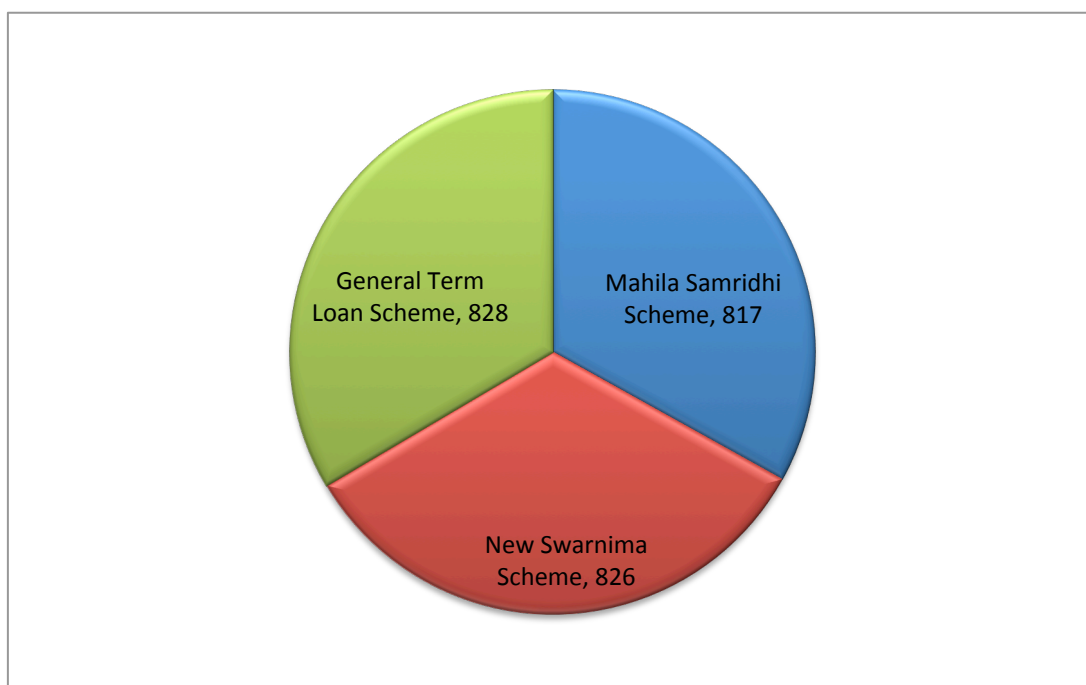
S.No	District	2014-15	2015-16	2016-17	2017-18	Total	2014-15 (50%)	2015-16 (50%)	2016-17 (50%)	2017-18 (50%)	Total (50%)	Total after rounding off	Total + 20% (Rounded off)	Invalid Responses	Actual Sample
1.	Bathinda	11	11	9	6	37	5.5	5.5	4.5	3	18.5	19	23	3	20
2.	Faridkot	21	16	9	0	46	10.5	8	4.5	0	23	23	28	4	24
3.	Fatehgarh Sahib	27	23	12	1	63	13.5	11.5	6	0.5	31.5	32	38	5	33
4.	Fazilka	0	19	32	5	56	0	9.5	16	2.5	28	28	34	5	29
5.	Hoshiarpur	10	2	5	7	24	5	1	2.5	3.5	12	12	14	2	12
6.	Jalandhar	5	5	3	9	22	2.5	2.5	1.5	4.5	11	11	13	0	13
7.	Kapurthala	1	10	3	6	20	0.5	5	1.5	3	10	10	12	0	12
8.	Ludhiana	12	19	7	14	52	6	9.5	3.5	7	26	26	31	4	27
9.	Mansa	34	16	11	19	80	17	8	5.5	9.5	40	40	48	6	42
10.	Moga	14	11	3	1	29	7	5.5	1.5	0.5	14.5	15	18	2	16
11.	Mohali	24	16	15	3	58	12	8	7.5	1.5	29	29	35	5	30
12.	Nawanshahar	10	10	12	4	36	5	5	6	2	18	18	22	4	18
13.	Patiala	57	42	22	23	144	28.5	21	11	11.5	72	72	86	1	85
14.	Ropar	20	24	17	13	74	10	12	8.5	6.5	37	37	44	6	38
15.	Sangrur	14	13	7	9	43	7	6.5	3.5	4.5	21.5	22	26	3	23
16.	Sri Muktsar Sahib	30	18	17	7	72	15	9	8.5	3.5	36	36	43	6	37
Total		290	255	184	127	856	145	127.5	92	63.5	428	430	515	56	459

Source: Researcher's Compilation

2.4.4.2 Sampling for Punjab Gramin Bank

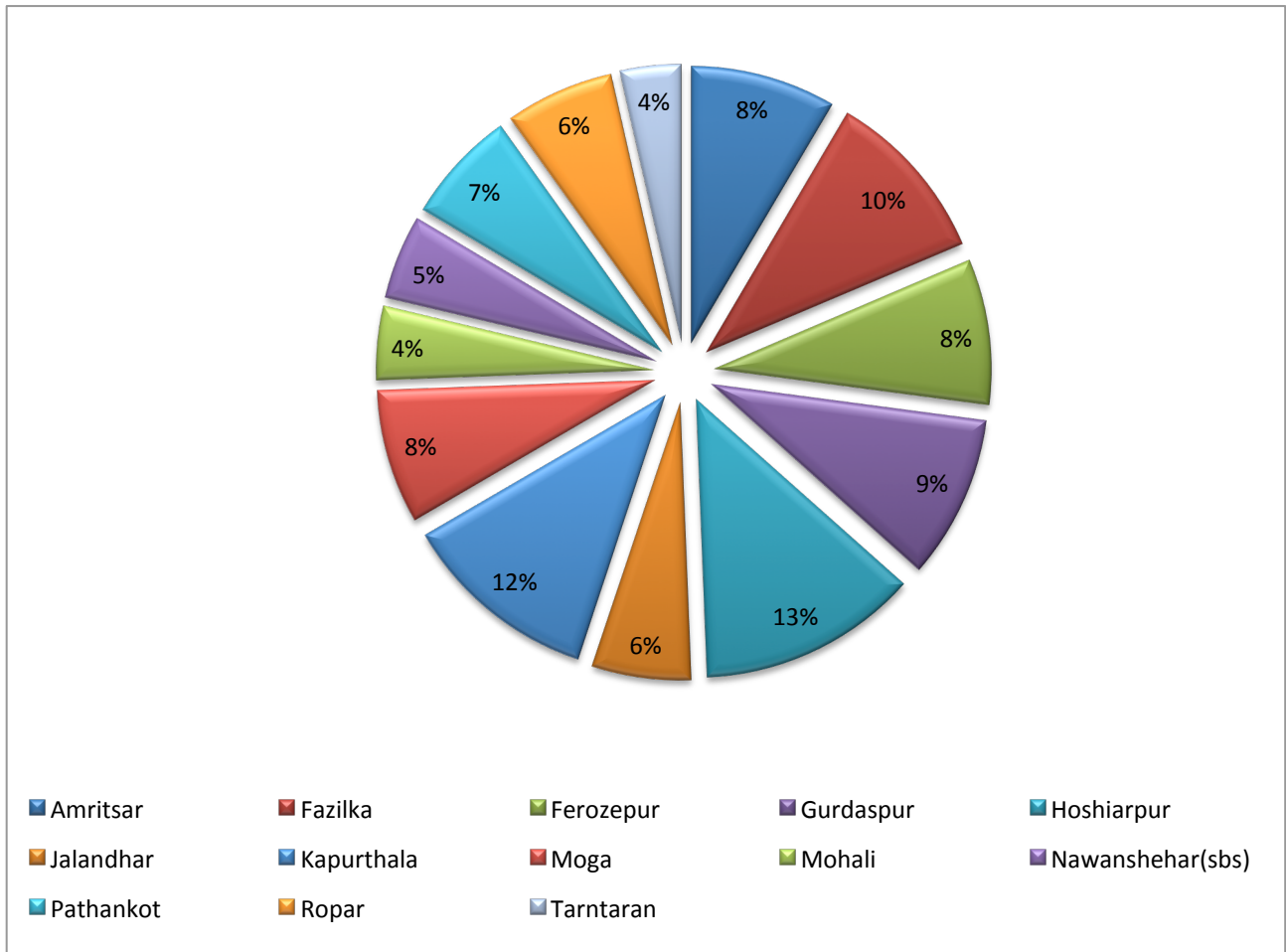
Punjab Gramin Bank shared that their Agency signed MoU with NBCFDC only on 08 June, 2016 for financing Backward Classes beneficiaries under the various schemes of NBCFDC covering only 13 districts. So, they were able to provide the details of only two years i.e. 2016-17 and 2017-18. Notably, General Term Loan (GTL) was not given for the year 2016-17. However, New Swarnima Scheme (NSS) and Mahila Samridhi Yojana (MSY) were sanctioned for two years. The distribution of total population of 13 districts was 2471 beneficiaries. The scheme-wise and district-wise breakup of the population is as follows:

Figure 2.4: Scheme-wise Break-up of Total Beneficiaries of PGB



Source: Researcher's Compilation

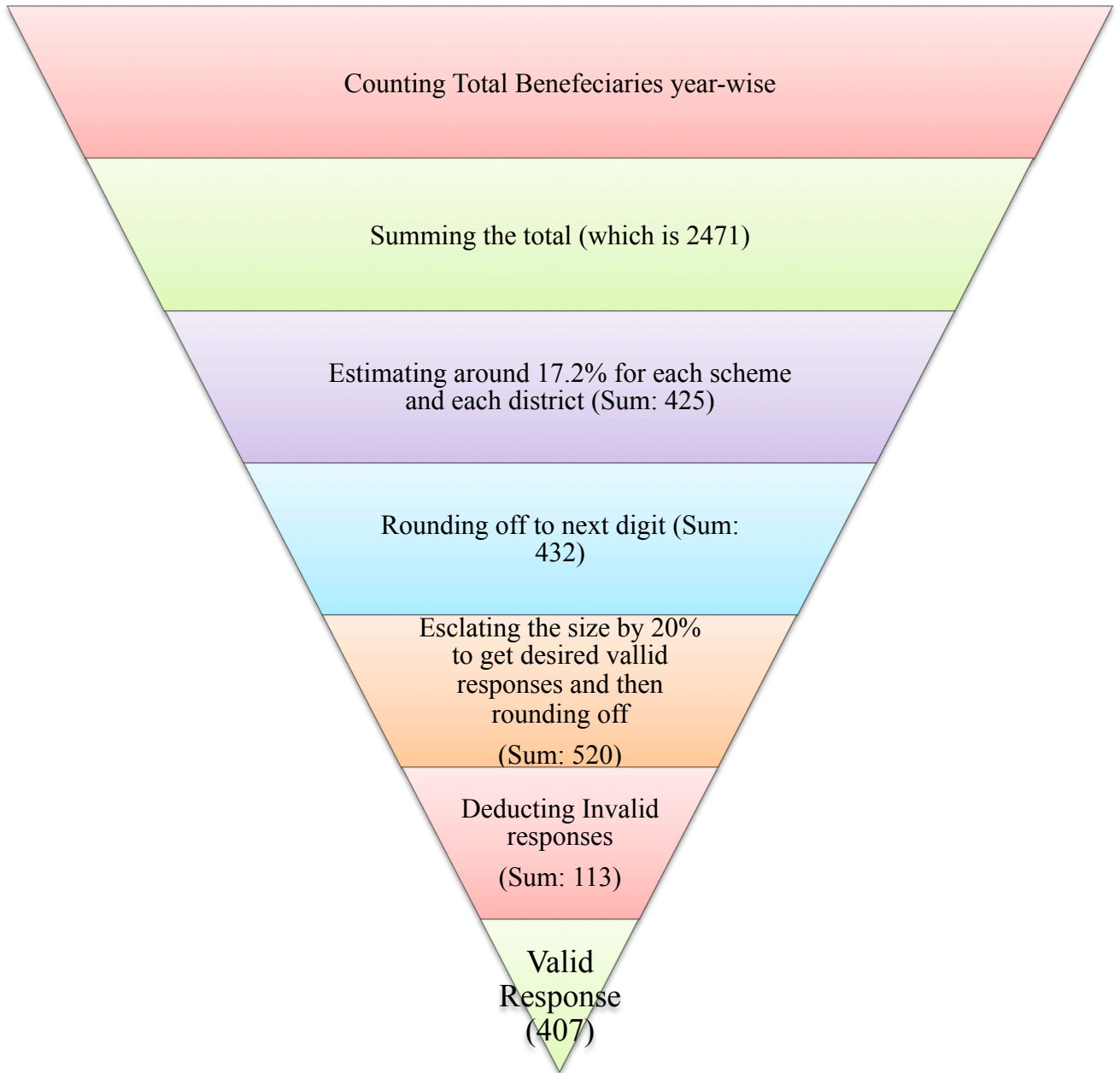
Figure 2.5: District-wise Proportion of Beneficiaries of PGB



Source: Researcher’s Compilation

Since the total population of beneficiaries of PGB was 2471, the study calculated around 17.2% of the same to get the target sample size of 425. After escalation and rounding off, the research team got a target of 520 beneficiaries to be interacted with. Therefore, the responses from 520 beneficiaries were collected. But, out of them 113 were detected to be invalid on account of missing information / errors. Thus, finally we get 407 valid responses. The entire procedure followed in the study for PGB has been depicted in figure 2.6.

Figure 2.6: Procedure Followed to Obtain Valid Response from PGB



Source: Researcher's Compilation

The distribution of the sample across different districts has been briefly represented through Table 2.2.

Table : 2.2 Sample Distribution Across Different Schemes and Districts

S. No.	District	Mahila Samridhi	New Swarnima Scheme	General Term Loan	Total Benefeciaries	Mahila Samridhi	New Swarnima Scheme	General Term Loan	Total Sample	Total after rounding off to next digit	Total + 20%	Total + 20% rounded off	Invallid responses	Actual Sample
1.	Amritsar	85	68	56	209	14.62	11.70	9.63	35.95	36	43.20	43	7	36
2.	Fazilka	67	78	106	251	11.52	13.42	18.23	43.17	44	52.80	53	11	42
3.	Ferozepur	68	64	77	209	11.70	11.01	13.24	35.95	36	43.20	43	8	35
4.	Gurdaspur	83	70	81	234	14.28	12.04	13.93	40.25	41	49.20	49	8	41
5.	Hoshiarpur	99	113	105	317	17.03	19.44	18.06	54.52	55	66.00	66	15	51
6.	Jalandhar	59	47	35	141	10.15	8.08	6.02	24.25	25	30.00	30	8	22
7.	Kapurthala	76	129	80	285	13.07	22.19	13.76	49.02	50	60.00	60	12	48
8.	Moga	49	40	104	193	8.43	6.88	17.89	33.20	34	40.80	41	5	36
9.	Mohali	32	41	32	105	5.50	7.05	5.50	18.06	19	22.80	23	7	16
10.	Nawanshehar	72	16	33	121	12.38	2.75	5.68	20.81	21	25.20	26	16	10
11.	Pathankot	32	71	60	163	5.50	12.21	10.32	28.04	29	34.80	35	0	35
12.	Ropar	53	62	41	156	9.12	10.66	7.05	26.83	27	32.40	33	8	25
13.	Tarntaran	42	27	18	87	7.22	4.64	3.10	14.96	15	18.00	18	8	10
	Total	817	826	828	2471	140.52	142.07	142.41	425.00	432.00	518.40	520	113	407

Source: Researcher's Compilation

2.4.5 Data Analysis

A structured questionnaire was administered for beneficiaries. The data collected from different beneficiaries was analysed to get socio-economic information, scheme related information, satisfaction from the different facilities / services extended by SCAs and impact of different schemes on beneficiaries. To explore the information regarding satisfaction level, the respondents have been asked to rate their satisfaction level from different services / facilities extended by the Punjab Backward Class Land Development and Finance Corporation and Punjab Gramin Bank to them. They have been asked to rank their satisfaction level for the different

parameters including loan scheme, assistance and guidance provided by SCA, interest rates, loan sanctioning system, disbursement system, behaviour of the employees during the lending process, size of monthly instalments, repayment period, time taken for loan approval, easy query handling and overall services. The beneficiaries have been asked to rank their satisfaction level at 5 point likert scale where 1 expresses the high satisfaction level, 2 denotes that they are satisfied, 3 shows that neither they are satisfied to the specific service nor they are dissatisfied. The dissatisfaction has been expressed through 4 and respondents were asked to mark 5 if they are highly dissatisfied on a specific variable.

Similarly, the impact of different schemes on beneficiaries has been evaluated. The respondents have been asked to rank the increment level of some specific variables on account of availing the loan scheme of NBCFDC. The selected variables include participation in social service activities, better schooling of the children, social recognition in the society, participation in organized activities, better access to the health facilities, food consumption pattern, clothing status, better access of financial resources, asset creation, savings rate, standard of living and minimized family indebtedness. The beneficiaries have been asked to mark 1 if they have experienced notable increment, 2 moderate increment, 3 unchanged, 4 moderate decrease and 5 if they think that there is a notable decrease in the variable after availing the loan scheme.

The responses of various beneficiaries have been recorded in excel sheet and the same have been analysed using MS-Excel and SPSS software. Pie charts, histograms, bar diagrams and tables have been used to depict the results. Averages, standard deviation, percentage and correlation have been used to analyse the responses.

CHAPTER III

DATA COLLECTION AND ANALYSIS

As discussed in the previous chapter, the study made an attempt to analyse the impact of different schemes of NBCFDC over the beneficiaries in the state of Punjab. There are two prominent SCAs in Punjab region i.e. Punjab Backward Class Land Development and Finance Corporation (PBCLDFC) and Punjab Gramin Bank (PGB). The research team collected the data from the beneficiaries of both of these agencies through questionnaire. The questionnaire comprises of different sets of questions which can be categorised into following four categories:

- I. Socio-economic information
- II. Scheme related information
- III. Satisfaction from the different facilities / services extended by the State Channelizing Agencies
- IV. Impact of different schemes on beneficiaries.

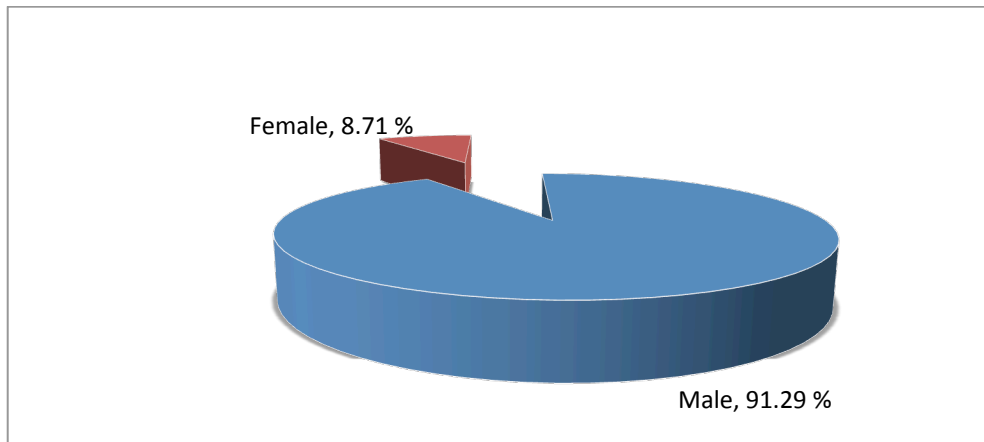
The responses of various beneficiaries recorded in excel sheet have been analysed using MS-Excel and SPSS software. The study focussed on 866 valid responses, out of which 459 respondents were the beneficiaries of PBCLDFC and 407 respondents were the beneficiaries of PGB. The responses of both of the agencies is separately analysed.

ANALYSIS OF DATA COLLECTED FROM THE BENEFICIARIES OF PBCLDFC

I. SOCIO-ECONOMIC STATUS OF THE BENEFECIARIES

Gender: It was noticed that majority (around 91%) of the beneficiaries availing the benefits of term loan scheme were men. A similar trend prevails across different districts. The findings call for the action on the part of channelizing agencies to make more women aware and access benefits of various schemes of NBCFDC. The results also call for launching different women centric schemes on the part of NBCFDC. Figure 3.1 shows the gender distribution of the beneficiaries.

Figure 3.1: Gender-wise Proportions of Beneficiaries



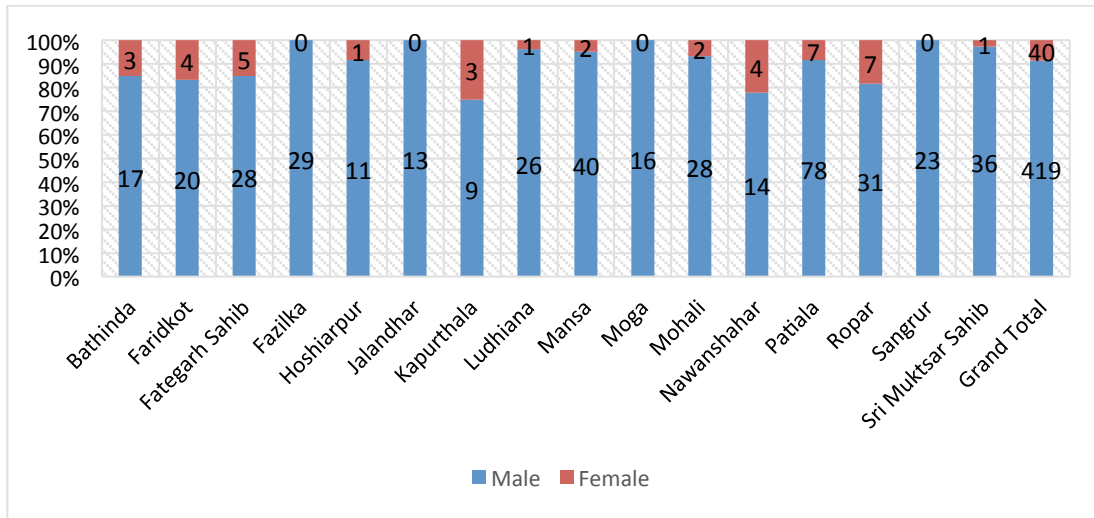
Source: Researcher's collected data

It is noted that there are certain women centric schemes which exist only on paper but doesn't have any practical implications. This necessitates a proper gap analysis regarding the expectation of women in the region and the actual delivery intended by these schemes.

The district-wise analysis revealed that in Fazilka, Jalandhar, Moga and Sangrur only male respondents could be found. The proportion of females was highest in Kapurthala (25%) followed by Nawanshahr (22%), Faridkot (17%), Bathinda (15%) and Fatehgarh Sahib (15%).

The gender wise distribution of respondents across different districts has been shown in Figure 3.2.

Figure 3.2: Gender - wise Distribution of Beneficiaries across Different Districts

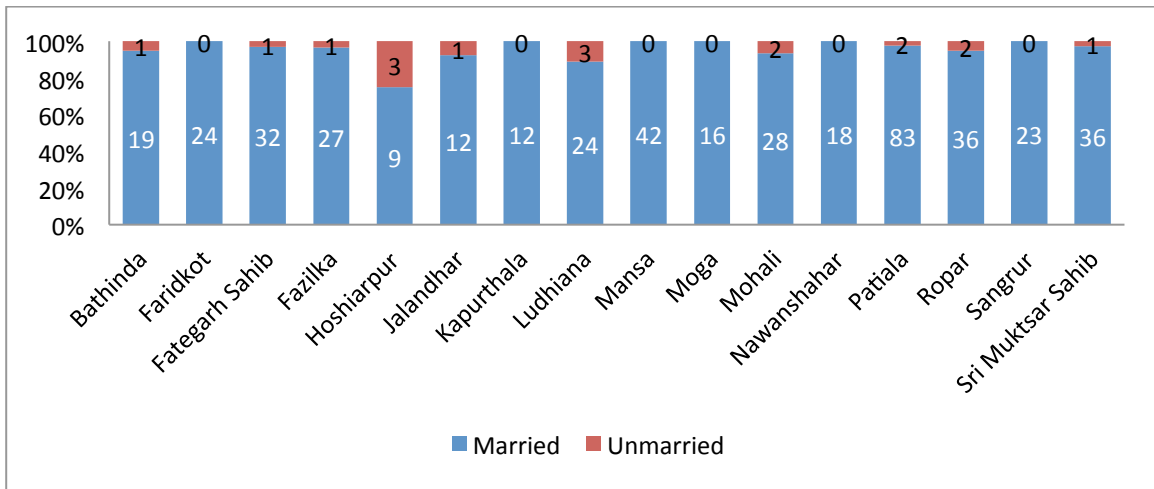


Source: Researcher’s collected data

Age: Majority of the population belongs to middle age group ranging from 35-40 years and also 45-50 age group. This implies that the beneficiaries are in the working age group and able bodied.

Marital Status: The majority of the beneficiaries, around 96.29% were married. In six districts namely Faridkot, Kapurthala, Mansa, Moga, Nawanshahr and Sangrur all beneficiaries are married. In Hoshiarpur and Ludhiana three unmarried beneficiaries were part of the study (Figure 3.3).

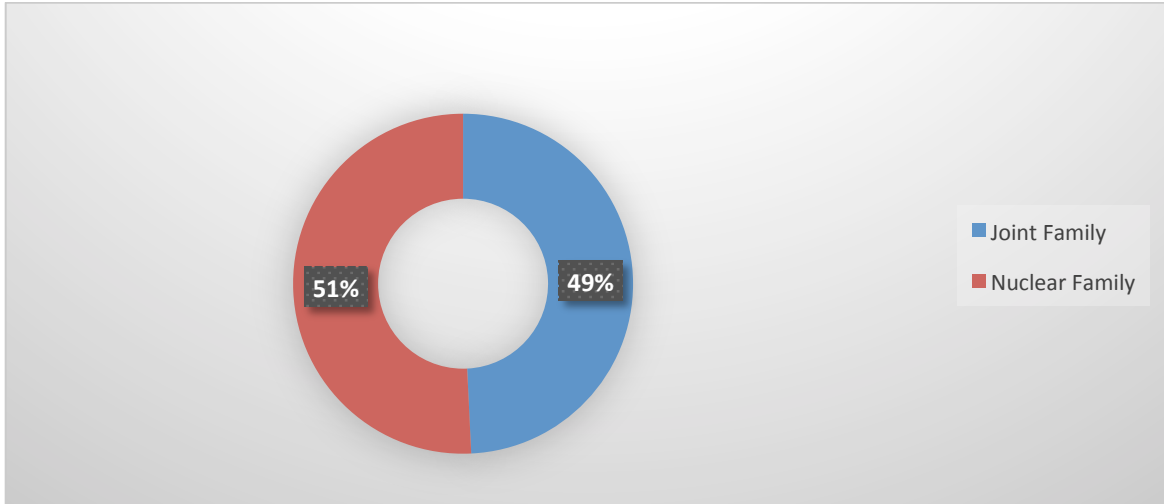
Figure 3.3: Marital Status-wise distribution of beneficiaries across different districts



Source: Researcher’s collected data

Nature of Family: More than 50% of the beneficiaries have nuclear families (Figure 3.4).

Figure 3.4: Nature of Family wise Proportion of Beneficiaries



Source: Researcher’s collected data

Table 3.1: Nature of Family wise distribution of beneficiaries across different districts

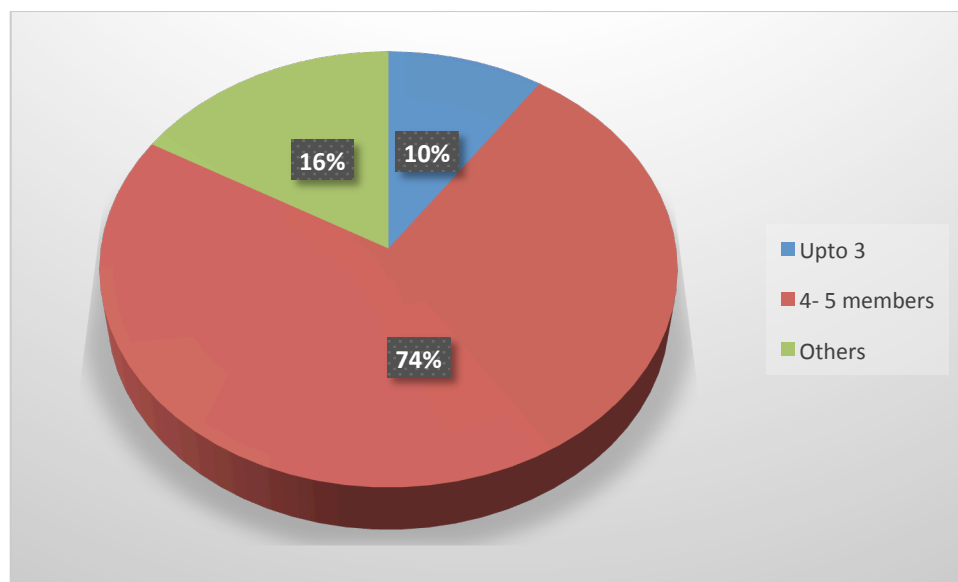
District	Number of Beneficiaries having Joint Family	Number of Beneficiaries having Nuclear Family
Bathinda	4	16
Faridkot	23	1
Fatehgarh Sahib	8	25
Fazilka	5	24
Hoshiarpur	11	1
Jalandhar	13	0
Kapurthala	10	2
Ludhiana	25	2
Mansa	10	32
Moga	16	0
Mohali	20	10
Sri Muktsar Sahib	4	33
Nawanshahr	18	0
Patiala	4	81
Ropar	32	6
Sangrur	23	0
Total	226	233

Source: Researcher's collected data

In district Jalandhar, Moga, Nawanshahr and Sangrur all beneficiaries belong to joint families. In Patiala most of the beneficiaries belong to nuclear families and the same was observed in Sri Muktsar and Fazilka.

Size of Family: In most of the families, the number of members was in the range of 4-5 (Figure 3.5).

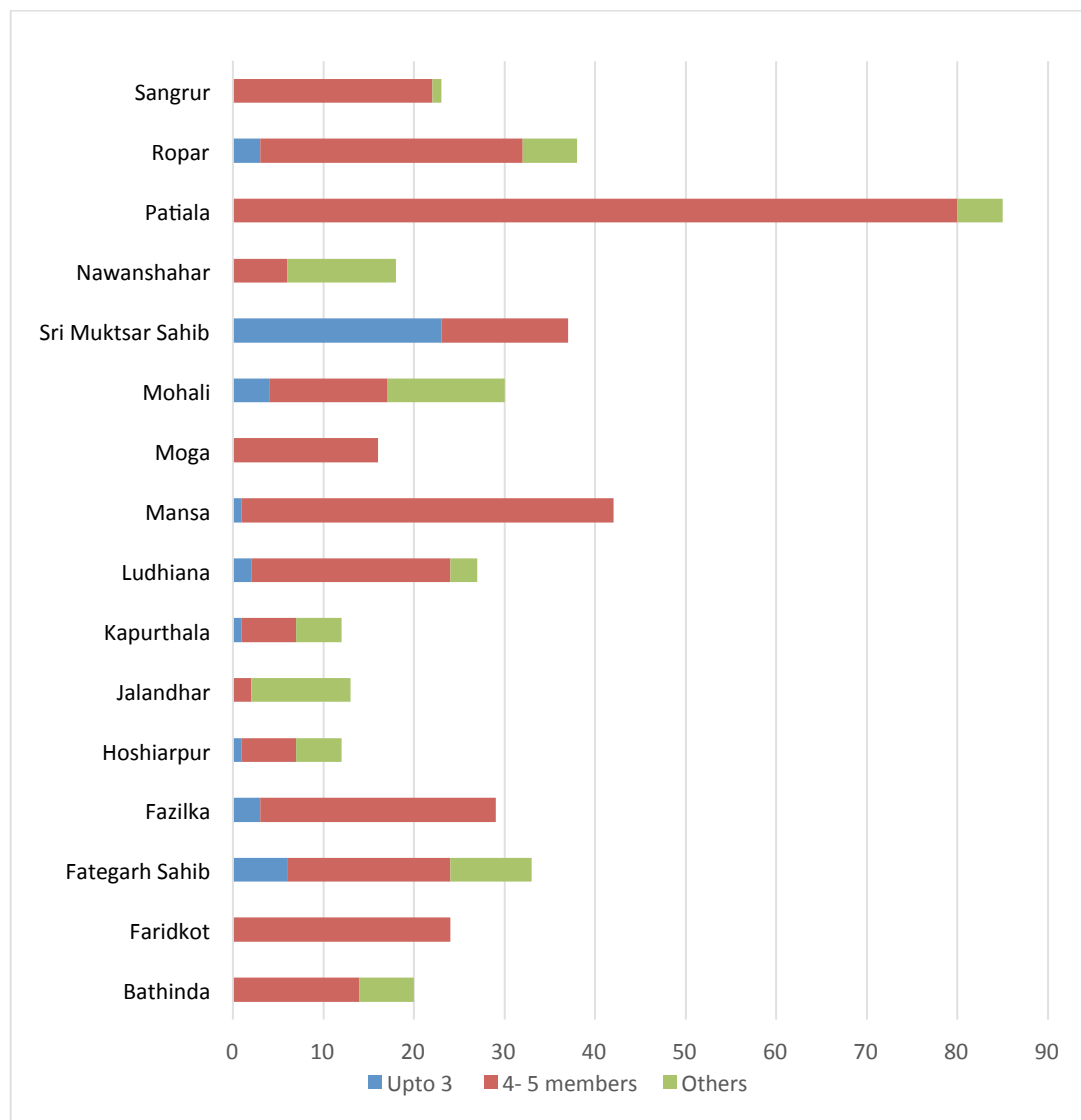
Figure 3.5: Size of Family wise Proportion of Beneficiaries



Source: Researcher's collected data

The district-wise distribution of population has been presented through Figure 3.6.

Figure 3.6: Size of Family wise distribution of beneficiaries across different districts

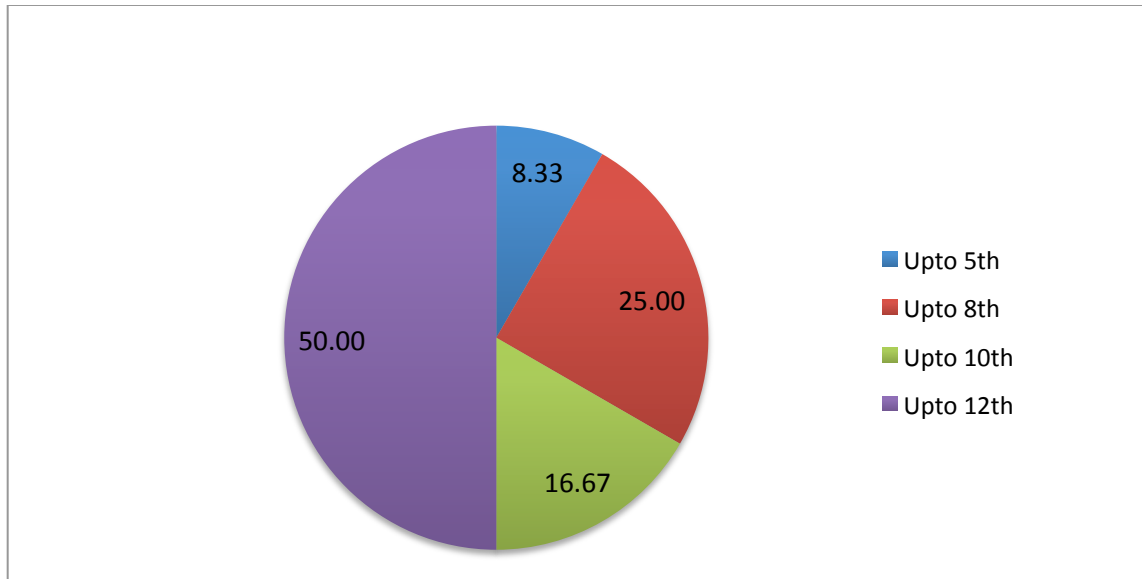


Source: Researcher's collected data

In Faridkot and Moga, all beneficiaries fall under 4-5 size of family group. In Patiala, despite nuclear families, the number of family members come under the category of 4-5. In Sri Muktsar Sahib the nuclear family system was observed and the size of their family found to be limited to only three members per family.

Education Level: All of the beneficiaries were literate and majority of them were intermediate (12th standard) passed. None of the studied population has completed his/her post-graduation or graduation. Figure 3.7 shows the educational level of respondents.

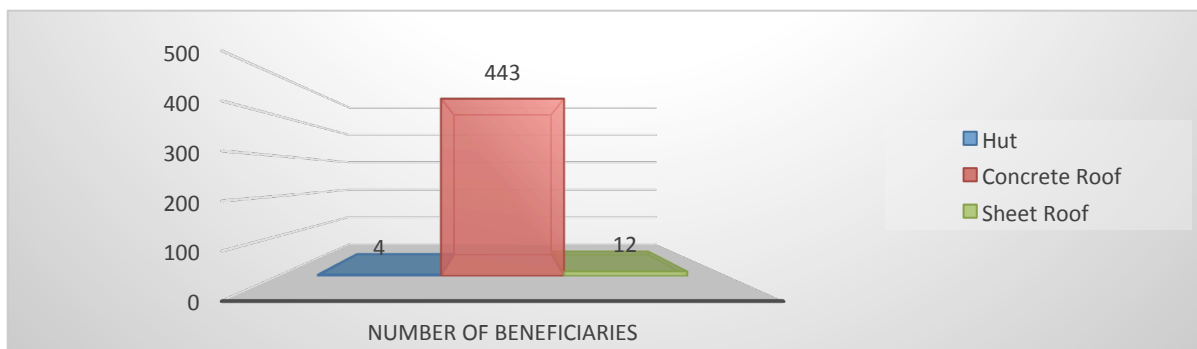
Figure 3.7: Proportion of Beneficiaries Education-wise



Source: Researcher’s collected data

Nature of House Occupied: The respondents were enquired about the types of houses in which they reside –either huts or having concrete/sheet roof over their houses. Around 96.5% i.e. 443 beneficiaries have concrete roof houses and 2.6% i.e. 12 of them have sheet roof houses (Figure 3.8). The hut typed house was observed in Kapurthala district from four respondents.

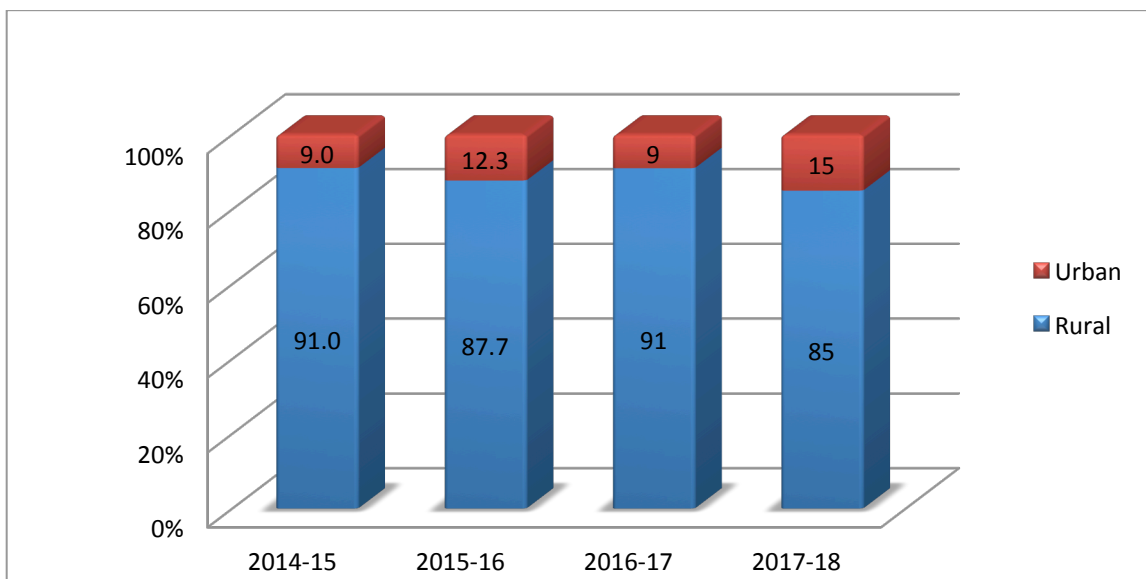
Figure 3.8: Nature of House wise Number of Beneficiaries



Source: Researcher’s collected data

Region: The geographical distribution of studied population revealed that majority of beneficiaries is from rural region. The year wise analysis of the collected data reported that the average share of urban beneficiaries has increased from 9% in the year 2014-15 to 15% in the year 2017-18. Figure 3.9 presents the share of beneficiaries across different years.

Figure 3.9: Region-wise Proportion of beneficiaries in Different Years



Source: Researcher’s collected data

It was observed that in some of districts like Bhatinda, Fazilka, Kapurthala, Moga and Nawanshahr all the beneficiaries reside in rural areas. Table 3.2 gives the residential background of different beneficiaries across different districts.

Table 3.2: Region-wise Number of beneficiaries across Different Districts

District	Number of Rural Beneficiaries	Number of Urban Beneficiaries
Bathinda	20	0
Faridkot	17	7
Fatehgarh Sahib	29	4

Fazilka	29	0
Hoshiarpur	11	1
Jalandhar	12	1
Kapurthala	12	0
Ludhiana	17	10
Mansa	38	4
Moga	16	0
Mohali	27	3
Nawanshahar	18	0
Patiala	73	12
Ropar	34	4
Sangrur	20	3
Sri Muktsar Sahib	35	2
Grand Total	408	51

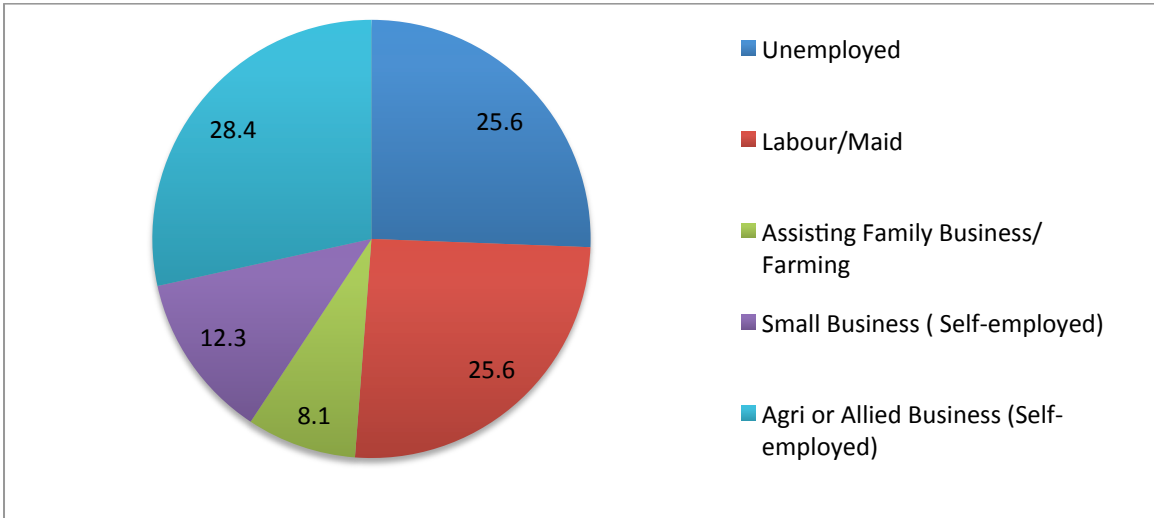
Source: Researcher's collected data

A significant proportion of Ludhiana (ten out of twenty seven i.e. 37%) and Faridkot (seven out of twenty four i.e. 29%) reside in urban region. But it will not be wrong to submit that large chunk of beneficiaries resides in rural regions. The results call for a need to motivate urban residents of Bhatinda, Fazilka, Kapurthala, Moga and Nawanshahr to avail the scheme.

Occupational Changes: A remarkable change in the occupation has been observed in the study. The schemes of NBCFDC reduced the unemployment problem in the region. It was noticed that the 25.6% of studied population was unemployed before availing the scheme but all

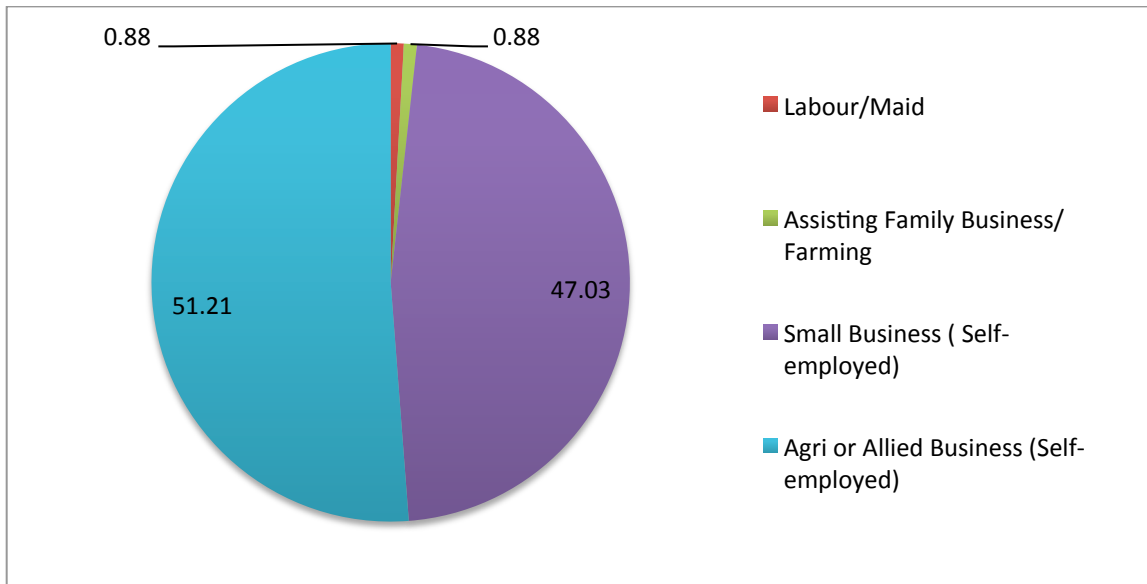
became self-employed after availing the benefits of the scheme. The following charts describe the occupational changes brought about by the scheme.

Figure 3.10: Occupation wise Proportion of Beneficiaries (Before Loan)



Source: Researcher’s collected data

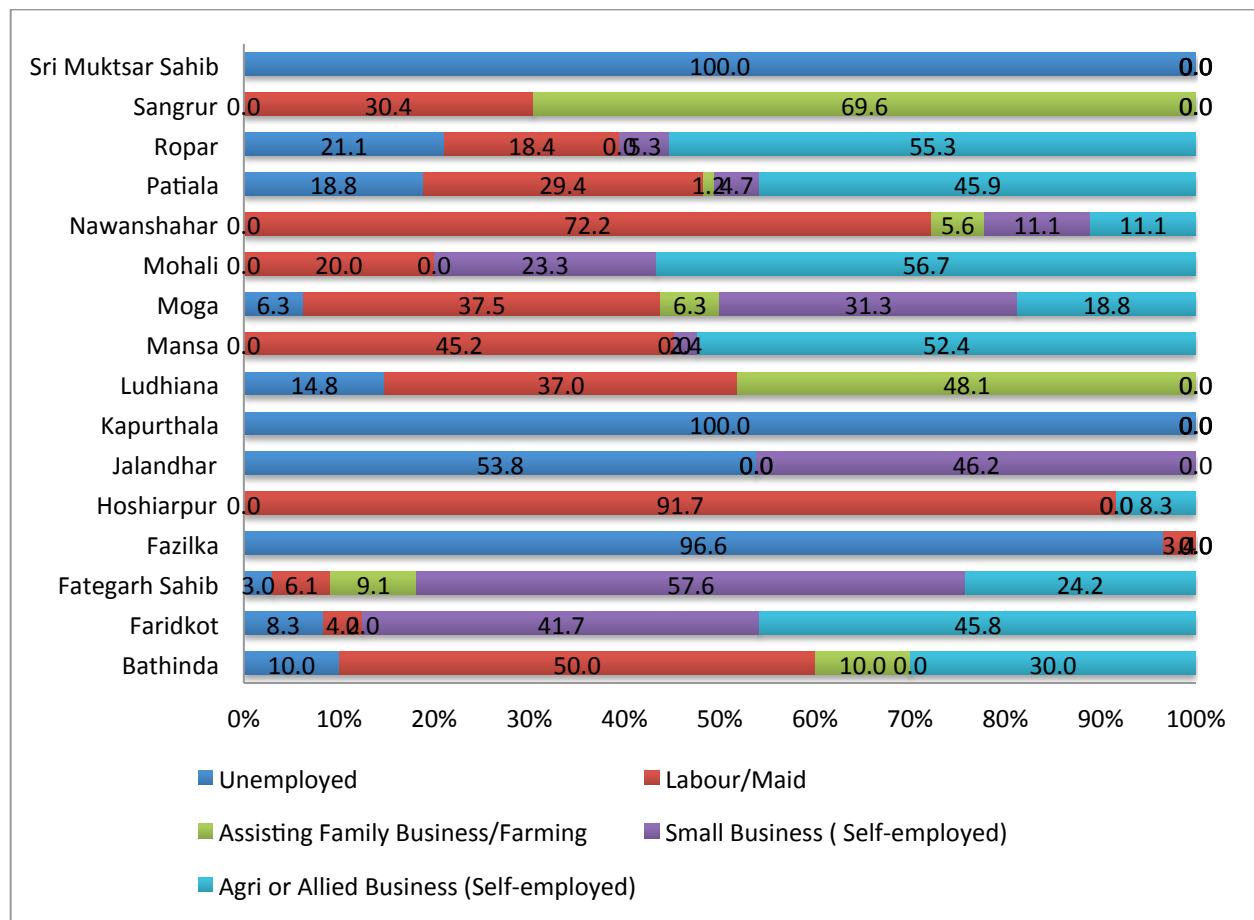
Figure 3.11: Occupation wise Proportion of Beneficiaries (After Loan)



Source: Researcher’s collected data

As depicted in the figures, prior to availing the benefits of the scheme around 26% of the respondents was found to serve as labour / maid whereas after availing the benefits only 0.88 % population served as labour / maid. This is a positive development as the objective of the schemes is to foster the spirit of self-dependence. The share of population engaged in small business and agriculture or allied business has also registered remarkable growth.

Figure 3.12: Occupation wise Proportion of Beneficiaries across Different Districts (Before Loan)

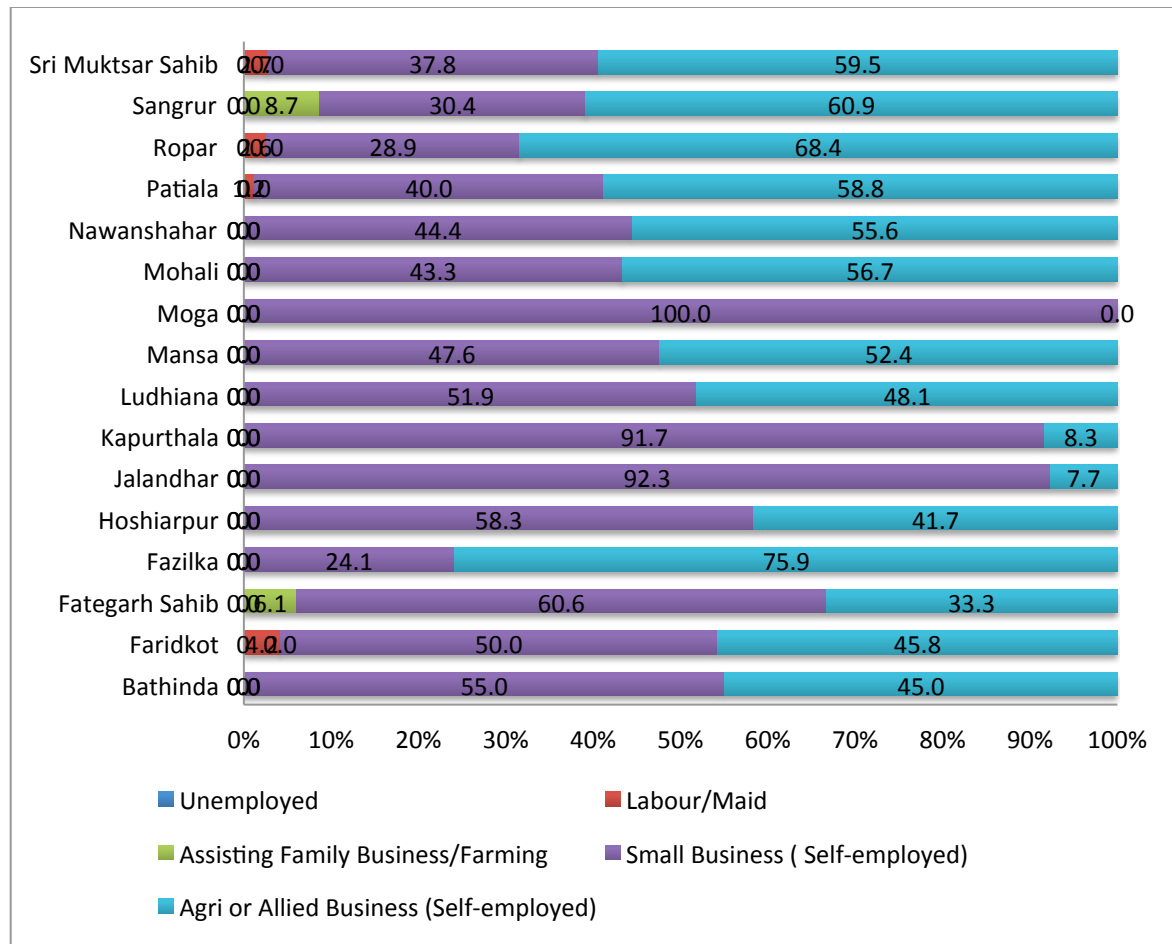


Source: Researcher’s collected data

The results reveal that all the beneficiaries of Sri Muktsar Sahib and Kapurthala were unemployed before availing the benefits of loan schemes of NBCFDC. The same was observed in Fazilka (around 97%), Jalandhar (around 54%), Ropar (21%) and Patiala (around 19%). In Hoshiarpur around 92% and in Nawanshahar around 72% of the beneficiaries were labourers. The same was

noted as 50% in Bhatinda and 45% in district Mansa. The occupation wise proportional distribution of beneficiaries after availing the loan from PBCLDFC has been depicted in Figure 3.13.

Figure 3.13: Occupation wise Proportion of Beneficiaries across Different Districts (After Loan)



Source: Researcher’s collected data

As depicted in the above figure, the number of unemployed beneficiaries reduced to zero. Further it is remarkable to observe that the proportion of beneficiaries working as labourer of house maids has been significantly reduced. The proportion of beneficiaries working as labourer / maid has been reduced to zero in all districts except Sri Muktsar Sahib, Ropar, Patiala and Faridkot. Further a significant improvement has been observed in the proportion of beneficiaries running small business.

General Observations: All beneficiaries were having saving bank accounts and Aadhar Cards .Most of them have linkage of mobile and Aadhar number which is indicative of awareness of beneficiaries about the government norms.

Annual Family Income: The average annual family income of beneficiaries increased after obtaining the loan from the corporation. The maximum change was observed in Ropar district where the average income level rose from INR 70142 to INR 183765. The same was followed by Sangrur, Mohali, Fatehgarh Sahib, Fazilka respectively. The least change observed in district Faridkot which was 43.56%. The same is followed by Jalandhar (49.72%), Kapurthala (51.37%), Nawanshahr (56.33%). Rest of the districts have reported more than 80% increment in average annual family income after availing the benefits from the scheme. The results can be reported through following table 3.3and figure3.14.

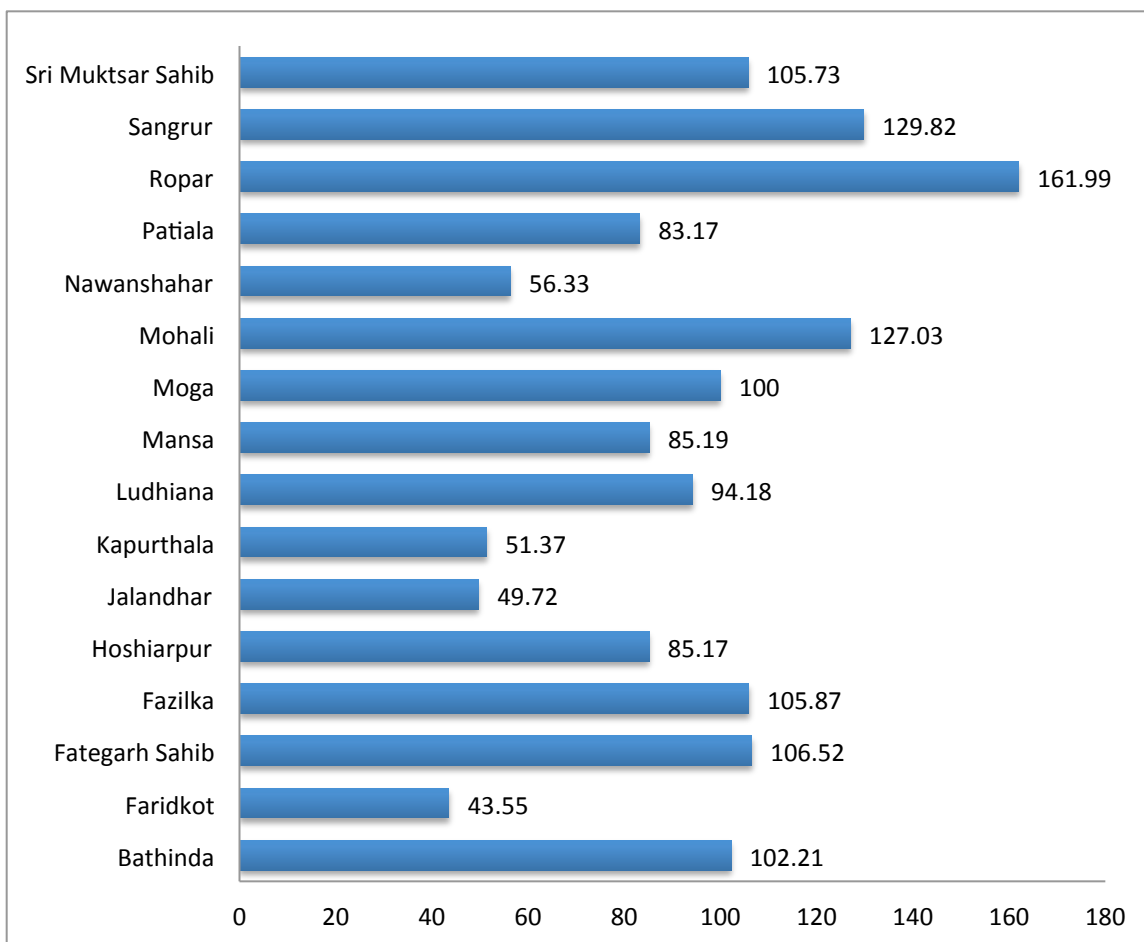
Table 3.3: Average Annual Family Income of Beneficiaries across Different Districts

Districts	Average Annual Family Income (before loan)	Average Annual Family Income (after loan)	% Change
Bathinda	62350	126080	102.21
Faridkot	81125	116458	43.55
Fatehgarh Sahib	81673	168667	106.52
Fazilka	72966	150214	105.87
Hoshiarpur	79208	146667	85.17
Jalandhar	103417	154833	49.72
Kapurthala	102125	154583	51.37
Ludhiana	80737	156778	94.18
Mansa	81000	150000	85.19
Moga	60000	120000	100.00
Mohali	71900	163233	127.03
Nawanshahr	90444	141389	56.33
Patiala	75635	138541	83.17
Ropar	70142	183765	161.99

Sangrur	72068	165626	129.82
Sri Muktsar Sahib	80917	166472	105.73

Source: Researcher's collected data

Figure 3.14: Proportion of Increase in Average Annual Family Income across Different Districts

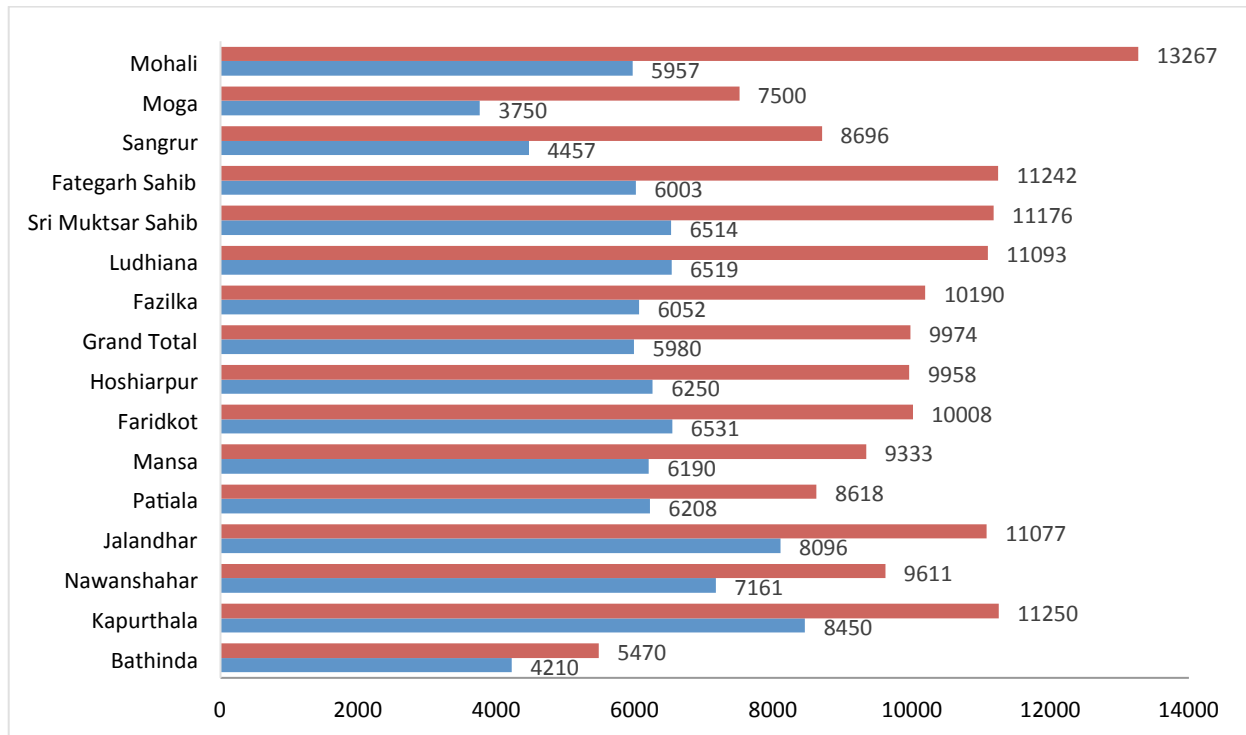


Source: Researcher's collected data

In all the districts, there has been increase in the average family income after availing the loan schemes of NBCFDC. Out of the entire population of 16 districts, in seven districts the level of average annual income rose to double or even more than that. The highest increment was observed in Ropar (162%).

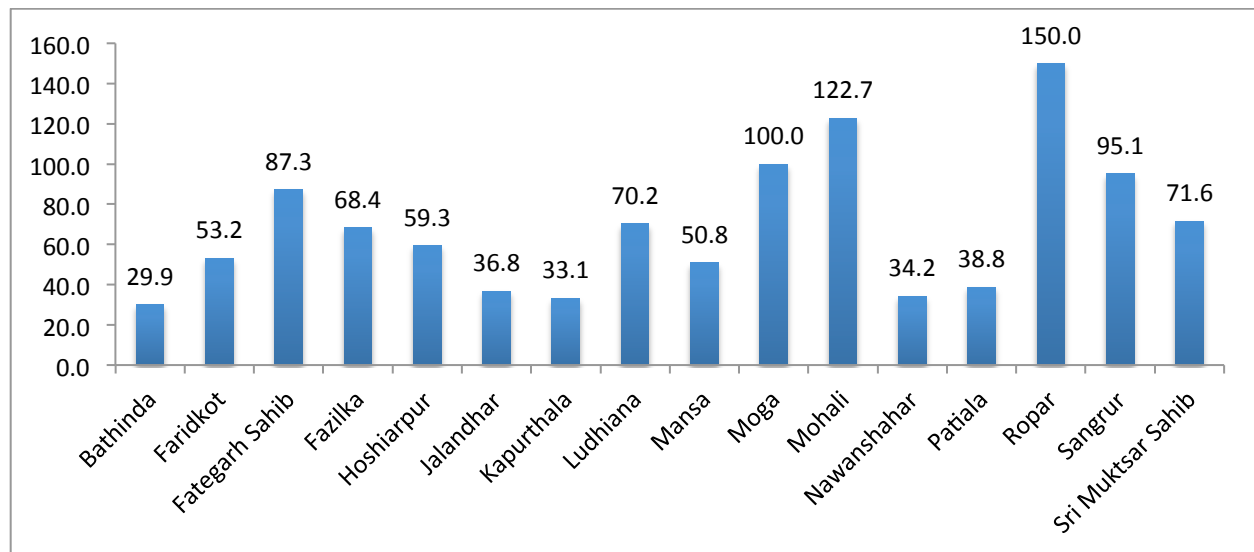
Average Monthly Expenditure: : The study observed that scheme successfully uplifted the living standards of the beneficiaries as indicated by the increase in average monthly expenditure incurred by the beneficiaries before and after availing the benefits of loan scheme. It has been found that Ropar district reported maximum increment from INR 4514 to INR 11447. The same was followed by Mohali, Moga, Sangrur, Fatehgarh Sahib, Sri Muktsar Sahib respectively. A rise of 29.9% was recorded in district Bhatinda followed by Kapurthala (33.1%), Nawanshahr (34.2%), Jalandhar (36.8%) and Patiala (38.8%). The rise in the average monthly expenditure in other districts was found to be around 65%. The following figure 3.15 depicts the growth of average monthly expenditure in different districts. The blue bar represents the average family expenditure before taking loan and red bars represents the average family expenditure before taking loan.

Figure 3.15: Average Monthly Family Expenditure across Different Districts



Source: Researcher's collected data

Figure 3.16: Proportion of Increase in Average Monthly Family Expenditure across Different Districts



Source: Researcher's collected data

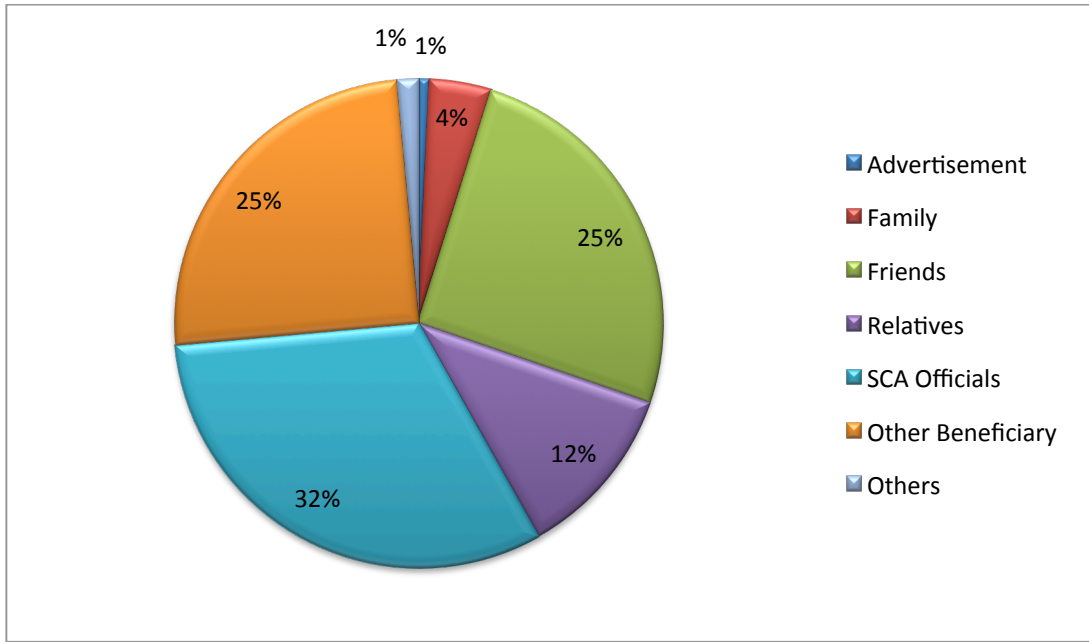
As revealed by the above figures, there is notable rise in the average monthly family expenditure across all districts. Here it is important to note that the proportion rise in expenditure is less than the proportion increase in family income of the beneficiaries which is a positive sign as it clearly exhibits improvement in the standard of living of the beneficiaries.

II. SCHEME RELATED INFORMATION

Name of the scheme: All the respondents availed General Term Loan scheme from Punjab Backward Classes Land Development and Finance Corporation. This calls for scrutinising the reasons as to why other schemes i.e. New Swarnima Scheme and Mahila Samridhi Yojna were not availed by any of the beneficiaries of PBCLDFC in the entire Punjab state.

Source to know about the Scheme: As regards the source of information about the schemes of NBCFDC, around 1/3rd of the respondents among the beneficiaries named State Channelizing Agency's officials. The following chart shows the share of different sources which have been relied upon by the respondents.

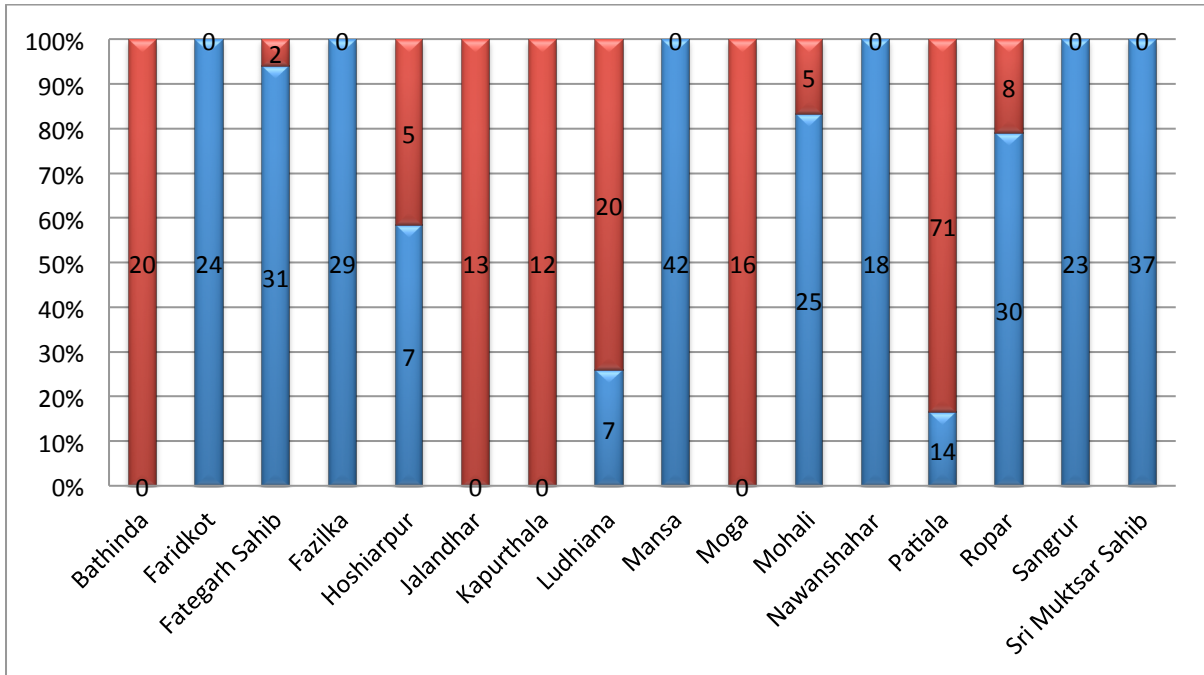
Figure 3.17: Source of Information wise Proportion of Beneficiaries



Source: Researcher's collected data

Awareness of Other schemes of NBCFDC: As far as awareness regarding other schemes of NBCFDC was concerned, 63% of the beneficiaries expressed that they were aware, whereas around 37% of the beneficiaries replied in the negative. An Analysis of different districts shows that the level of awareness about other schemes of NBCFDC is very poor in four districts viz., Bhatinda, Jalandhar, Kapurthala and Moga (Figure 3.18). The blue bars represent the number of those beneficiaries who are aware about the other schemes of NBCFDC and the red bars represent the number of those beneficiaries who are not aware about the other schemes.

Figure 3.18: Awareness wise Number of Beneficiaries across Different Districts



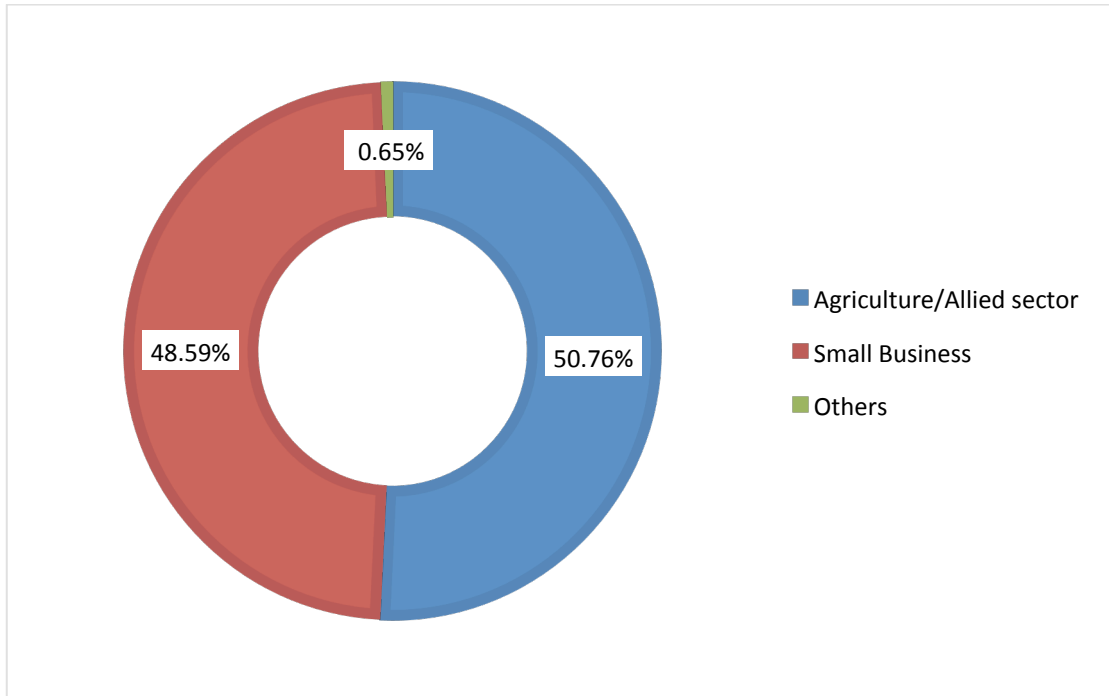
Source: Researcher’s collected data

The awareness level is very encouraging in six districts namely Faridkot, Fazilka, Mansa, Nawanshahar, Sangrur and Sri Muktsar Sahib. The awareness level in Patiala and Ludhiana is also not very satisfactory. The responses stress upon the need of advertising of other schemes to make them popular among beneficiaries. The study did not look into the reasons as why there has been marked difference in awareness levels in certain districts about other schemes of NBCFDC

Any Loan except from PBCLDFC: In most of the districts, respondents were not having loan except that from NBCFDC.

Purpose of Loan: Most of the respondents indicated broad categories viz., Agriculture and allied / small business/ Transport Sector/ Service sector / Education for which they availed the loan. Figure 3.19 shows the distribution of beneficiaries across different sectors.

Figure 3.19: Purpose wise Number of Beneficiaries



Source: Researcher's collected data

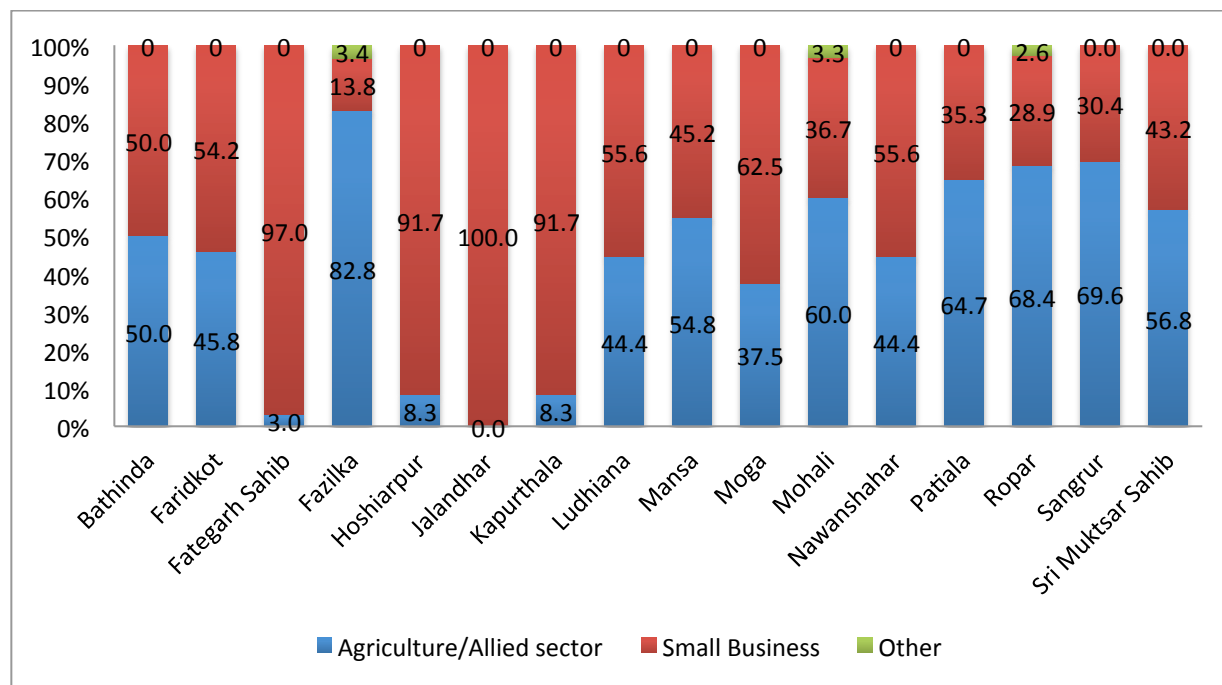
As depicted in the figure 3.19, 50.76% of the total respondents i.e. 233 beneficiaries have taken loan for agricultural and allied purposes. A meagre share of population (one each) invested in other i.e. transport / service / education sector. General term loan scheme of NBCFDC is found to be very popular for persons working in agriculture and allied sector. In most of the districts (except Fazilka, Mohali and Ropar) the loan was taken only for investing in agriculture and allied activities. The following table and chart clearly demonstrate the present status of distribution of beneficiaries across districts and the purpose for which the loan was utilised.

Table 3.4: Purpose of Loan wise Number of Beneficiaries across Different Districts

Districts	Agriculture/ Allied sector	Small Business	Transport	Service	Education	Total
Bathinda	10	10	0	0	0	20
Faridkot	11	13	0	0	0	24
Fatehgarh Sahib	1	32	0	0	0	33
Fazilka	24	4	0	0	1	29
Hoshiarpur	1	11	0	0	0	12
Jalandhar	0	13	0	0	0	13
Kapurthala	1	11	0	0	0	12
Ludhiana	12	15	0	0	0	27
Mansa	23	19	0	0	0	42
Moga	6	10	0	0	0	16
Mohali	18	11	0	1	0	30
Nawanshahr	8	10	0	0	0	18
Patiala	55	30	0	0	0	85
Ropar	26	11	1	0	0	38
Sangrur	16	7	0	0	0	23
Sri Muktsar Sahib	21	16	0	0	0	37
Grand Total	233	223	1	1	1	459

Source: Researcher's collected data

Figure 3.20: Purpose wise Proportion of Beneficiaries across Different Districts



Source: Researcher’s collected data

Surprisingly, in Fazilka only one beneficiary has taken loan for education sector. In Mohali and Ropar loan was taken for investment in service sector and transportation sector respectively by one beneficiary from each district.

Difficulties in getting Loan: A remarkable fact observed during the study is that most of the respondents (96%) said that they didn’t experience much difficulty in getting the loan. The primary difficulty faced by around 4% of the beneficiaries said that they faced problems particularly on account of different legal formalities to be complied with. Due to this, the process of sanctioning the loan was time consuming. Some of the respondents even mentioned that they got the sanction 6-7 months after submitting the application.

Utilization of loan for intended purpose: The beneficiaries have been asked whether they have utilised the amount for the purpose for which they applied the loan or not. The responses revealed that all beneficiaries (100%) used the sanctioned amount for the agreed purpose only. It is noted that most of the beneficiaries applied loan for Dairy farming followed by Carpentry business.

Amount applied: Majority of the respondents applied for loan within the range of one and a half to two lakh. The same was followed by small loans ranging between seventy thousand INR to One lakh.

Table 3.5: Applied Amount wise Proportion of Beneficiaries Across Different District

Districts	70000-100000	100000-1500000	150000-200000	200000-750000
Bathinda	65.0	15.0	20.0	0.0
Faridkot	58.3	16.7	20.8	4.2
Fategarh Sahib	57.6	24.2	18.2	0.0
Fazilka	0.0	7.1	14.3	78.6
Hoshiarpur	8.3	0.0	58.3	33.3
Jalandhar	30.8	7.7	38.5	23.1
Kapurthala	25.0	0.0	75.0	0.0
Ludhiana	29.6	11.1	55.6	3.7
Mansa	21.4	11.9	66.7	0.0
Moga	62.5	12.5	18.8	6.3
Mohali	13.3	6.7	80.0	0.0
Nawanshahr	22.2	16.7	61.1	0.0
Patiala	52.9	11.8	35.3	0.0
Ropar	28.9	31.6	39.5	0.0
Sangrur	13.0	17.4	34.8	34.8
Sri Muktsar Sahib	10.8	10.8	75.7	2.7

Source: Researcher's collected data

As depicted from the above table and chart in Bhatinda (65%), Faridkot (58.3%), Fategarh Sahib (57.6%), Moga (62.5%) and Patiala (52.9%) districts small loans (below one lakh) have been applied. In Fazilka loans for larger amounts (more than two lakh) have been (78.6%) applied.

Amount sanctioned: The analysis of actual loan sanctioned by the Punjab Backward Class Land Development and Finance Corporation shows that around 38% of the sanctioned loan pertains to the category of 1.5-2 lakh followed by around 36% small loans below to the value of one lakh. The following table summarises the same.

Table3.6: Sanctioned Amount wise Number of Beneficiaries across Different District

Districts	70000-100000	100000-1500000	150000-200000	200000-750000
Bathinda	13	3	4	0
Faridkot	16	6	2	0
Fatehgarh Sahib	20	8	5	0
Fazilka	0	3	6	20
Hoshiarpur	1	2	8	1
Jalandhar	4	1	5	3
Kapurthala	3	0	9	0
Ludhiana	11	3	12	1
Mansa	9	5	28	0
Moga	10	2	3	1
Mohali	4	7	19	0
Nawanshahr	7	2	9	0
Patiala	46	24	15	0

Ropar	12	13	13	0
Sangrur	4	5	8	6
Sri Muktsar Sahib	5	4	28	0
Grand Total	165	88	174	32

Source: Researcher's collected data

In Fazilka district loan worth of more than 2 lakh has been sanctioned to 20 out of 29 total beneficiaries of the district. In Sangrur and Jalandhar district also 26% and 23% of the total beneficiaries of the respective regions were sanctioned large loans. In Bhatinda, Faridkot, Fatehgarh Sahib, Moga and Patiala majority of the small loans worth of less than one lakh was sanctioned.

Status of Loan Repayment: Most of the beneficiaries repay the loan amount regularly (Table 3.7). The analysis of repayment schedule revealed the mismatch of agreed and actual payment schedule on a small scale.

Table 3.7: Loan Repayment wise Number of Beneficiaries across Different Districts

Districts	Regular	Irregular	Defaulter	Total Beneficiaries
Bathinda	20	0	0	20
Faridkot	24	0	0	24
Fatehgarh Sahib	33	0	0	33
Fazilka	29	0	0	29
Hoshiarpur	12	0	0	12
Jalandhar	13	0	0	13

Kapurthala	12	0	0	12
Ludhiana	26	1	0	27
Mansa	42	0	0	42
Moga	16	0	0	16
Mohali	24	3	3	30
Nawanshahr	18	0	0	18
Patiala	85	0	0	85
Ropar	38	0	0	38
Sangrur	23	0	0	23
Sri Muktsar Sahib	37	0	0	37
Grand Total	452	4	3	459

Source: Researcher's collected data

In the Mohali district three beneficiaries reported to be irregular and three more observed to be defaulters. In district Ludhiana also one case has been reported to be irregular.

Reason for Irregularity/ Defaulter: Five respondents mentioned that they couldn't pay the amount due to the failure of their business. One respondent mentioned personal problem as a root cause for the irregularity in the payment. One mentioned asset loss as the responsible factor for non-regular repayment of the loan.

Surety given for Loan: All beneficiaries have mortgaged their property as a security of loan repayment.

Employment given to others: Majority of the loan was taken for dairy farming and not much employment has been generated through the scheme. Out of 459 beneficiaries around 14% beneficiaries contributed to employment generation. The district-wise results noted that

most of the employment has been generated in Fatehgarh Sahib followed by Patiala, Mansa, Moga and Sangrur.

Sufficiency of Loan Amount: The loan amount sanctioned by the state channelizing agency under the term loan scheme of NBCFDC was found to be sufficient by most (81%) of the beneficiaries. Table 3.8 depicts the number of beneficiaries across different districts.

Table3.8: Number of Beneficiaries across Different Districts Indicating Sufficiency/Insufficiency of Loan

Districts	Sufficient	Insufficient	Total
Bathinda	20	0	20
Faridkot	24	0	24
Fategarh Sahib	31	2	33
Fazilka	23	6	29
Hoshiarpur	12	0	12
Jalandhar	6	7	13
Kapurthala	5	7	12
Ludhiana	24	3	27
Mansa	42	0	42
Moga	16	0	16
Mohali	29	1	30
Nawanshahr	17	1	18
Patiala	52	33	85
Ropar	23	15	38
Sangrur	20	3	23
Sri Muktsar Sahib	27	10	37
Total	371	88	459

Source: Researcher's collected data

All of the beneficiaries of five districts namely Bathinda, Faridkot, Hoshiarpur, Mansa and Moga found the amount of loan to be sufficient for their purposes. However in rest districts, some beneficiaries remarked that the amount of loan was not sufficient for their purposes.

II. SATISFACTION FROM THE DIFFERENT FACILITIES / SERVICES

The respondents rated their satisfaction level from different services / facilities extended by the Punjab Backward Class Land Development Corporation to them. They ranked their satisfaction level for the different parameters including loan scheme, assistance and guidance provided by SCA, interest rates, loan sanctioning system, disbursement system, behaviour of the employees during the lending process, size of monthly instalments, repayment period, time taken for loan approval, easy query handling and overall services. They ranked satisfaction level at 5 point Likert scale where 1 expresses the highly satisfaction level, 2 denotes that they are satisfied, 3 shows that neither they are satisfied to the specific service nor they are dissatisfied. The dissatisfaction has been expressed through 4 and respondents were asked to mark 5 if they are highly dissatisfied on a specific variable. The following table exhibits the descriptive statistics of the satisfaction level.

Table3.9: Level of Satisfaction towards Different Services Offered by PBCLDFC

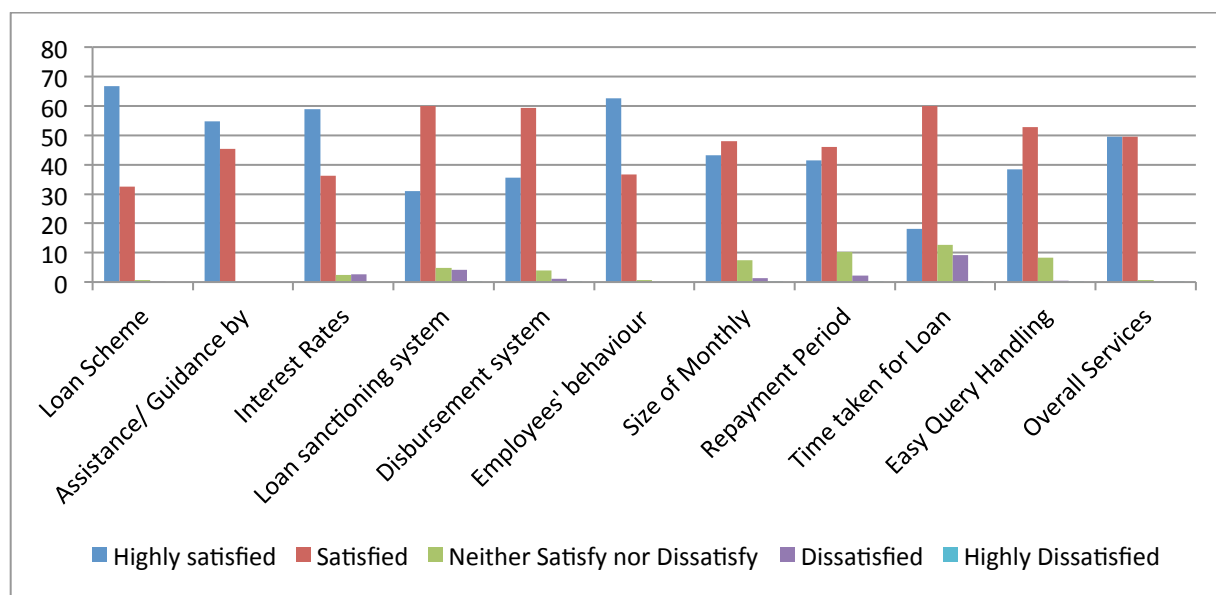
Variables	Average	Standard Deviation
Loan Scheme	1.34	0.502
Assistance/ Guidance by SCA	1.45	0.498
Interest Rates	1.49	0.675
Loan sanctioning system	1.83	0.717
Disbursement system	1.71	0.613
Employee's Behaviour	1.38	0.499
Size of Monthly installments	1.68	0.688
Repayment Period	1.74	0.746
Time taken for Loan Approval	2.14	0.822

Easy Query Handling	1.71	0.650
Overall Services	1.52	0.550

Source: Researcher's collected data

It has been observed that on average beneficiaries expressed high satisfaction level on four services extended by Punjab Backward Class Land Development Corporation viz., loan scheme, assistance/ guidance by SCA, interest rates and employees' behavior. The beneficiaries are satisfied with rest of the services / facilities. It is interesting to note that few beneficiaries have shown their extreme dissatisfaction to seven variables viz., loan sanctioning system, disbursement system, size of monthly instalments, repayment period, time taken for loan approval, easy query handling and overall services. The highest variance was observed in respect of time taken for loan approval. Figure 3.21 and Table 3.10 show the number and percentage of beneficiaries with respect to their satisfaction level to particular variable.

Figure 3.21: Satisfaction Level



Source: Researcher's collected data

Table3.10: Percentage of Beneficiaries with respect to their satisfaction level

Variables	Highly satisfied	Satisfied	Neither Satisfy nor Dissatisfied	Dissatisfied	Highly Dissatisfied
Loan Scheme (LS)	66.7	32.5	0.7	0.2	0
Assistance/ Guidance by SCA (A)	54.7	45.3	0	0	0
Interest Rates (IR)	58.8	36.2	2.4	2.6	0.0
Loan sanctioning system (LSS)	30.9	59.9	4.8	4.1	0.2
Disbursement system (DS)	35.5	59.3	3.9	1.1	0.2
Employees' behavior (EB)	62.7	36.6	0.7	0	0
Size of Monthly installments (SMI)	43.1	47.9	7.4	1.3	0.2
Repayment Period (RP)	41.4	46.0	10.2	2.2	0.2
Time taken for Loan Approval (T)	18.1	59.9	12.6	9.2	0.2
Easy Query Handling (EQH)	38.3	52.7	8.3	0.4	0.2
Overall Services (OS)	49.5	49.5	0.7	0.2	0.2

Source: Researcher's collected data

Around 2/3rd of the beneficiaries found to be highly satisfied with loan scheme. The same was followed by satisfaction with the employee's behavior, which represents sound human resource management system by SCA. The highly dissatisfactory variable for the beneficiaries has been identified as the time taken for the approval of the loan. This calls for the immediate intervention on the part of authorities. The next was loan-sanctioning system whereby 4% respondents expressed their high level of dissatisfaction. None of the respondent has shown any dissatisfaction to the assistance/ guidance by state channelizing agency. Table 3.11 shows the correlation of overall satisfaction with other variables.

Table 3.11: Correlation of Overall satisfaction with Different Variables

Variables	Correlation
Loan Scheme (LS)	0.469
Assistance/ Guidance by SCA (A)	0.480
Interest Rates (IR)	0.235
Loan sanctioning system (LSS)	0.428
Disbursement system (DS)	0.285
Employees' behavior (EB)	0.422
Size of Monthly installments (SMI)	0.132
Repayment Period (RP)	0.057
Time taken for Loan Approval (T)	0.215
Easy Query Handling (EQH)	0.198

Source: Researcher's collected data

As is clearly evident from the above table, overall satisfaction has good correlation with the assistance provided by SCA followed by loan schemes, loan sanctioning system and employee's behavior. It was observed that repayment period followed by size of monthly installments doesn't have good correlation with overall satisfaction probably due to reason that respondents know that state channelizing agency doesn't have any control to regulate these variables.

III. IMPACT OF DIFFERENT SCHEMES ON BENEFICIARIES

The study also looked into the impact of different schemes on beneficiaries. The respondents have been asked to rank the impact of specific variables on account of availing the loan scheme of NBCFDC. The selected variables include participation in social service activities, better schooling of the children, social recognition in the society, participation in organized activities, better access to the health facilities, food consumption pattern, clothing status, better access of financial resources, asset creation, savings rate, standard of living and minimized family indebtedness. The beneficiaries have been asked to mark 1 if they have experienced notable

increment, 2 moderate increment, 3 unchanged, 4 moderate decrease and 5 if they think that there is a notable decrease in the variable after availing the loan scheme.

Table3.12: Descriptive Statistics of variables

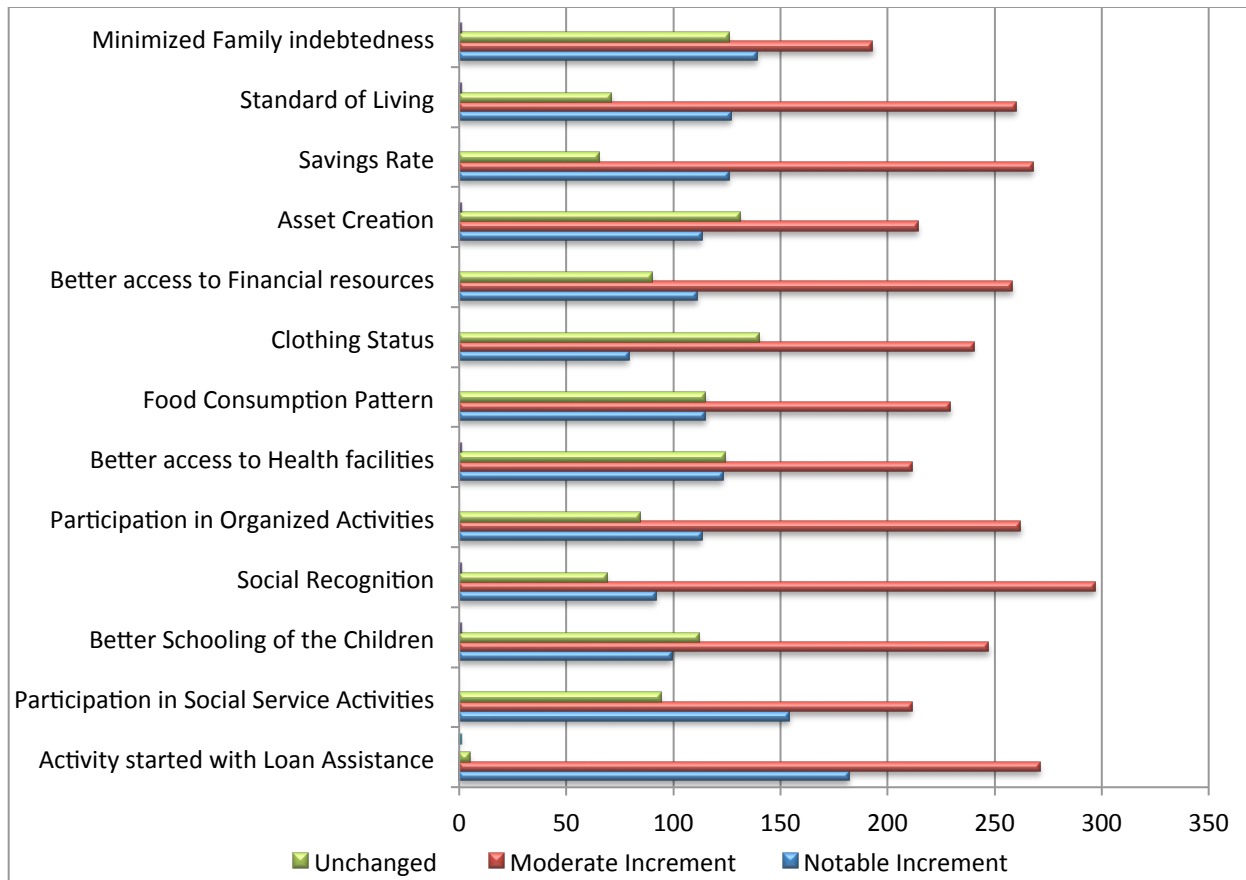
Variables	Average	Standard Deviation	Minimum	Maximum
Activity started with Loan Assistance	1.621	0.533	1	5
Participation in Social Service Activities	1.869	0.724	1	3
Better Schooling of the Children	2.033	0.684	1	4
Social Recognition	1.954	0.598	1	4
Participation in Organized Activities	1.937	0.653	1	3
Better access to Health facilities	2.007	0.740	1	4
Food Consumption Pattern	2.000	0.709	1	3
Clothing Status	2.133	0.679	1	3
Better access to Financial resources	1.954	0.661	1	3
Asset Creation	2.044	0.735	1	4
Savings Rate	1.867	0.632	1	3
Standard of Living	1.882	0.654	1	4
Minimized Family indebtedness	1.976	0.766	1	4

Source: Researcher's collected data

On an average the respondents of PBCLDFC seem to be satisfied with the services provided by the PBCLDFC and reported notable increment in different variables studied through questionnaire. The variable clothing status followed by asset creation, better schooling and better access to financial resources observed to get least satisfaction level. Further the average scores of

these variables are more than 2, which portray the scope of improvement. NBCFDC may think of enhancing the credit limit so that the basic needs of needy section can be properly addressed. The following Figure 3.22 and Table 3.13 present the number and percentage of beneficiaries with respect to their perception regarding overall impact of the loan schemes of NBCFDC.

Figure 3.22: Overall impact of scheme



Source: Researcher's collected data

Table3.13: Percentage of Beneficiaries with respect to their Perception for Impact of Schemes

Variables	Notable Increase	Moderate Increase	Unchanged	Moderate Decline
Activity started with Loan Assistance (AS)	39.7	59.0	1.1	0.0
Participation in Social Service Activities (PS)	33.6	46.0	20	0
Better Schooling of the Children (SC)	21.6	53.8	24.4	0.2
Social Recognition (SR)	20.0	64.7	15.0	0.2
Participation in Organized Activities (PO)	24.6	57.1	18.3	0.0
Better access to Health facilities (HF)	26.8	46.0	27.0	0
Food Consumption Pattern (FC)	25.1	49.9	25.1	0.0
Clothing Status (CS)	17.2	52.3	30.5	0.0
Better access to Financial resources (FR)	24.2	56.2	19.6	0.0
Asset Creation (AC)	24.6	46.6	28.5	0.2
Savings Rate (SR)	27.5	58.4	14.2	0.0
Standard of Living (SL)	27.7	56.6	15.5	0.2
Minimized Family indebtedness (FD)	30.3	42.0	27.5	0.2

Source: Researcher's collected data

None of the beneficiary experienced any notable decline in their socio-economic status as measured by different variables after availing the loan from NBCFDC. Beneficiaries of the schemes observed notable increment in respect of activity starting with loan assistance followed by social service participation, minimized family indebtedness, standard of living and savings rate. Table 3.14 shows the correlation among variables.

Table 3.14: Correlation among satisfaction level to Different Variables

	AS	PS	SC	SR	PO	HF	FC	CS	FR	AC	SR	SL	FD
AS	1												
PS	0.39	1											
SC	0.40	0.71	1										
SR	0.28	0.57	0.47	1									
PO	0.34	0.62	0.53	0.61	1								
HF	0.39	0.66	0.71	0.55	0.67	1							
FC	0.27	0.55	0.56	0.46	0.47	0.61	1						
CS	0.28	0.56	0.60	0.46	0.49	0.65	0.72	1					
FR	0.37	0.57	0.57	0.57	0.61	0.66	0.53	0.55	1				
AC	0.34	0.62	0.64	0.58	0.53	0.67	0.62	0.63	0.63	1			
SR	0.30	0.52	0.44	0.45	0.46	0.46	0.35	0.42	0.57	0.53	1		
SL	0.25	0.39	0.50	0.45	0.44	0.54	0.41	0.49	0.58	0.51	0.63	1	
FD	0.26	0.42	0.49	0.29	0.36	0.49	0.53	0.43	0.42	0.50	0.31	0.42	1

Source: Researcher's collected data

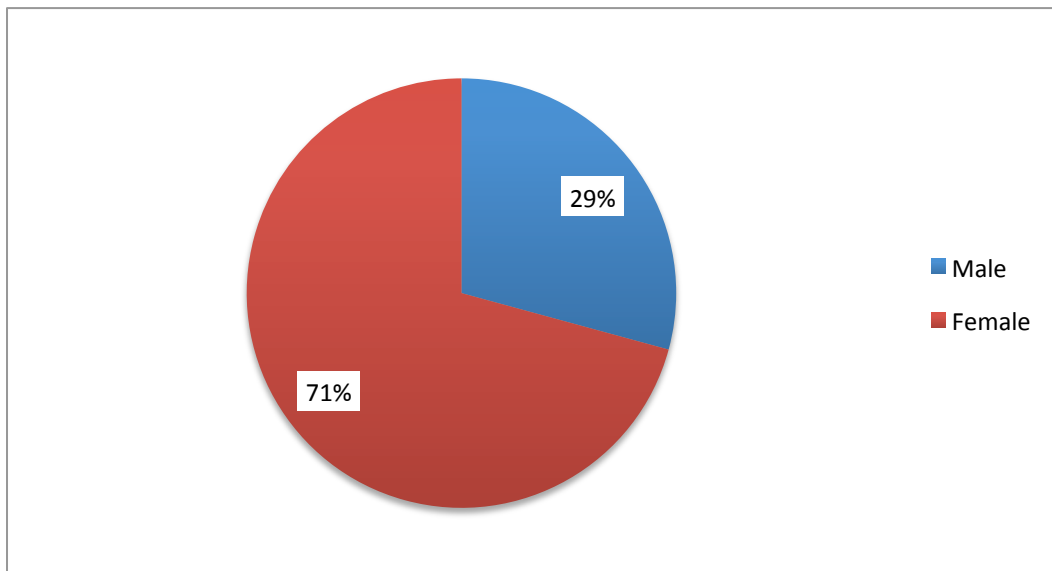
The correlation among different variables found to be between moderate to high degree. All variables were found to be positively correlated with each other.

ANALYSIS OF DATA COLLECTED FROM THE BENEFICIARIES OF PGB

I. SOCIO-ECONOMIC STATUS OF THE BENEFICIARIES

Gender: It was noticed that majority (around 71%) of the beneficiaries availing the benefits of term loan scheme are women. The women beneficiaries were in majority across different districts (except for Pathankot). In Pathankot 51.43% of beneficiaries are men. The finding calls for the action on the part of channelizing agencies to make women aware in Pathankot to access benefits from various schemes of NBCFDC. The results acknowledge widespread of different women centric schemes by Punjab Gramin Bank. The figure 3.23 depicts the gender distribution of the beneficiaries.

Figure 3.23: Gender-wise Proportions of Beneficiaries



Source: Researcher's collected data

Table 3.15: Gender wise Distribution of Beneficiaries across Different Districts

District	Male (%)	Female (%)
Amritsar	41.67	58.33
Fazilka	23.81	76.19
Ferozepur	40.00	60.00
Gurdaspur	31.71	68.29
Hoshiarpur	9.80	90.20
Jalandhar	22.73	77.27
Kapurthala	31.25	68.75
Moga	25.00	75.00
Mohali	18.75	81.25
Pathankot	51.43	48.57
Ropar	24.00	76.00
SBS Nagar Nawanshahr	30.00	70.00
Tarn Taran	30.00	70.00

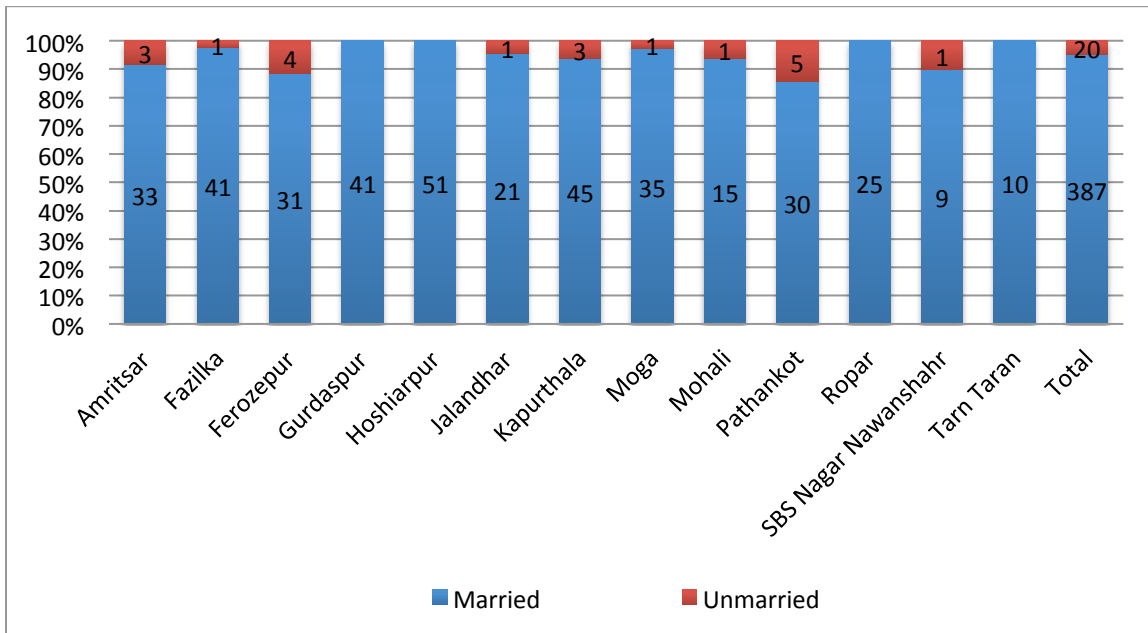
Source: Researcher's collected data

The district-wise analysis reveals that in Hoshiarpur women-centric schemes are highly popular followed by Mohali, Fazilka and Ropar. It is only in Pathankot the number of men beneficiaries is more than number of women beneficiaries.

Age: Majority of the population belongs to middle age group ranging from 35-40 years and also 45-50 age groups. The highest aged beneficiary belongs to Patiala followed by Fazilka district. The lowest aged group person belongs to Ropar district.

Marital Status: The majority of the population was married. All respondents were married particularly in Gurdaspur, Hoshiarpur, Ropar and TaranTaran. Highest unmarried population found to be in Pathankot district. The distribution of respondents on the basis of marital status across different districts is shown in figure 3.24.

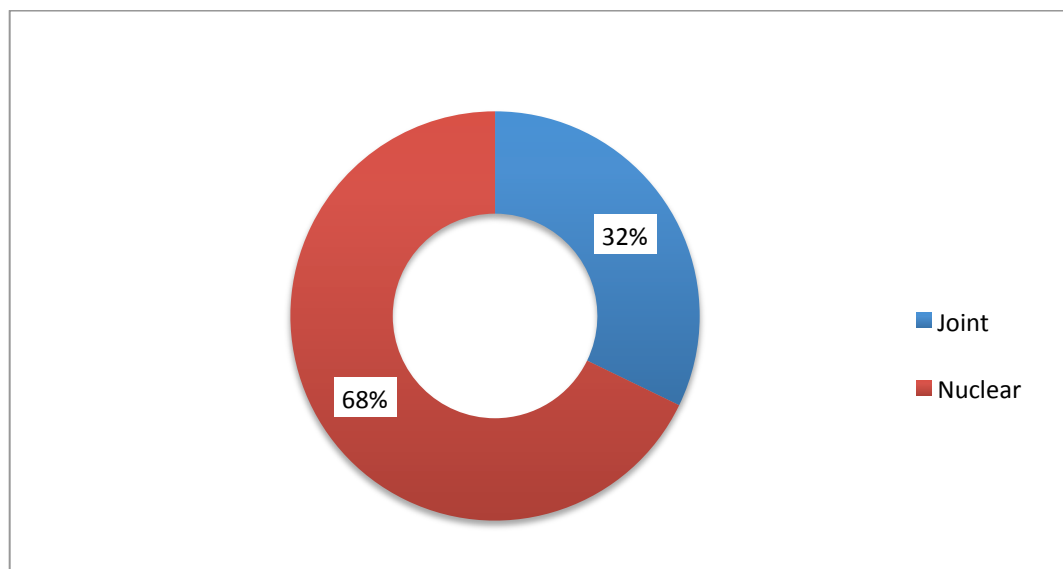
Figure 3.24: Marital Status-wise distribution of beneficiaries across different districts



Source: Researcher’s collected data

Nature of Family: More than 68% of the beneficiaries have nuclear families (Figure 3.25 and Table 3.16).

Figure 3.25: Nature of Family wise Proportion of Beneficiaries



Source: Researcher's collected data

Most of the beneficiaries belong to nuclear family system. The percentage is 94.1%, 92% and 90% in Hoshiarpur, Ropar and Tarn Taran districts respectively.

Table 3.16: Nature of Family wise distribution of beneficiaries across different districts

District	Joint	Nuclear
Amritsar	14	22
Fazilka	7	35
Ferozepur	32	3
Gurdaspur	12	29
Hoshiarpur	3	48
Jalandhar	7	15
Kapurthala	8	40

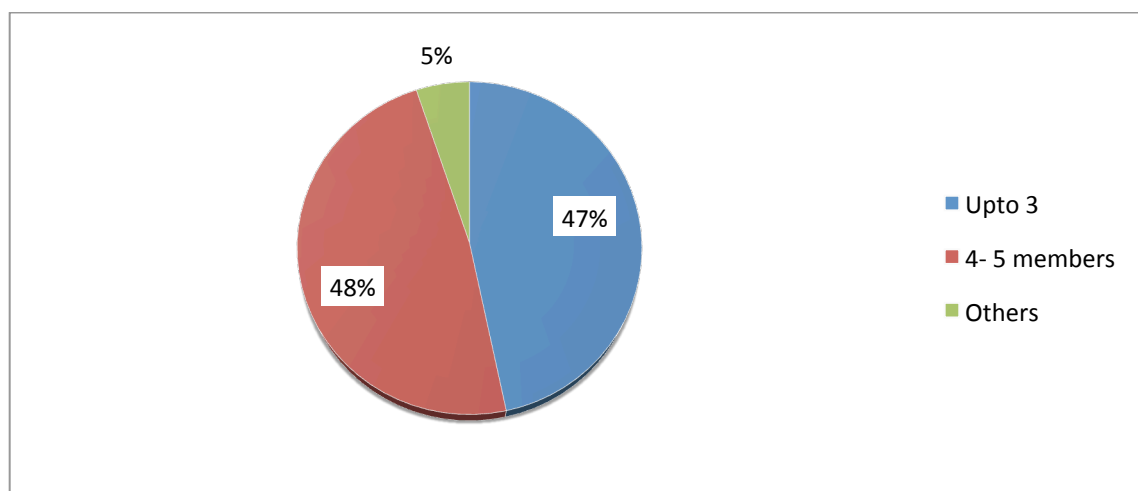
Moga	6	30
Mohali	16	0
Pathankot	15	20
Ropar	2	23
SBS Nagar Nawanshahr	8	2
Tarn Taran	1	9
Grand Total	131	276

Source: Researcher's collected data

As depicted in the table, only in two districts, Nawanshahr (80%) and Ferozepur (91.4%) majority of the beneficiaries belong to joint families. In rest of the districts, more than 50% of the respondents have nuclear family system.

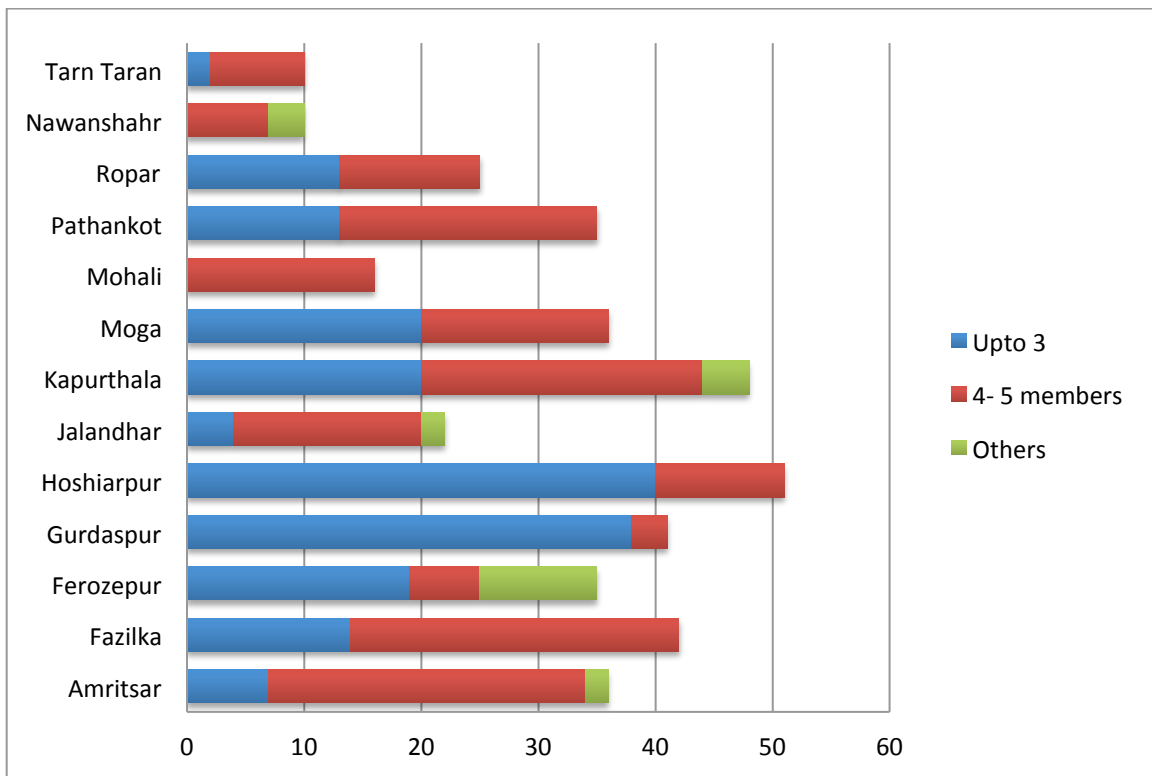
Size of Family: Unlike the sample taken from the previous bank, the beneficiaries of Punjab Gramin Bank have comparatively smaller size of family (Figure 3.26). 48% of the population has 4-5 members in the family and 47% population has only up to three members in their family.

Figure 3.26: Size of Family wise Proportions of Beneficiaries



Source: Researcher's collected data

Figure 3.27: Size of Family wise distribution of beneficiaries across different districts

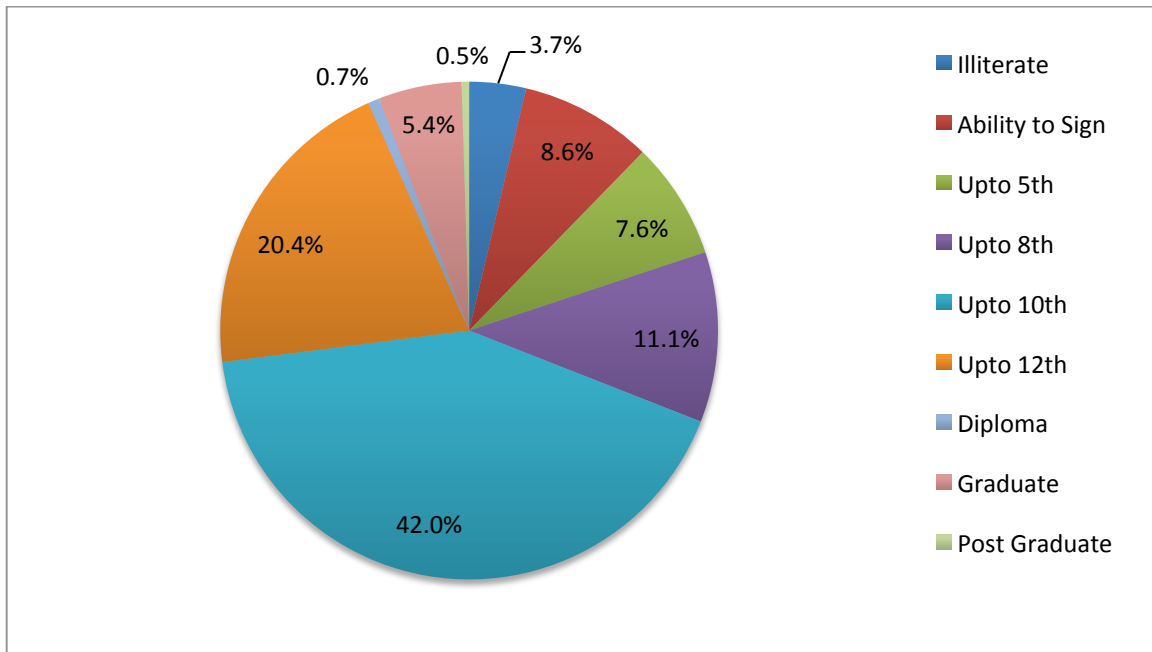


Source: Researcher's collected data

As shown in the above figure, the beneficiaries from Ferozepur and Kapurthala districts have large family size whereas beneficiaries from Hoshiarpur district mostly have small size family.

Education Level: Most of the beneficiaries were literate and majority of them were high school (10th standard) passed. Fairly large number of beneficiaries was intermediate passed. It is interesting to note that 8.6% of the population has completed graduation. The following figure 3.35 depicts the educational level of respondents.

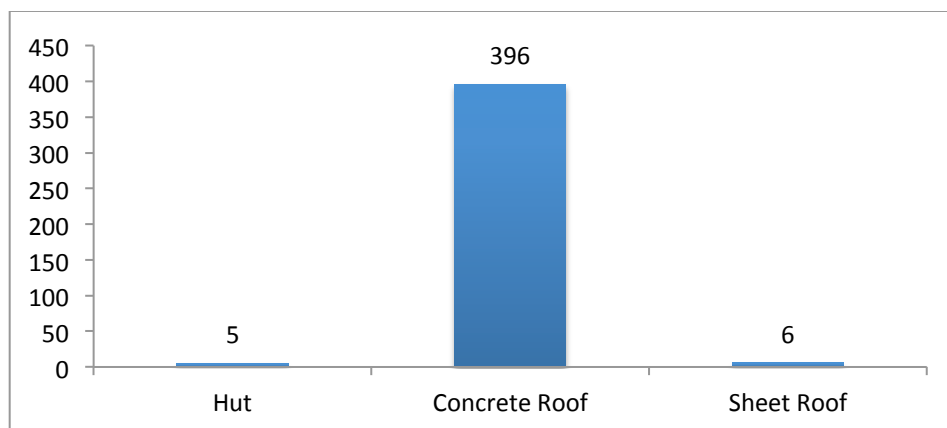
Figure 3.28: Educational Level wise Proportion of Beneficiaries



Source: Researcher's collected data

Nature of House Occupied: The respondents have been enquired about the types of houses in which they reside. They have been asked whether they live in huts or have concrete or sheet roof over their houses. Around 97.3% of the beneficiaries have houses with concrete roof and 1.5% of them have houses with sheet roof (Figure 3.29).

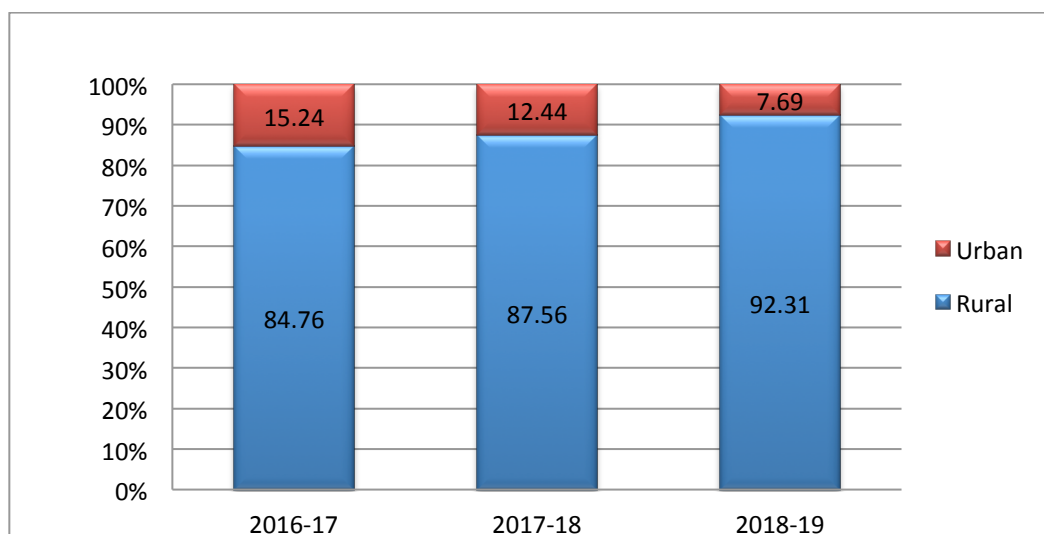
Figure 3.29: Nature of House wise Number of Beneficiaries



Source: Researcher's collected data

Residential status: The geographical distributions of respondents revealed that majority of beneficiaries are from rural region. The year wise analysis of the collected data reported that the average share of urban beneficiaries has increased from 25 in the year 2016-17 to 27 in the year 2017-18. But in the year 2018-19 most of the beneficiaries were observed to be residing in rural sector. The following Figure 3.30 represents the share of beneficiaries region wise across different years.

Figure 3.30: Region-wise Proportion of beneficiaries in Different Years



Source: Researcher's collected data

It was observed that in some of districts like Hoshiarpur, Mohali, Pathankot and TaranTaran all the beneficiaries reside in rural areas. The table 3.17 gives the residential background of different beneficiaries across different districts.

Table 3.17: Region-wise Number of beneficiaries across Different Districts

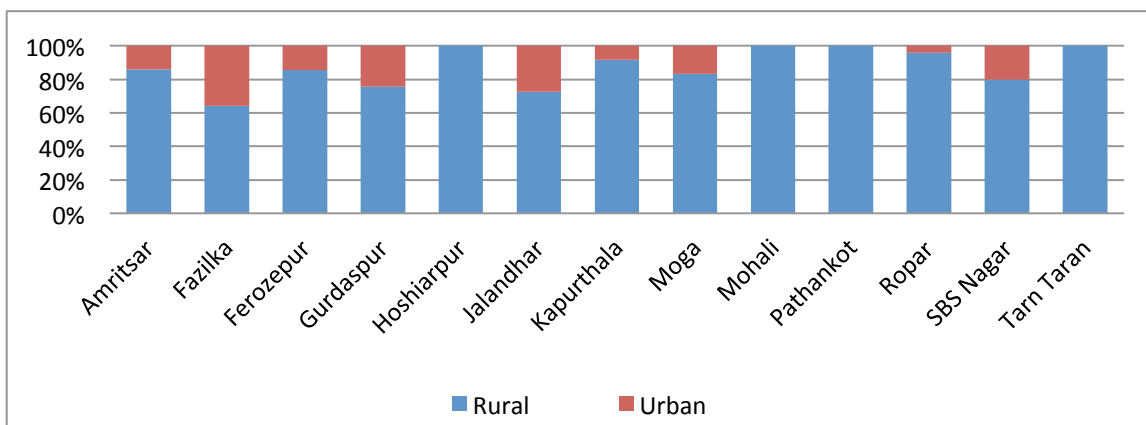
District	Rural	Urban
Amritsar	31	5
Fazilka	27	15
Ferozepur	30	5

Gurdaspur	31	10
Hoshiarpur	51	0
Jalandhar	16	6
Kapurthala	44	4
Moga	30	6
Mohali	16	0
Pathankot	35	0
Ropar	24	1
Nawanshahr	8	2
Tarn Taran	10	0
Grand Total	353	54

Source: Researcher's collected data

In Fazilka and Gurdaspur a reasonable number of beneficiaries reside in urban region. Like PBCLDFC, Punjab Gramin Bank is also successful in catering to the needs of a large chunk of rural population.

Figure 3.31: Region-wise Proportion of beneficiaries across Different Districts

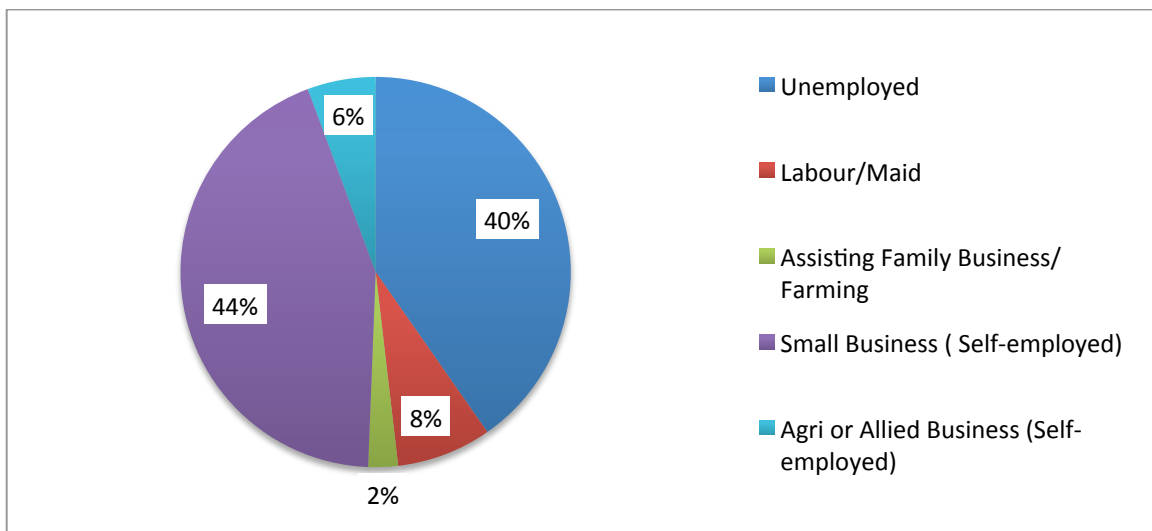


Source: Researcher's collected data

The results call for a need to motivate urban residents of Hoshiarpur, Mohali, Pathankot and TaranTaran to avail the scheme.

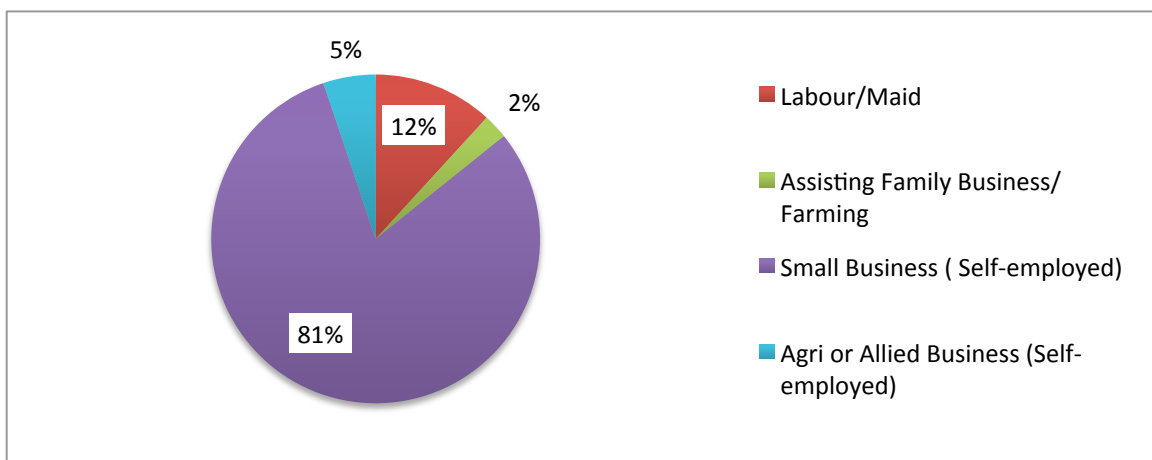
Occupational Changes: A remarkable change in the occupation has been observed in the study. The schemes of NBCFDC reduced the unemployment problem in the region. It was noticed that the 40.3% of respondents was unemployed before availing the scheme but all became self-employed after availing the benefits of the scheme. Figure 3.32 and figure 3.40 depicts the occupational changes brought by the scheme.

Figure 3.32: Occupation wise Proportion of Beneficiaries (Before Loan)



Source: Researcher's collected data

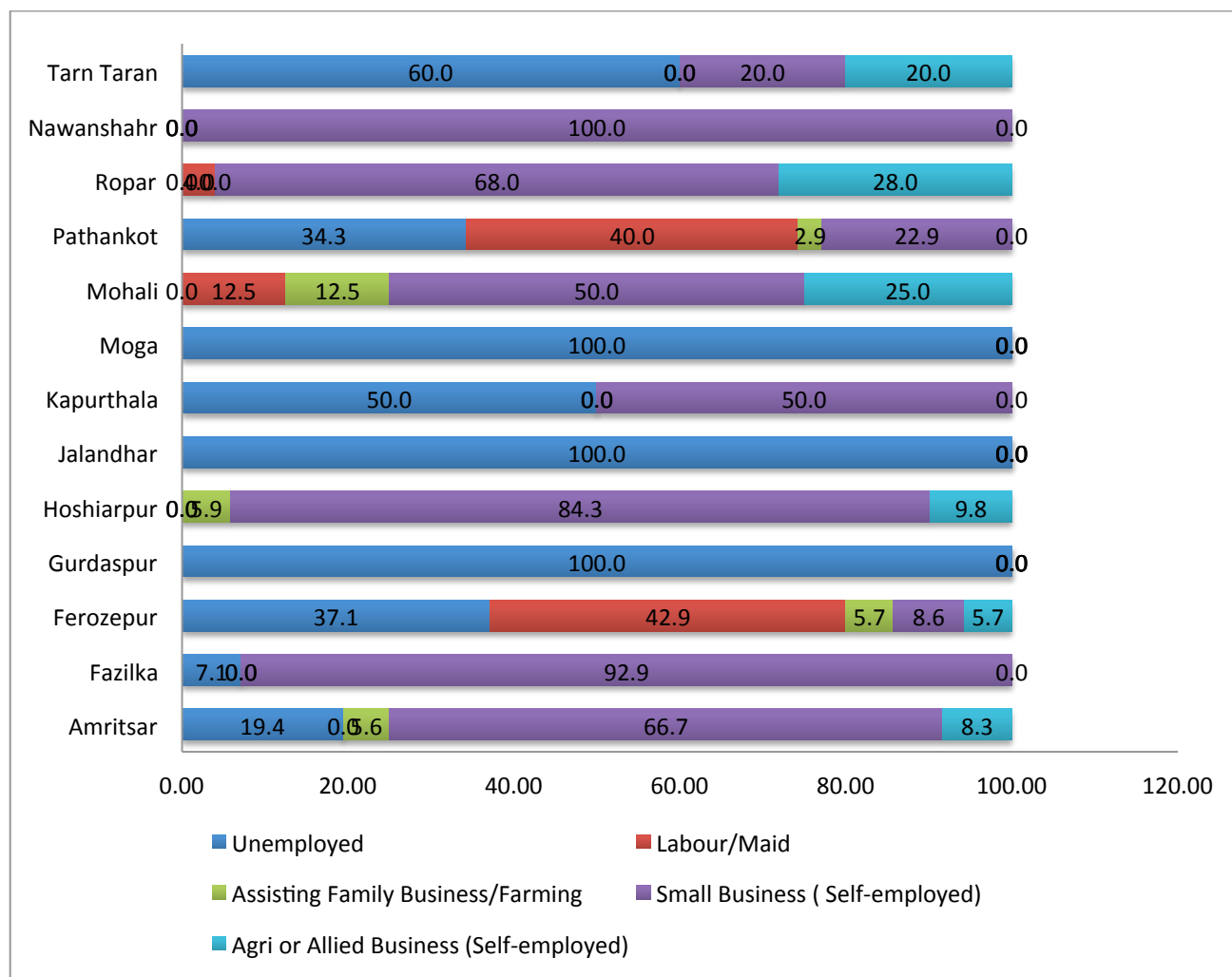
Figure 3.33: Occupation wise Proportion of Beneficiaries (After Loan)



Source: Researcher's collected data

As depicted in the figures, the share of population engaged in agri./allied business has shown a slight decline from 6% to 5%. Further prior to availing the benefits only 178 of the total beneficiaries i.e. around 44% of respondents were entrepreneurs and used to conduct their own small business whereas after availing the benefits 328 i.e. 81% of the beneficiaries started their own businesses.

Figure 3.34: Occupation wise Proportion of Beneficiaries across Different Districts (Before Loan)

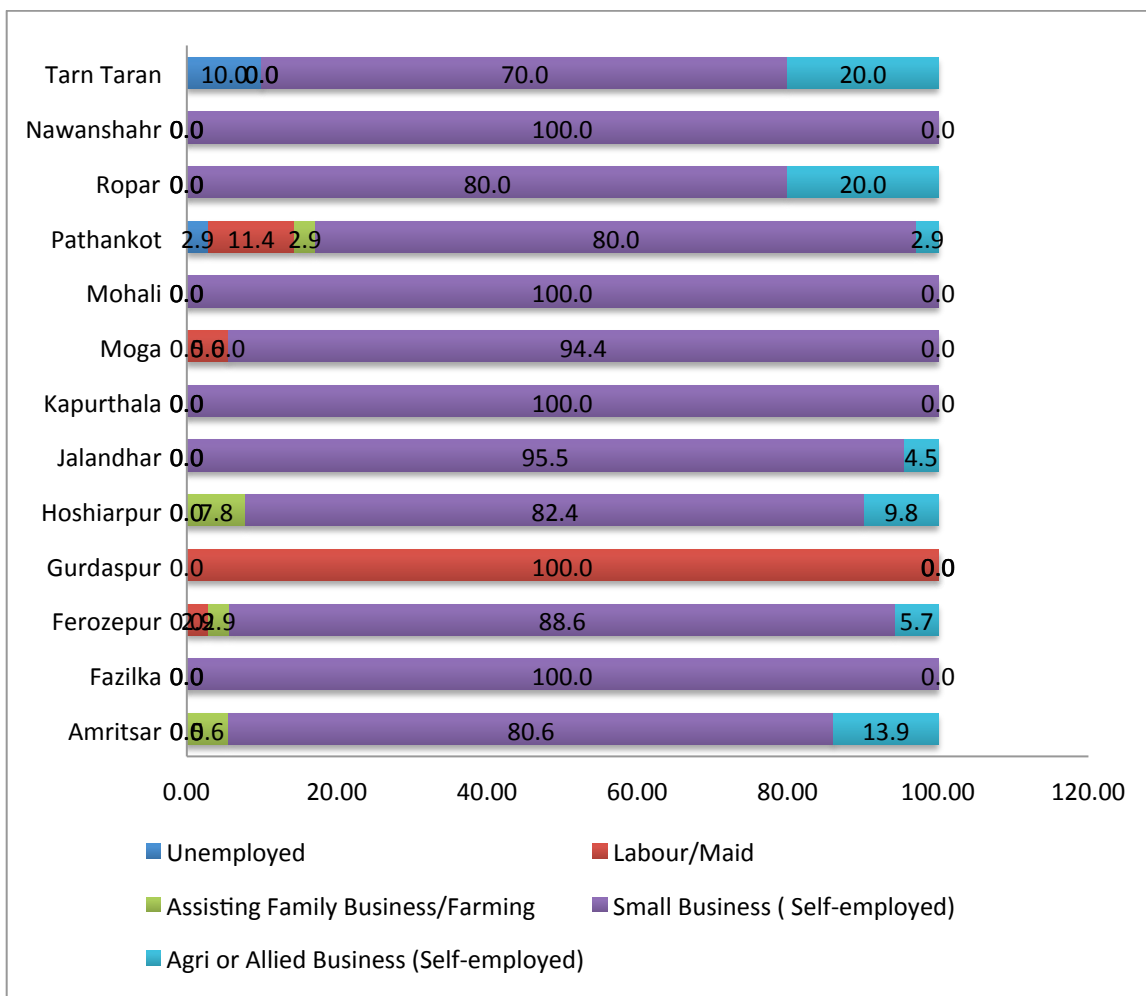


Source: Researcher’s collected data

The results reveal that all the beneficiaries of Gurdaspur, Jalandhar and Moga were unemployed before availing the benefits of loan schemes of NBCFDC. The same was followed by Tarn Taran

(60%), Kapurthala (50%), Ferozepur (37%), Pathankot (34%), Amritsar (19%) and Fazilka (7%). In remaining four districts, all respondents were employed.

Figure 3.35: Occupation wise Proportion of Beneficiaries across Different Districts (After Loan)



Source: Researcher's collected data

As depicted from the above figure, there has been tremendous fall in the level of unemployment level in different districts of Punjab. In all districts (except two districts Tarn Taran and Pathankot) the number of unemployed beneficiaries reduced to zero. In Gurdaspur where all respondents were unemployed learnt some skill and started to serve as labourer / maid. Further a significant improvement has been observed in the proportion of beneficiaries running small business particularly in Nawanshahr, Moga and Fazilka.

General Observations: All beneficiaries have saving bank accounts and Aadhar Cards. Most of them have linkage of mobile and Aadhar number which indicates awareness of beneficiaries about the government norms.

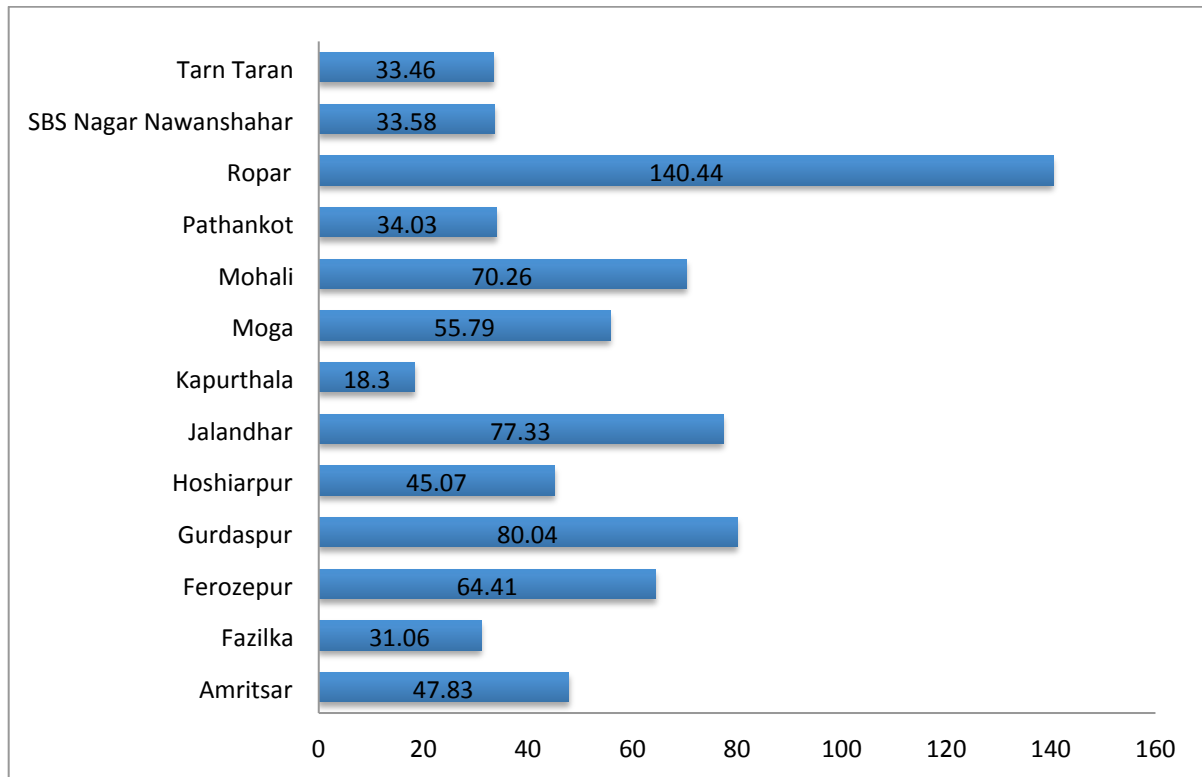
Average Annual Family Income: The average annual family income of beneficiaries increased after obtaining the loan from the corporation. The maximum change was observed in Ropar district where the average income level rose from by 140.44%. The same was followed by Gurdaspur (80.04%), Jalandhar (77.33%) and Mohali (70.26%). The least change was observed in district Kapurthala which was 18.30%. The same was followed by Fazilka (31.06%), Nawanshahr and Tarn Taran. But the results were lesser encouraging in comparison of PBLDC. The results are presented in the following table and chart.

Table 3.18: Average Annual Family Income of Beneficiaries across Different Districts

Districts	Average Annual Family Income (before loan)	Average Annual Family Income(after loan)	% Change
Amritsar	104528	154528	47.83
Fazilka	77048	100976	31.06
Ferozepur	80434	132243	64.41
Gurdaspur	81244	146268	80.04
Hoshiarpur	113020	163961	45.07
Jalandhar	107682	190955	77.33
Kapurthala	77979	92250	18.30
Moga	39333	61278	55.79
Mohali	78188	133125	70.26
Pathankot	90171	120857	34.03
Ropar	79520	191200	140.44
SBS Nagar Nawanshahr	79500	106200	33.58
Tarn Taran	162600	217000	33.46

Source: Researcher's collected data

Figure 3.36: Proportion of Increase in Average Annual Family Income across Different Districts

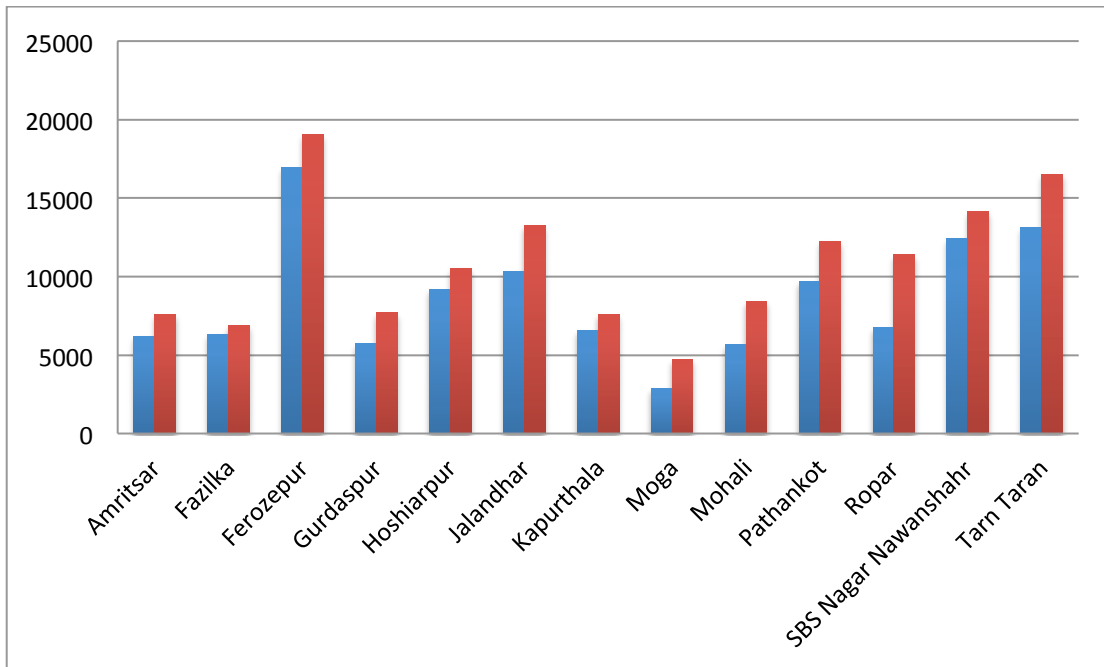


Source: Researcher’s collected data

In all the districts, there has been increase in the average family income after availing the loan schemes of NBCFDC. In district Ropar average annual family income rose by around 140%. The same was followed by remarkable increase in Gurdaspur, Jalandhar and Mohali.

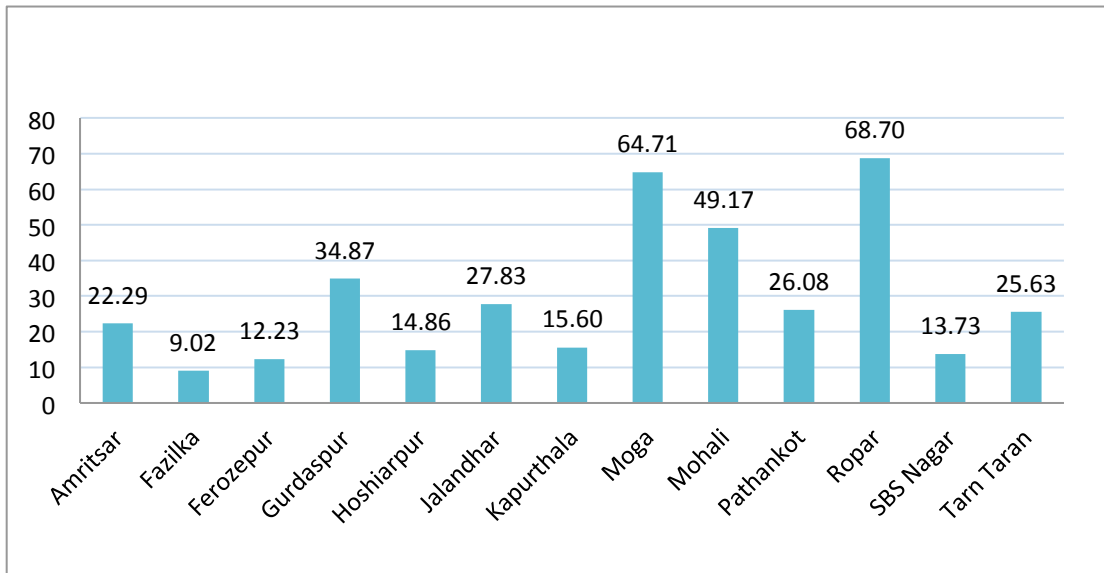
Average Monthly Expenditure: The study observed that scheme successfully uplifted the living standards of the beneficiaries as is evident by increase in average monthly expenditure after availing the benefits of loan scheme. It has been found that Ropar district reported maximum increment from INR 6744 to INR 11380. The same was followed by Moga. The least change (9%) was observed in Fazilka district followed by Ferozepur and Nawanshahr. Figure 3.37 depicts the growth of average monthly expenditure in different districts. The blue bar represents the average family expenditure before taking loan and red bars represents the average family expenditure after taking loan.

Figure 3.37: Average Monthly Family Expenditure across Different Districts



Source: Researcher’s collected data

Figure 3.38: Proportion of Increase in Average Monthly Family Expenditure across Different Districts



Source: Researcher’s collected data

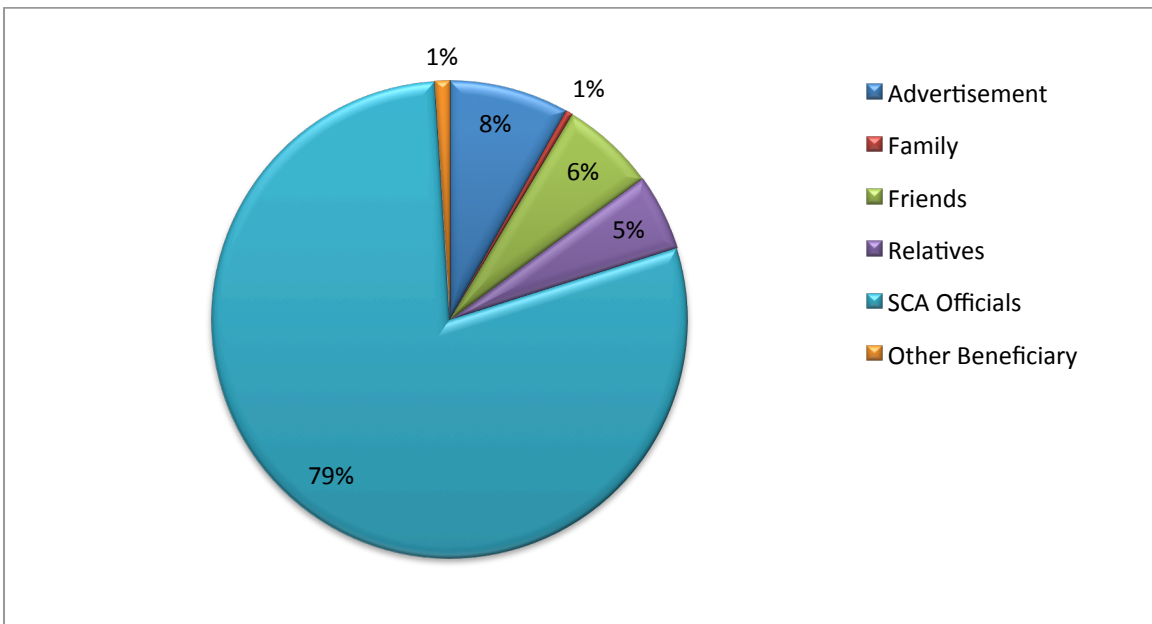
As revealed by the above figures, there is notable rise in the average monthly family expenditure across all districts. Here it is important to note that the proportion rise in expenditure is less than the proportion increase in family income of the beneficiaries which is a positive sign as it clearly shows improvement in the standard of living of the beneficiaries.

II. SCHEME RELATED INFORMATION

Name of the scheme: The respondents of Punjab Gramin Bank availed all schemes i.e. General Term Loan, New Swarnima Scheme and Mahila Samriddhi Yojna as offered by the bank. Out of 2471 beneficiaries 828 availed Term Loan scheme, 826 availed New Swarnima Scheme and 817 availed Mahila Samriddhi Yojna. So PGB successfully popularised all schemes in different districts.

Source to know about the Scheme: As regards the source of information about the schemes of NBCFDC, most of the respondents (around 79%) gave the credit to State Channelizing Agency’s officials. The following figure 3.39 shows the share of different sources which have been relied upon by the respondents.

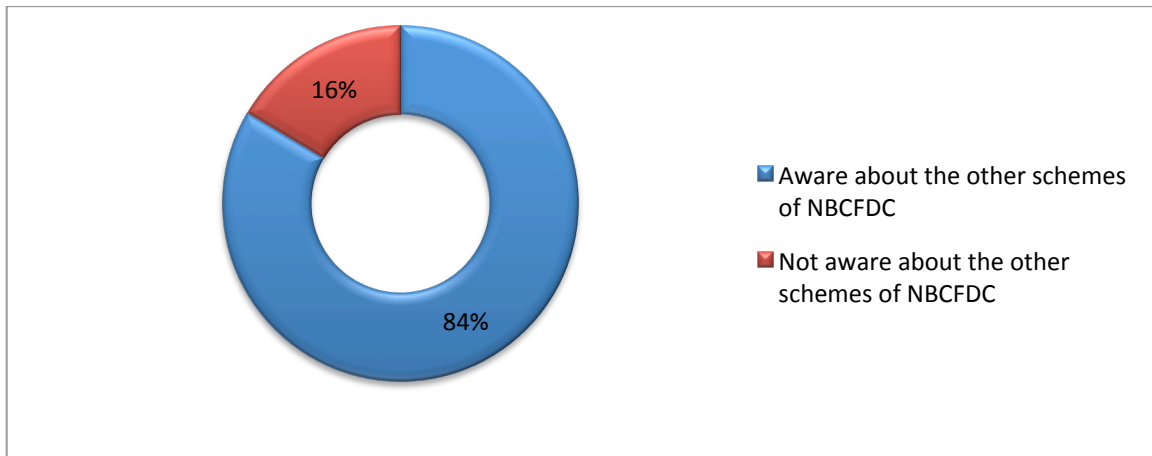
Figure 3.39: Source of Information wise Proportion of Beneficiaries



Source: Researcher’s collected data

Awareness of Other schemes of NBCFDC: In comparison to the PBCLDFC, the beneficiaries of PGB observed to be better equipped with the knowledge of other schemes of NBCFDC. 340 respondents out of 407 i.e. 84% were aware about other schemes of NBCFDC however remaining 16% of were not aware about other schemes (chart).

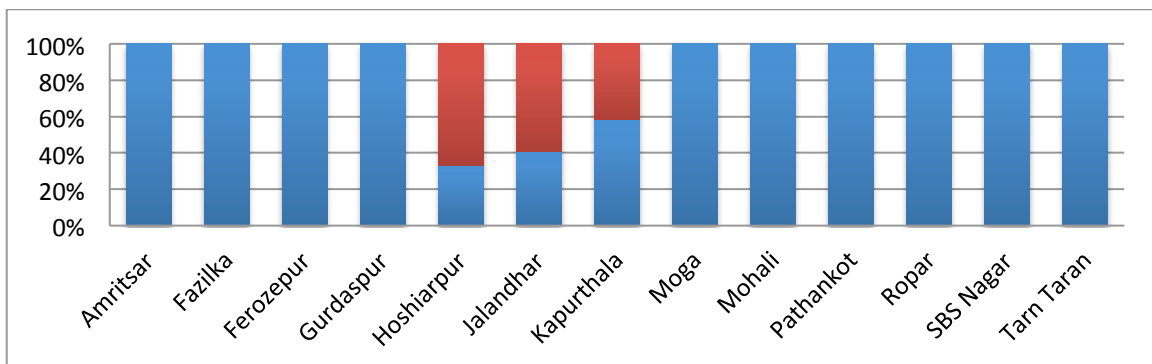
Figure 3.40: Awareness about the other schemes of NBCFDC



Source: Researcher’s collected data

An Analysis of different districts revealed that the level of awareness about other schemes of NBCFDC is not satisfactory in three districts viz., Hoshiarpur, Jalandhar and Kapurthala (Figure 3.41). The blue bars represent the number of those beneficiaries who are aware about the other schemes of NBCFDC and the red bars represent the number of those beneficiaries who are not aware about the other schemes.

Figure 3.41: Awareness wise Number of Beneficiaries across Different Districts



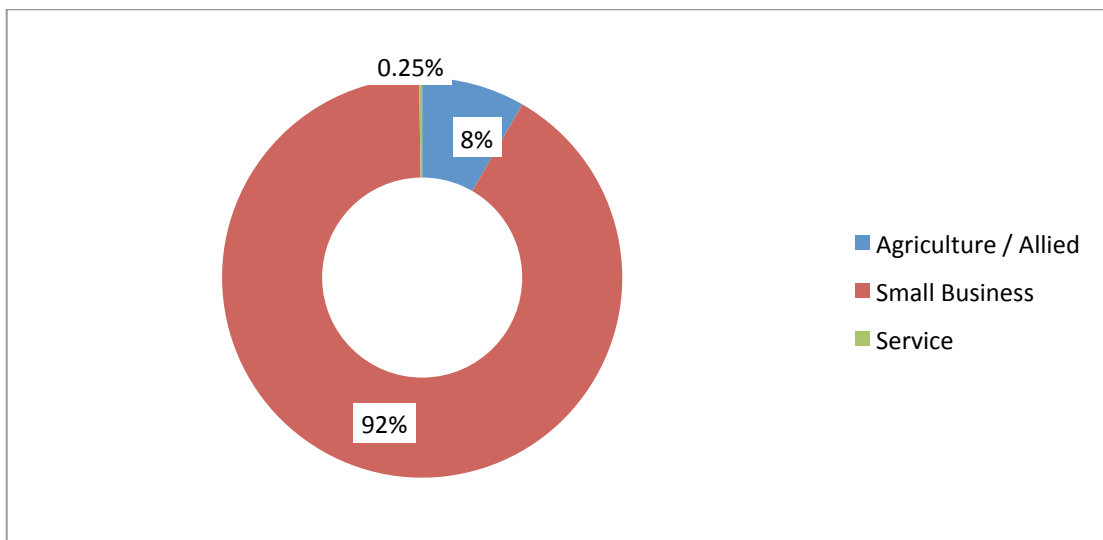
Source: Researcher’s collected data

There is a need to create awareness through different programmes in the 3 districts. In rest of the districts, the respondents were quite aware about the other schemes of NBCFDC.

Any other Loan: In most of the districts, respondents were not having loan except that taken from NBCFDC through PGB.

Purpose of Loan: The respondents expressed interest to apply and avail loan for activities viz., agriculture and allied / small business/ transport sector/ service sector / education. Figure 3.42 shows the distribution of beneficiaries across different sectors.

Figure 3.42: Purpose wise Number of Beneficiaries



Source: Researcher's collected data

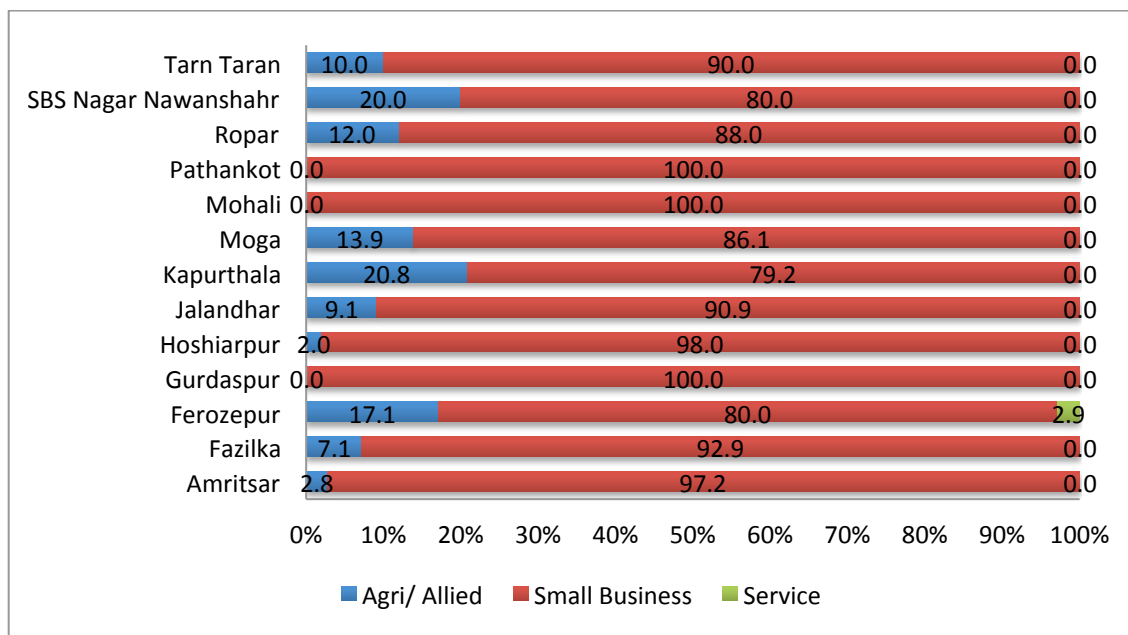
As depicted in the chart, 372 out of the total 407 beneficiaries i.e. around 92% of respondents have taken loan for small business. 34 beneficiaries availed the loan for the investment in agricultural and allied sector. A meagre share of population (one each) invested in other i.e. transport / service / education sector (table and chart).

Table 3.19: Purpose of Loan wise Number of Beneficiaries across Different Districts

District	Agri./ Allied	Small Business	Service	Total
Amritsar	1	35	0	36
Fazilka	3	39	0	42
Ferozepur	6	28	1	35
Gurdaspur	-	41	0	41
Hoshiarpur	1	50	0	51
Jalandhar	2	20	0	22
Kapurthala	10	38	0	48
Moga	5	31	0	36
Mohali	0	16	0	16
Pathankot	0	35	0	35
Ropar	3	22	0	25
SBS Nagar Nawanshahr	2	8	0	10
Tarn Taran	1	9	0	10
Grand Total	34	372	1	407

Source: Researcher's collected data

Figure 3.43: Purpose wise Proportion of Beneficiaries across Different Districts



Source: Researcher's collected data

In Gurdaspur, Mohali and Pathankot the loan was taken only for conducting small business. Maximum takers of loan for agriculture sector were from Kapurthala followed by Ferozepur.

Difficulties in getting Loan: Around 68% of beneficiaries responded that they haven't faced any problem. But in contrast to PBCLDC, around 32% of the respondents shared that they experienced difficulties in getting the loan. The primary difficulty faced by most of them was related with the formalities that they have to fulfil to avail the loan which made the process of sanctioning loan time consuming.

Utilization of loan for intended purpose: The beneficiaries were asked whether they have utilised the loan amount for the purpose for which it was sanctioned. The responses revealed that all beneficiaries have used sanctioned amount for the agreed purpose only. Most of the beneficiaries have opted loan for running small shops like Kirana, electric, cycle, car washing, tailor, printing, sweets shop etc. Some of the beneficiaries established their boutique and tailoring business also.

Amount applied: Majority of the respondents (43%) applied for small loan ranging below to INR fifty thousand only. Around 37% of the respondents were availing loans within the range of fifty thousand to one lakh. 73 respondents i.e. around 18% applied for the amount more than one and a half lakh.

Table 3.20: Applied Amount wise Proportion of Beneficiaries across Different District

Districts	Below 50000	50000 - 100000	100000-150000	Above 150000	Total
Amritsar	16	18	0	2	36
Fazilka	29	6	0	7	42
Ferozepur	14	13	2	6	35
Gurdaspur	16	15	1	9	41
Hoshiarpur	27	20	0	4	51
Jalandhar	11	5	0	6	22
Kapurthala	10	33	0	5	48
Moga	22	8	2	4	36
Mohali	6	6	0	4	16
Pathankot	9	13	0	13	35
Ropar	10	9	0	6	25
SBS Nagar Nawanshahr	3	3	0	4	10
Tarn Taran	4	2	1	3	10
Total	177	151	6	73	407

Source: Researcher's collected data

As shown from the above table in three districts viz., Fazilka (69%), Moga (61%) and Hoshiarpur (52.9%) more than half of the beneficiaries availed small loans i.e. loan amounting to INR less than fifty thousand. In Kapurthala, majority of the respondents applied for loans ranging from fifty thousand to one lakh. In Nawanshahr four out of ten i.e. 40% of the beneficiaries applied for loan amounting to rupees more than one and a half lakh.

Amount sanctioned: The analysis of actual loan sanctioned by the Punjab Gramin Bank shows that since majority of the population applied for small loans (upto fifty thousand)only, around 40% of the sanctioned loan pertains to this category (table 3.21).

Table 3.21: Sanctioned Amount wise Number of Beneficiaries across Different District

Districts	Below 50000	50000 - 100000	100000- 150000	Above 150000	Total
Amritsar	16	18	0	2	36
Fazilka	29	6	0	7	42
Ferozepur	14	13	2	6	35
Gurdaspur	16	15	1	9	41
Hoshiarpur	28	19	0	4	51
Jalandhar	11	5	0	6	22
Kapurthala	10	33	0	5	48
Moga	22	8	2	4	36
Mohali	6	6	0	4	16
Pathankot	9	13	0	13	35
Ropar	10	9	0	6	25
SBS Nagar Nawanshahr	3	3	0	4	10

Tarn Taran	4	3	0	3	10
Total	178	151	5	73	407

Source: Researcher's collected data

Out of 73 persons applying for loan above than one and a half lakh, everyone got loan sanctioned in the same category. Maximum beneficiaries under this category belong to Pathankot followed by Gurdaspur and Fazilka. 178 i.e. around 20% of the total beneficiaries have availed the loan ranging from fifty thousand to one lakh.

Status of Loan Repayment: The analysis of repayment schedule revealed that most of the beneficiaries used to pay back the amount of loan regularly. But the number of defaulters / irregular beneficiaries is more in case of Punjab Gramin Bank as compared to Punjab Backward Classes Land Development & Finance Corporation (table 3.22).

Table 3.22: Loan Repayment wise Number of Beneficiaries across Different Districts

District	Regular	Irregular	Defaulter	Total
Amritsar	33	3	0	36
Fazilka	33	9	0	42
Ferozepur	30	3	2	35
Gurdaspur	36	2	3	41
Hoshiarpur	51	0	0	51
Jalandhar	21	1	0	22
Kapurthala	48	0	0	48
Moga	35	0	1	36
Mohali	16	0	0	16

Pathankot	34	0	1	35
Ropar	25	0	0	25
SBS Nagar Nawanshahr	10	0	0	10
Tarn Taran	8	0	2	10
Grand Total	380	18	9	407

Source: Researcher's collected data

In Gurdaspur three beneficiaries are defaulters and two are making repayment on irregular basis. In Ferozepur also five irregular / defaulter beneficiaries have been noted. In Fazilka, the situation is very alarming as 20% of the beneficiaries i.e. 9 out of 45 are not making payment on regular basis. This may lead to a financial loss to the institution. The scenario calls for immediate action by the state channelizing agency. Five districts viz., Hoshiarpur, Kapurthala, Mohali, Ropar and Nawanshahr have been identified as best repaying districts with 100% regular repayments.

Reason for Irregularity/ Defaulter: Failure of the business has been identified as the major cause for the irregularity in the payment. Two mentioned asset loss as the responsible factor for non-regular repayment of the loan.

Surety given for Loan: Loans up to 10 lakhs are covered under credit guarantee schemes for micro funds. In practice, it is desirable to have surety or a fidelity guarantee from Sarpanch or any other reputed person of the area. The results revealed that some of the beneficiaries have mortgaged their assets (like landed property) as a security of loan repayment. However a major junk of beneficiaries haven't mortgage any physical property for the loan.

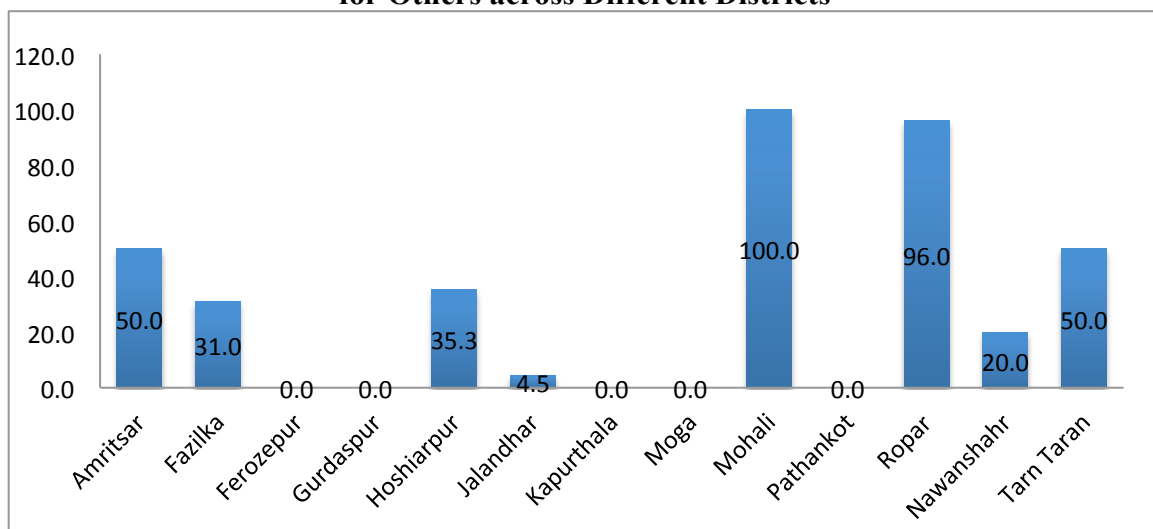
Employment given to others: Majority of the loan was taken for small business and therefore they could further generate some employment to the economy. Out of 407 beneficiaries 97 beneficiaries i.e. around 24% of the beneficiaries contributed to further employment generation. The percentage is comparatively higher than PBCLDFC as majority of the beneficiaries started their own venture. Table 3.23 shows the number of beneficiaries who have generated employment opportunity.

Table 3.23 Employment Creation wise No. of Beneficiaries across Different Districts

District	No. of beneficiaries created employment for others	No. of beneficiaries haven't created employment for others
Amritsar	18	18
Fazilka	13	29
Ferozepur	0	35
Gurdaspur	0	41
Hoshiarpur	18	33
Jalandhar	1	21
Kapurthala	0	48
Moga	0	36
Mohali	16	0
Pathankot	0	35
Ropar	24	1
Nawanshahr	2	8
Tarn Taran	5	5
Grand Total	97	310

Source: Researcher's collected data

Figure 3.44: Percentage of Number of Beneficiaries Created Employment Opportunities for Others across Different Districts



Source: Researcher's collected data

Maximum number of employment was generated in Ropar (24) followed by Amritsar (18), Hoshiarpur (18), Mohali (16), Fazilka (13), TaranTaran (5), Nawanshahr (2) and Jalandhar (1). Among all these districts Mohali was only district in which 100% of the beneficiaries (i.e. all 16 respondent) have contributed to further employment generation.

Sufficiency of Loan Amount: The loan amount sanctioned by the state channelizing agency under the term loan scheme of NBCFDC found to be sufficient by most (99%) of the beneficiaries which is remarkable for the Punjab Gramin Bank. Only two of the respondents belonging to Amritsar and Hoshiarpur pointed out the insufficiency of the sanctioned amount. Following table shows the number of beneficiaries claiming the sufficiency of the sanctioned amount.

Table 3.24: Sufficiency of Loan and Number of Beneficiaries across Different Districts

District	Sufficient	Not Sufficient	Total
Amritsar	35	1	36
Fazilka	42	0	42
Ferozepur	35	0	35
Gurdaspur	41	0	41
Hoshiarpur	50	1	51
Jalandhar	22	0	22
Kapurthala	48	0	48
Moga	36	0	36
Mohali	16	0	16
Pathankot	35	0	35
Ropar	25	0	25
SBS Nagar Nawanshahr	10	0	10
Tarn Taran	10	0	10
Grand Total	405	2	407

Source: Researcher's collected data

III. SATISFACTION FROM THE DIFFERENT FACILITIES / SERVICES

The respondents have been asked to rate their satisfaction level from different services / facilities extended by the Punjab Backward Class Land Development Corporation to them. They have been asked to rank their satisfaction level for the different parameters including loan scheme, assistance and guidance provided by SCA, interest rates, loan sanctioning system, disbursement system, behaviour of the employees during the lending process, size of monthly instalments, repayment period, time taken for loan approval, easy query handling and overall services. The beneficiaries have been asked to rank their satisfaction level at 5 point Likert scale where 1 expresses the highly satisfaction level, 2 denotes that they are satisfied, 3 shows that neither they are satisfied to the specific service nor they are dissatisfied. The dissatisfaction has been expressed through 4 and respondents were asked to mark 5 if they are highly dissatisfied on a specific variable. The following table exhibits the descriptive statistics of the satisfaction level.

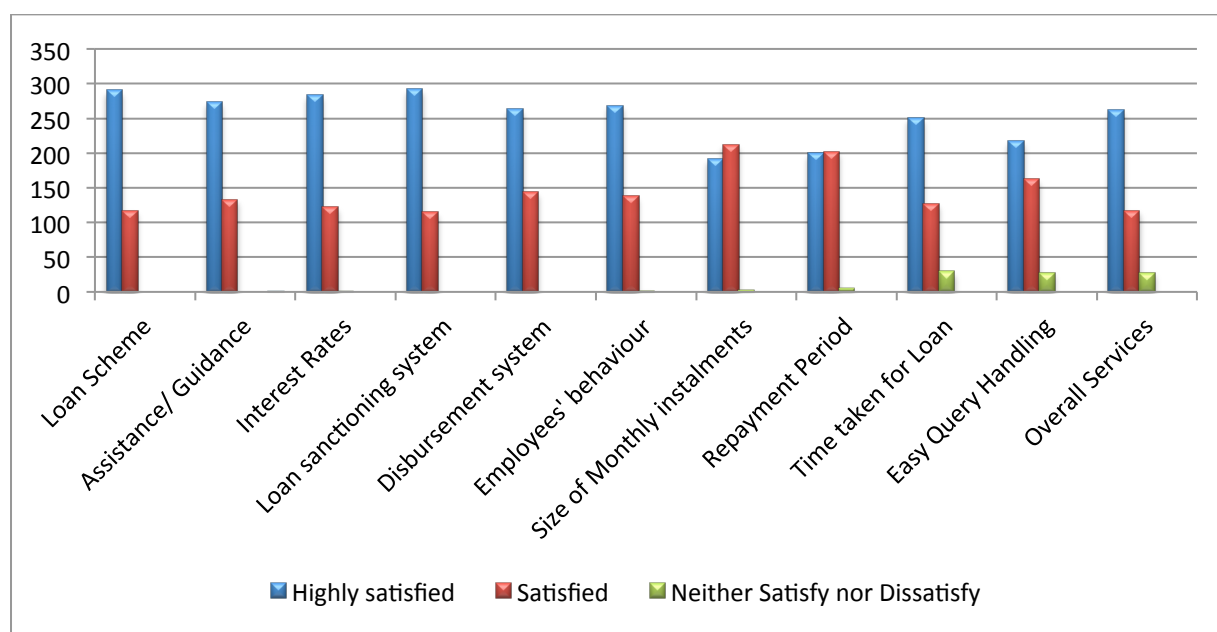
Table 3.25: Level of Satisfaction towards Different Services Offered by PGB

Variables	Average	Standard Deviation
Loan Scheme	1.29	.453
Assistance/ Guidance by SCA	1.34	.503
Interest Rates	1.30	.466
Loan sanctioning system	1.28	.451
Disbursement system	1.35	.479
Employee's behavior	1.35	.487
Size of Monthly installments	1.54	.514
Repayment Period	1.52	.524
Time taken for Loan Approval	1.45	.626
Easy Query Handling	1.54	.622
Overall Services	1.43	.619

Source: Researcher's collected data

It has been observed that on an average Punjab Gramin Bank achieved 1-2 graded level i.e. highly satisfied to satisfactory level. Respondents observed to be satisfied with loan schemes and sanctioning system. However, the study observed unrest among the beneficiaries in respect of repayment period (average score: 1.52), size of installments (average score: 1.54) and query handling mechanism (average score: 1.54). Since most of the beneficiaries of the bank have started their own business which generate irregular income the payment schedule appears to be a good reason for worry to them. The following Chart and Table exhibit the number and percentage of beneficiaries with respect to their satisfaction level to particular service.

Figure 3.45: Satisfaction Level



Source: Researcher's collected data

Table 3.26: Percentage of Beneficiaries with respect to their Satisfaction Level

Variables	Highly satisfied	Satisfied	Neither Satisfy nor Dissatisfied	Dissatisfied	Highly Dissatisfied
Loan Scheme (LS)	71.3	28.7	0	0	0
Assistance/ Guidance by SCA (A)	67.1	32.7	0	0	0.2

Interest Rates (IR)	69.8	30	0.2	0	0
Loan sanctioning system (LSS)	71.7	28.3	0	0	0
Disbursement system (DS)	64.6	35.4	0	0	0
Employees' behavior (EB)	65.8	33.7	0.5	0	0
Size of Monthly installments (SMI)	47.2	52.1	0.7	0	0
Repayment Period (RP)	49.1	49.6	1.2	0	0
Time taken for Loan Approval (T)	61.7	31.2	7.1	0	0
Easy Query Handling (EQH)	53.3	39.8	6.9	0	0
Overall Services (OS)	64.4	28.7	6.9	0	0

Source: Researcher's collected data

Around 71% of the beneficiaries of PGB found to be highly satisfied with loan sanctioning system and loan schemes. The highly dissatisfactory variable for the beneficiaries has been identified as the time taken for the approval of the loan and around 7% of the respondents have selected 3rd rank i.e. they were found to be neither satisfied nor dissatisfied with this. This calls for the immediate intervention on the part of authorities. Around 6.9% of the respondents detected to be neither satisfied nor dissatisfied with the query handling mechanism. Further it was observed that unlike PBCLDFC, the out of the beneficiaries of PGB around 0.2% were highly dissatisfied with the assistance/ guidance provided by PGB. Table 3.27 shows the correlation of overall satisfaction with other variables.

Table 3.27: Correlation of Overall satisfaction with Different Variables

Variables	Correlation
Loan Scheme (LS)	0.415
Assistance/ Guidance by SCA (A)	0.378
Interest Rates (IR)	0.412
Loan sanctioning system (LSS)	0.390

Disbursement system (DS)	0.680
Employees' behavior (EB)	0.704
Size of Monthly installments (SMI)	0.522
Repayment Period (RP)	0.515
Time taken for Loan Approval (T)	0.817
Easy Query Handling (EQH)	0.750

Source: Researcher's collected data

As depicted from the table overall satisfaction has a high degree of correlation with time taken for approval. NBCFDC should make an attempt to reduce the same. Further query handling and employee behaviour are also crucial to determine the overall satisfaction level. Since around 40% of the respondents were not highly satisfied with query handling mechanism also 34% reported to be merely satisfied (not highly satisfied) with employee's behaviour, therefore PGB should look into the matter and must ensure healthy practices at their level.

IV.IMPACT OF DIFFERENT SCHEMES ON BENEFICIARIES

Similarly, the Impact of different schemes on beneficiaries has been evaluated. The respondents have been asked to rank the impact level of some specific variables on account of availing the loan scheme of NBCFDC. The selected variables include participation in social service activities, better schooling of the children, social recognition in the society, participation in organized activities, better access to the health facilities, food consumption pattern, clothing status, better access of financial resources, asset creation, savings rate, standard of living and minimized family indebtedness. The beneficiaries have been asked to mark 1 if they have experienced notable increment, 2 moderate increment, 3 unchanged, 4 moderate decrease and 5 if they think that there is a notable decrease in the variable after availing the loan scheme.

Table 3.28: Descriptive Statistics of variables

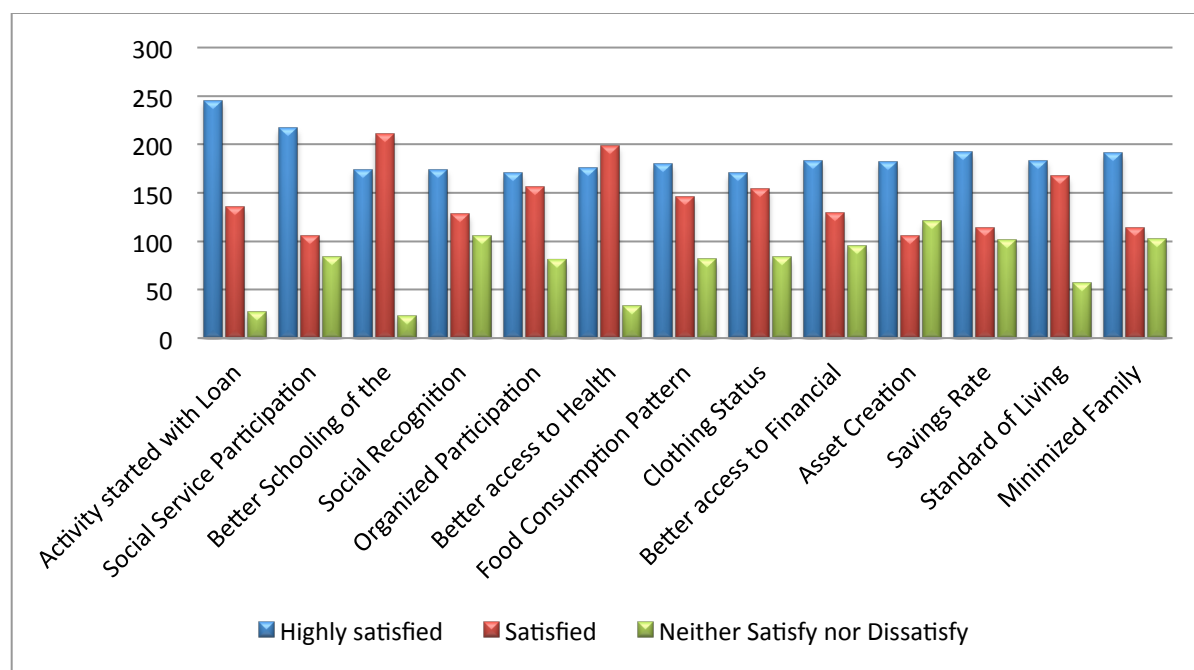
Variables	Average	Standard Deviation	Minimum	Maximum
Activity started with Loan Assistance	1.464	0.618	1	3
Participation in Social Service Activities	1.673	0.796	1	3
Better Schooling of the Children	1.629	0.589	1	3
Social Recognition	1.830	0.811	1	3
Participation in Organized Activities	1.781	0.755	1	3
Better access to Health facilities	1.649	0.625	1	3
Food Consumption Pattern	1.757	0.764	1	3
Clothing Status	1.786	0.760	1	3
Better access to Financial resources	1.784	0.799	1	3
Asset Creation	1.848	0.849	1	3
Savings Rate	1.776	0.819	1	3
Standard of Living	1.690	0.704	1	3
Minimized Family indebtedness	1.781	0.821	1	3

Source: Researcher's collected data

It is worthwhile to observe that the maximum score for all variables is 3, which represents unchanged therefore we may get a conclusion that none of the beneficiary experienced any decline in the selected variables. Activity started with loan assistance followed by better schooling to children, social service participation and better access to health facilities have been proven to create maximum satisfaction to the respondents. The variable asset creation followed by social recognition, clothing status and better access to financial resources observed to get least

satisfaction level. But the average scores of these variables are less than 2, which portray the success of the schemes of NBCFDC. The figure 3.53 and table 3.29 exhibit the number and percentage of beneficiaries with respect to their perception regarding overall impact of the loan schemes of NBCFDC.

Figure 3.45: Overall impact of scheme



Source: Researcher's collected data

Table 3.29: Percentage of Beneficiaries with respect to their Perception for Impact of Schemes

Variables	Notable Increase	Moderate Increase	Unchanged
Activity started with Loan Assistance (AS)	60.2	33.2	6.6
Participation in Social Service Activities (PS)	53.3	26	20.6
Better Schooling of the Children (SC)	42.8	51.6	5.7
Social Recognition (SR)	42.8	31.4	25.8

Participation in Organized Activities (PO)	41.8	38.3	19.9
Better access to Health facilities (HF)	43.2	48.6	8.1
Food Consumption Pattern (FC)	44.2	35.9	19.9
Clothing Status (CS)	41.8	37.8	20.4
Better access to Financial resources (FR)	45	31.7	23.3
Asset Creation (AC)	44.7	25.8	29.5
Savings Rate (SR)	47.2	28	24.8
Standard of Living (SL)	45	41	14
Minimized Family indebtedness (FD)	46.9	28	25.1

Source: Researcher's collected data

None of the beneficiary experienced any notable decline in their socio-economic status as measured by different variables after availing the loan from NBCFDC. Beneficiaries of the schemes observed notable increment in respect of activity started with loan assistance followed by social service participation, minimized family indebtedness, standard of living and savings rate. Table 3.30 shows the correlation among variables.

Table 3.30: Correlation among satisfaction level to Different Variables

	AS	PS	SC	SR	PO	HF	FC	CS	FR	AC	SR	SL	FD
AS	1.0												
PS	0.6	1.0											
SC	0.5	0.6	1.0										
SR	0.7	0.8	0.7	1.0									

PO	0.6	0.7	0.7	0.8	1.0								
HF	0.6	0.6	0.7	0.7	0.8	1.0							
FC	0.4	0.6	0.7	0.7	0.7	0.7	1.0						
CS	0.5	0.5	0.7	0.7	0.7	0.7	0.8	1.0					
FR	0.6	0.7	0.7	0.8	0.8	0.7	0.7	0.7	1.0				
AC	0.5	0.6	0.7	0.8	0.8	0.7	0.8	0.7	0.8	1.0			
SR	0.5	0.6	0.7	0.8	0.8	0.7	0.8	0.8	0.7	0.8	1.0		
SL	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.7	0.7	0.8	0.8	1.0	
FD	0.6	0.6	0.7	0.8	0.8	0.8	0.8	0.8	0.7	0.8	0.9	0.8	1.0

Source: Researcher's collected data

The correlation among different variables found to be between moderate to high degree. All variables were found to be positively correlated with each other. In comparison to PBCLDFC, the respondents of PGB have submitted lesser improvement in selected variables. However, it is worthwhile to note that the variance of PGB respondents is quite less than that of PBCLDFC. That is the reason why, the respondents of PBCLDFC have registered decline also but the worst response as submitted by the PGB was limited to the extent of unchanged only.

Chapter: IV

Findings

The study analysed the beneficiaries of the two SCAs viz., Punjab Backward Classes Land Development and Finance Corporation, Chandigarh and Punjab Gramin Bank, Kapurthala. The data regarding socio-economic conditions, scheme related information, satisfaction from the different facilities / services extended by State Channelizing Agency and impact of different schemes was collected by administering a questionnaire to beneficiaries. The findings can be discussed as follows:

1. SOCIO-ECONOMIC STATUS OF BENEFICIARIES

- **Gender**

The majority (around 91%) of the beneficiaries of Punjab Backward Classes Land Development and Finance Corporation who availed the benefits of term loan scheme were men. The district-wise analysis revealed that in Fazilka, Jalandhar, Moga and Sangrur there were only male respondents.

However, as regards Punjab Gramin Bank, it has been noticed that around 71% of the beneficiaries were women. The district-wise analysis discloses that in Hoshiarpur women-centric schemes are highly popular followed by Mohali, Fazilka and Ropar. The study noted that only in Pathankot male number of beneficiaries is slightly more i.e 51.43%.

- **Education**

All the beneficiaries in the studied population were literate and majority of them were high school (10th standard) or intermediate (12th standard) passed. Among the beneficiaries of Punjab Backward Classes Land Development and Finance Corporation, none of them completed his/her post-graduation or graduation. However, it is worthwhile to mention that 8.6% of the beneficiaries of Punjab Gramin Bank have completed graduation.

- **Family Structure**

More than 95% of the beneficiaries are married and have concrete roofed houses. Further, majority of the studied population is of middle aged group ranging from 35-40 years and also 45-50 age groups. Therefore, it can be concluded that most of the beneficiaries belong to working age group. The majority of the respondents (51% in case of PBCLDFC and 68% in case of PGB) have nuclear family system having up to 4-5 members in the family. Around 74% of the beneficiaries of PBCLDFC have 4-5 members and 10% have up to only three members in the family. In case of PGB, 47% of the respondents have up to three members in the family and 48% have 4-5 members. The small size of families imply less family burden on the beneficiaries.

- **Geographical Distribution**

The geographical distribution of studied population shows that majority of beneficiaries is from rural region. The year wise analysis of the data collected from PBCLDFC reported that the average share of urban beneficiaries has increased from 9% in the year 2014-15 to 15% in the year 2017-18. In Fazilka and Gurdaspur a reasonable number of beneficiaries reside in urban region. However, SCAs primarily cater to the needs of a large chunk of rural population. In case of PGB, it is observed that the average share of urban beneficiaries has increased from 25 in the year 2016-17 to 27 in the year 2017-18. But in the year 2018-19, most of the beneficiaries were observed to be residing in rural sector. In some of districts like Hoshiarpur, Mohali, Pathankot and TaranTaran all the beneficiaries reside in rural areas.

- **Awareness to Government Norms**

All beneficiaries have saving bank accounts and Aadhar Card. Most of them have linkage of Mobile and Aadhar number which indicates the awareness of beneficiaries to the government norms.

2. EFFECT OF LOAN ON EMPLOYMENT

- **Self employment**

A remarkable change in the occupation status of beneficiaries has been observed in the study. The schemes of NBCFDC reduced the unemployment problem in the region. It was noticed that the 25.6% of studied population was unemployed before availing the scheme but all became self-employed after availing the benefits of the scheme. In case of PGB 40.3% of studied population was unemployed before availing the scheme but all became self-employed after availing the benefits of the scheme.

- **Occupational structure**

Prior to availing the benefits of the schemes around 26% of the beneficiaries of PBCLDFC was found to serve as labour / maid whereas after availing the benefits only 9 % population served as labour / maid. The share of population engaged in small business and agri or allied business has also registered remarkable growth. The analysis of respondents of PGB depicted that prior to availing the benefits only 178 of the total beneficiaries i.e. 43.7% were entrepreneurs and used to conduct their own small business whereas after availing the benefits 328 beneficiaries became the owners of small business.

- **Employment generation in the economy**

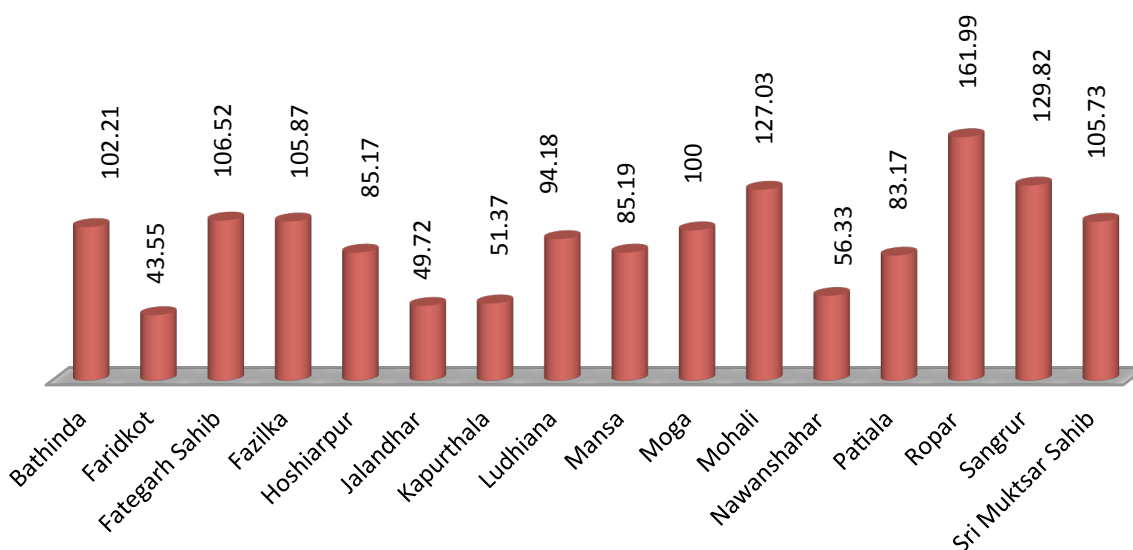
Majority of the loan was taken for dairy farming and not much employment has been generated through the scheme. Out of 459 beneficiaries of PBCLDFC, around 14% beneficiaries contributed to employment generation. Out of 407 beneficiaries of PGB, only 97 i.e. around 24% of the beneficiaries contributed to further employment generation. The percentage is comparatively higher than PBCLDFC as majority of the beneficiaries started their own ventures.

3. EFFECT OF LOAN ON FAMILY INCOME OF BENEFICIARIES

The average annual family income of beneficiaries increased after obtaining the loan from the corporation. In case of PGB, the results were less encouraging in comparison to PBCLDFC. The maximum increment in case of PBCLDFC observed to be 162% (from INR

70142 to INR 183765 in district Ropar) whereas the maximum increment in case of beneficiaries of PGB was restricted to 140% (in district Ropar). Further the beneficiaries of PBCLDFC from the districts Sangrur, Mohali, Fatehgarh Sahib, Fazilka also reported a rise of more than 100%. However in case of PGB, the percentage rise in average annual family income of only district Ropar is more than 100%.

Fig 4.1: % Increase in Average Annual Family Income of Beneficiaries of PBCLDFC

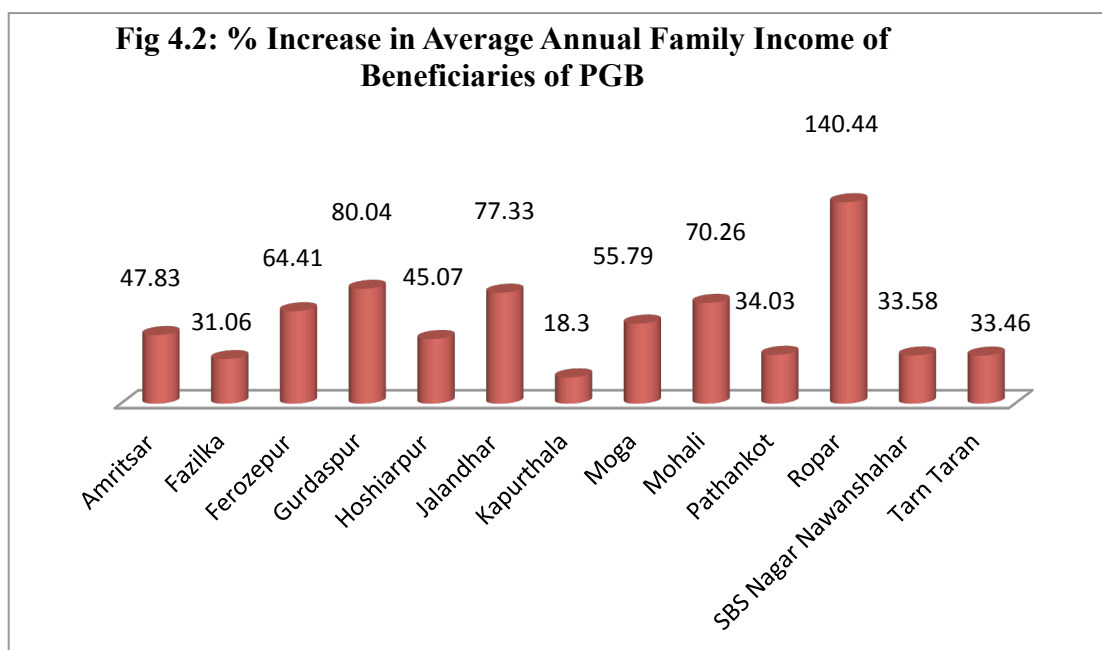


Source: Researcher's collected data

In case of PBCLDFC, the least change was observed in district Faridkot which was 43.56% followed by districts of Jalandhar (49.72%), Kapurthala (51.37%), Nawanshahr (56.33%). The rest of the districts have reported more than 80% increment in average annual family income after availing the benefits from the scheme.

In case of PGB (Fig 4.2), the maximum change was observed in Ropar district where the average income level rose by 140.44% followed by Gurdaspur (80.04%), Jalandhar (77.33%) and Mohali

(70.26%). The least change was observed in districts of Kapurthala (18.30%) and moderate change in Fazilka (31.06%), Nawanshahr (33.58%) and Tarn Taran(33.46%).



Source: Researcher's collected data

4. EFFECT OF LOAN ON STANDARD OF LIVING

The study observed that the schemes successfully uplifted the living standards of the beneficiaries as is evident by the increase of average monthly expenditure incurred by the beneficiaries before and after availing the benefits of loan scheme. In case of PBCLDFC, the beneficiaries of Ropar district reported maximum increment from INR 4514 to INR 11447. The same was followed by Mohali, Moga, Sangrur, Fatehgarh Sahib, Sri Muktasar Sahib respectively. A rise of 29.9% was recorded in district Bhatinda followed by Kapurthala (33.1%), Nawanshahr (34.2%), Jalandhar (36.8%) and Patiala (38.8%). The rise in the average monthly expenditure in other districts was found to be around 65%.

The analysis of data collected from beneficiaries of PGB also revealed that Ropar district registered maximum increase in average monthly expenditure from INR 6744 to INR 11380. The least change (9%) was observed in Fazilka district followed by Ferozpur and Nawanshahr.

It is important to note that the % rise in expenditure is less than the % increase in family income of the beneficiaries which clearly signifies an improvement in the standard of living of the different beneficiaries of the scheme across all the districts studied.

5. POPULARITY OF WOMEN CENTRIC SCHEMES AMONG BENEFICIARIES

In comparison to PBCLDFC, the respondents of Punjab Gramin Bank availed all schemes i.e. General Term Loan, New Swarnima Scheme and Mahila Samriddhi Yojna as offered by the bank. Out of 2471 beneficiaries 828 availed Term Loan scheme, 826 availed New Swarnima Scheme and 817 availed Mahila Samriddhi Yojna. However, the women centric schemes have not been found to be popular among the beneficiaries of PBCLDFC. It was noted that all the respondents availed General Term Loan scheme. New Swarnima Scheme and Mahila Samriddhi Yojna were not availed by any of the beneficiaries of PBCLDFC in the entire state.

6. AWARENESS LEVEL ABOUT OTHER LOAN SCHEMES

In most of the districts, respondents were not availing loans except that from NBCFDC. When respondents have been enquired about their awareness level regarding other schemes of NBCFDC, it was observed that around 63% of the beneficiaries of Punjab Backward Classes Land Development and Finance Corporation were aware about other schemes of NBCFDC whereas around 37% of the beneficiaries were not aware about other schemes. Analysis of different districts revealed that the level of awareness about other schemes of NBCFDC is very poor in four districts viz., Bhatinda, Jalandhar, Kapurthala and Moga. The awareness level is very encouraging in six districts namely Faridkot, Fazilka, Mansa, Nawanshahar, Sangrur and Sri Muktsar Sahib. The awareness level in Patiala and Ludhiana is also not very satisfactory. In comparison to the PBCLDFC, it was observed that the beneficiaries of PGB were better equipped with the knowledge of other schemes of NBCFDC. 340 respondents out of 407 i.e. 84% were aware about other schemes of NBCFDC, however, remaining 16% of were not aware about other schemes.

7. NATURE OF SECTOR FOR WHICH ASSISTANCE IS AVAILED

233 beneficiaries of Punjab Backward Classes Land Development and Finance Corporation i.e. around 51% of respondents have taken loan for agricultural and allied purposes. A meagre share of population (one each) invested in other sectors i.e. transport / service / education. In contrast of this, 372 beneficiaries of PGB i.e. around 92% of respondents have taken loan for small business. 34 beneficiaries availed the loan for the investment in agricultural and allied sector.

8. UTILIZATION OF LOAN FOR INTENDED PURPOSE

The responses revealed that all beneficiaries used the sanctioned amount for the agreed purpose only. Most of the beneficiaries opted loan for running small shops like Kirana, electric, cycle, car washing, tailor, printing, sweets shop etc. Some of the beneficiaries established their boutique and tailoring business also.

9. AMOUNT SANCTIONED

The analysis of actual loan sanctioned by the Punjab Backward Classes Land Development and Finance Corporation shows that around 38% of the sanctioned loan pertains to the category of 1.5-2 lakh followed by around 36% small loans below to the value of one lakh. The analysis of actual loan sanctioned by the Punjab Gramin Bank shows that since majority of the population applied for small loans (up to fifty thousand only), around 40% of the sanctioned loan pertains to this category. Out of 73 persons who applied for loan above one and a half lakh, everyone was sanctioned loan in the same category. Maximum beneficiaries under this category belong to Pathankot followed by Gurdaspur and Fazilka.. 20% of the beneficiaries availed the loan ranging from fifty thousand to one lakh.

10. STATUS OF LOAN REPAYMENT

The analysis of repayment schedule revealed that most of the beneficiaries used to repay the loan instalments regularly. But the number of defaulters / irregular beneficiaries is more in case of Punjab Gramin Bank as compared to Punjab Backward Classes Land

Development & Finance Corporation. The analysis of repayment schedule revealed the mismatch of agreed and actual repayment schedule in the Mohali district whereby three beneficiaries of PBCLDFC reported to be irregular and three more observed to be defaulters. In context of PGB, it was found that in Gurdaspur three beneficiaries are defaulters and two are making repayment on irregular basis. In Ferozpur also a total of five irregular / defaulter beneficiaries were noted. In Fazilka 20% of the beneficiaries i.e. 9 out of 45 are not making payment on regular basis. This may affect the financial status of SCA. Five districts viz., Hoshiarpur, Kapurthala, Mohali, Ropar and Nawanshahar have been identified as best repaying districts with 100% regular payees.

11. REASON FOR IRREGULARITY/ DEFAULTER

Failure of the business has been identified as the major cause for the irregularity in the payment. Further asset loss has also been identified as the responsible factor for non-regular repayment of the loan in few cases.

12. ANALYSIS OF PERCEPTION OF BENEFICIARIES

- **Difficulties in getting Loan**

The study team on interaction with the beneficiaries of PBCLDFC found that most of the respondents haven't experienced much difficulty in getting the loan. However, the picture was not the same with the beneficiaries of PGB. Around 32% of the respondents of PGB shared that they experienced difficulties in getting the loan. The primary difficulty as mentioned by the beneficiaries was – 'different legal formalities to be complied with'. Due to this the process of sanctioning the loan became very lengthy. Some of the respondents even mentioned that the process of sanctioning of loan took 6-7 months.

- **Sufficiency of Loan Amount**

The loan amount sanctioned by the SCA under the term loan scheme of NBCFDC found to be sufficient by most (99%) of the beneficiaries. 81% of the beneficiaries of PBCLDFC and 99% of the beneficiaries of PGB remarked that the sanctioned amount was sufficient for their purposes.

- **Satisfaction with the services extended by SCA**

Punjab Backward Classes Land Development and Finance Corporation has been successful in achieving high satisfaction level of beneficiaries on four services extended by them viz., loan scheme, assistance/ guidance by SCA, interest rates and employees' behavior. The highly dissatisfactory variable for the beneficiaries has been identified as the time taken for the approval of the loan. This calls for the immediate intervention on the part of SCA authorities. The next was loan sanctioning system whereby 4% respondents expressed their high dissatisfaction level. None of the respondent has shown any dissatisfaction to the assistance/ guidance by State Channelizing Agency.

Around 71% of the beneficiaries of PGB found to be highly satisfied with loan scheme. The highly dissatisfactory variable for the beneficiaries has been identified as the time taken for the approval of the loan. Around 6.9% of the respondents detected to be neither satisfied nor dissatisfied with the query handling mechanism. Further it was observed that unlike PBCLDFC, around 0.2% beneficiaries of PGB were highly dissatisfied with the assistance/ guidance provided.

- **Impact of Schemes upon Beneficiaries**

An attempt was made to trace the kind of impact made by some selected variables like participation in social service activities, better schooling of the children, social recognition in the society, participation in organized activities, better access to the health facilities, food consumption pattern, clothing status, better access of financial resources, asset creation, savings rate, standard of living and minimized family indebtedness. The beneficiaries have been asked to mark 1 if they have experienced notable increment, 2 moderate increment, 3 unchanged, 4 moderate decrease and 5 if they think that there is a notable decrease in the variable after availing the loan scheme.

On an average the respondents of PBCLDFC seem to be satisfied with the services provided by the PBCLDFC and reported notable increment in different variables studied through questionnaire. The variable clothing status followed by asset creation, better schooling and better access to financial resources observed to get least satisfaction level. Further the average scores of these variables are more than 2 which portray the scope of

improvement. NBCFDC may think of enhancing the credit limit so that the basic needs of needy section can be properly addressed.

In the context of the respondents of PGB, the study observed that the variable asset creation followed by social recognition, clothing status and better access to financial resources observed to get least satisfaction level. But the average scores of these variables are less than 2 which portray the success of the schemes of NBCFDC.

Thus, the study conclusively confirmed that NBCFDC plays a significant role in the socio-economic development of backward community. The present study can form a base for future evaluation studies of NBCFDC schemes which can probe, examine and analyse the differences across districts in terms of various operational aspects and thereby make suitable recommendations for expanding the scope and reach of NBCFDC. Such an endeavour could give a better macro and micro understanding of the schemes and the way they are contributing to the socioeconomic change in the state of Punjab.

CHAPTER: V

SUGGESTIONS

The result of the study revealed that over all, there was a positive socio-economic impact of NBCFDC schemes on the lives of respondents. Most of the respondents got gainful employment, which in turn, accrues a number of benefits to them such as increased involvement in social activities, better access to health and education, improvement in social status and also recognition and empowerment. The positive changes in economic status resulted in better access to financial resources, decreased family indebtedness and improved lifestyles. However, the loans were not availed for all schemes of NBCFDC. In this context, it is necessary to revisit the scope and reach of NBCFDC schemes. The study proposes suggestions to SCA and NBCFDC based on the data analysis and feedback of beneficiaries.

Suggestions for SCA

- ✓ It is noted that majority (around 91%) of the beneficiaries of Punjab Backward Classes Land Development and Finance Corporation availing the benefits of term loan scheme were males. As similar trend is observed in other districts, PBCLDFC should take initiative to make more women aware of various schemes of NBCFDC. Rigorous efforts are required for creating awareness in Fazilka, Jalandhar, Moga and Sangrur districts.
- ✓ The schemes of NBCFDC can be better availed to establish own ventures like carpentry, tailoring shop, artisan work, small daily need kirana shops which have greater scope for improvement and progress in urban regions. But the findings reveal that the majority of beneficiaries are from rural region. In some of districts like Hoshiarpur, Mohali, Pathankot and TaranTaran all the beneficiaries reside in rural areas. Therefore, SCAs must make sincere efforts to popularise and extend the schemes in urban region too.
- ✓ Most of the respondents have linkage of Mobile and Aadhar number but SCAs must ensure complete adherence to the norms.

- ✓ SCAs should conduct special advertisement campaigns to promote the schemes of NBCFDC as some respondents expressed dissatisfaction regarding the information furnished by SCA officials.
- ✓ SCA should have regular programmes to create awareness about different financing schemes particularly for the unemployed youth. SCAs may work with employment agencies for advertising the schemes of NBCFDC and can place hoardings at employment agencies.
- ✓ To ensure the minimum time and maximum comfort to beneficiaries, SCA may consider online portal for filling of loan forms and disbursement of loan. Further a detail mechanism should be devised by SCAs to speed up the processing and disbursement of the loan by specific time-line i.e., a period of maximum three months.
- ✓ The study found that the women centric schemes are not popular among the beneficiaries of PBCLDFC. It was noted that all the respondents availed General Term Loan scheme. New Swarnima Scheme and Mahila Samridhhi Yojna are not availed by any of the beneficiaries of PBCLDFC in the entire state. The agency must encourage women centric schemes in the region. New Swarnima Scheme and Mahila Samridhhi Yojna should be promoted in all the districts as it will have direct bearing on women empowerment.
- ✓ When respondents have been enquired about their awareness level regarding other schemes of NBCFDC, the study observed that around 63% of the beneficiaries of Punjab Backward Class Land Development and Finance Corporation were aware about other schemes of NBCFDC whereas around 37% of the beneficiaries were not aware about other schemes. Analysis of different districts revealed that the level of awareness about other schemes of NBCFDC is very poor in four districts viz., Bhatinda, Jalandhar, Kapurthala and Moga. Hence, efforts should be made to create awareness about the schemes of NBCFDC.
- ✓ The analysis of repayment schedule revealed that most of the beneficiaries repaid the loan amount regularly. But the number of defaulter / irregular beneficiaries is more in case of Punjab Gramin Bank as compared to Punjab Backward Classes Land Development and Finance Corporation. The mismatch of agreed and actual payment schedule in the Mohali district whereby three beneficiaries of PBCLDFC reported to be irregular and three more observed to be defaulters. In context of PGB, the study found that in Gurdaspur three beneficiaries are defaulters and two are making payment on irregular basis. In Ferozpur also the study observed

five irregular / defaulter beneficiaries. In Fazilka 20% of the beneficiaries i.e. 9 out of 45 are not making payment on regular basis. This calls for action by the SCA to avoid financial loss.

- ✓ Around 6.9% of the respondents of PGB detected to be neither satisfied nor dissatisfied with the query handling mechanism. PGB officials should ensure healthy and cooperative query handling mechanism whereby the doubts and queries of beneficiaries could be resolved within 2 working days. They must also seek feedback from their clients for the possible improvement in their framework.

SUGGESTIONS FOR NBCFDC

- ✓ The results of the study call for launching of different women centric schemes by NBCFDC. A proper gap analysis must be done regarding the expectation of women in the region and the actual delivery intended by these schemes. The new schemes should be designed keeping in mind the current market trends and reviewed periodically.
- ✓ Assistance should be provided for forward linkages. For example, a person who avails loan for carpentry should also be provided necessary training and financial assistance on how to package, brand and sell the produce at competitive rates in the market.
- ✓ In view of the growing population of the backward classes in all the districts, it is advisable to increase the financial assistance. Further based on the budget of the project proposal, or business plan, the General Term Loan (GTL) amount should be increased depending upon the market value of the document of immovable property submitted by the beneficiary.
- ✓ At present the age limit for the SHG member is 60 years which may further be extended.
- ✓ The beneficiaries were of the opinion that the rate of interest of the loan amount should be reduced to bring down the list of defaulters. Most of the people who avail loan are from poor background and hence find it difficult to repay loan. It is pertinent to mention that economy of Punjab heavily relies on agriculture with inconsistent income throughout the year making it nearly impossible or difficult to repay their monthly loan instalments.
- ✓ Majority of the loan was taken for dairy farming and not much employment has been generated through the scheme. Out of 459 beneficiaries of PBCLDFC, around 14% beneficiaries contributed to employment generation. Out of 407 beneficiaries of PGB, only 97 i.e. around 24%

of the beneficiaries contributed to further employment generation. To uplift the economy, it is advisable that NBCFDC should give special preference to those ventures which generate further employment.

- ✓ NBCFDC should promote Skill Development Training especially for SHG members. It is observed that business failure is one of the prominent reason for irregularity in the repayment of loan. Therefore, possible help should be provided for training and nurturing local skills particularly in women centric business activities. Further, SHG members of all the villages, having variety of skills, by and large, remain untapped. Attempt should be made to utilise their skills in a proper way for their economic development.
- ✓ The beneficiaries were looking forward to Insurance for their group members and their business (Animals).
- ✓ Since the awareness level regarding other schemes of NBCFDC is not good, NBCFDC must place big hoardings of their schemes in the premises of SCAs. Further an advertising pamphlet may be given to all beneficiaries at the time of sanctioning the loan so that they can be acquainted with the other schemes.
- ✓ The analysis of repayment schedule revealed the mismatch of agreed and actual payment schedule. NBCFDC should scrutinise the schedule at periodic intervals so as to curb the possibility of non-performing assets.
- ✓ Around 32% of the respondents of PGB shared that they experienced difficulties in getting the loan. The primary difficulty as mentioned by the beneficiaries was – ‘different legal formalities to be complied with’. Since majority of the beneficiaries of different schemes is not much educated, NBCFDC should make attempt to simplify the procedures. For this training should be imparted to official staff of SCAs to overcome practical difficulties of clients.
- ✓ The beneficiaries feel that the process of sanctioning the loan is very lengthy. Some of the respondents even mentioned that they got the sanctioning after around 6-7 months. NBCFDC should ensure minimisation of timeline. The loans must be sanctioned within two months from the date of applying and must be disbursed within one month from the date of sanctioning so that the beneficiaries may start their activities in time. Further the application and their enclosures should be in a simplified manner which will ease the loan process.

- ✓ Since a significant number of beneficiaries in the study were from rural areas it was suggested that the household income limit should be revised so that maximum people can avail the loan boosting up self employment avenues.
- ✓ The widows and physically challenged members expected special privileges like low rate of interest and subsidy for the loan amount.
- ✓ Education is a catalyst for social transformation and social change. It is noted that there were no takers for education loan barring few exceptions. There is need to create awareness to avail the education loan and develop related skills among the beneficiaries to increase the scope of employability in different sectors.
- ✓ The study finds that the loan amount taken by the studied population is not adequate enough to bring out marked improvement in the lifestyles of beneficiaries. NBCFDC may reconsider the loan amount extended to the schemes under the present study to experience perceptible change by the beneficiaries in their lives.
- ✓ SCAs constitute an effective link between NBCFDC and beneficiaries. NBCFDC should arrange for interaction with the beneficiaries by SCAs at periodic intervals as this could strengthen rapport between the two which is important for successful execution and realisation of objectives of schemes NBCFDC
- ✓ NBCFDC should document the success stories of beneficiaries for wider dissemination so as to carry forward its vision and mission in a meaningful way. The success stories can serve as an inspiration and motivation for those who want to avail the loan.
- ✓ NBCFDC can institute awards for best performing units across sectors based on certain criteria to expand the reach of the schemes.

Chapter: VI

Success Stories

Some Glimpse of Beneficiaries after availing the loan

Photos of Beneficiaries of PBCLDFC(Bankfinco) Photos

This chapter presents a glimpse of activities started by some beneficiaries of PBCLDFC and PGB and testimony given by two beneficiaries



Devinder Singh Sangrur, Fabrication Unit



Joginder Singh, Batinda



Ravinder Singh, Jalandhar, Dairy Farming



Gurudarshan Singh, Mansa, Welding Unit



Yudveer Singh, Mansa, Flour Mill



Harinder Singh Jalandhar, Tailoring



Gagandeep Singh, Muktasar



Pawan Kumar Hoshiarpur

Photos of Beneficiaries of Punjab Gramin Bank



Gurinder Kaur, Fazilka, Beauty Parlour



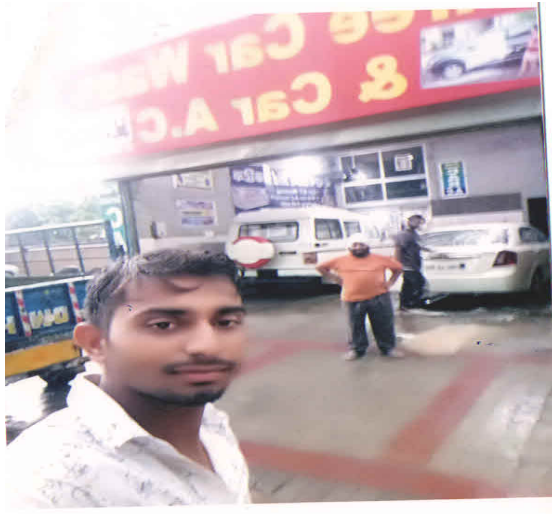
Baljit Kaur, Ropar



Gurwinder Singh, Ropar



Jagroop Singh, Amritsar



Rakesh Kumar, Fazilka, Car Washing Centre



Devinder Kaur, Ropar



Munna Lal, Tent House Service

Hollarpur CDHS

GIL (10) 17/8 Priza Devi

SUCCESS STORIES

Name of the Beneficiary :- Priza Devi
W/o Pawan Kumar.
DOB - 1-1-1968 mobile - 9463670758
Address :- Vpo - Pandari Beet po - Kot maina
Teh Charkhandra Distt Hoshiarpur



In this connection, Ma Priza Devi of U Pandari Beet has been employed earlier in her village & her husband has not any earning. Her family condition was not very good. She also came to know the bank schemes, as she attended one camp in nearby village. She then visited the bank & came to know about the loan scheme of General Term loan, under which she raised a loan of Rs. 1,70,000/- for Retail Trade Business under General Term loan. She looked hard & business started flourishing very well. Now her living condition has also improved & she has made some savings. Also the instalments were paid timely & appreciated bank staff in establishing the business.

S. K. Mishra
S.K. Mishra
DCO Hoshiarpur

SUCCESS STORIES

NSS
12-17
-11

NAME of the Beneficiary - Paromella Devi
W/O Jyotmohan Singh

DOB - 54yr MOBILE - 7508846050

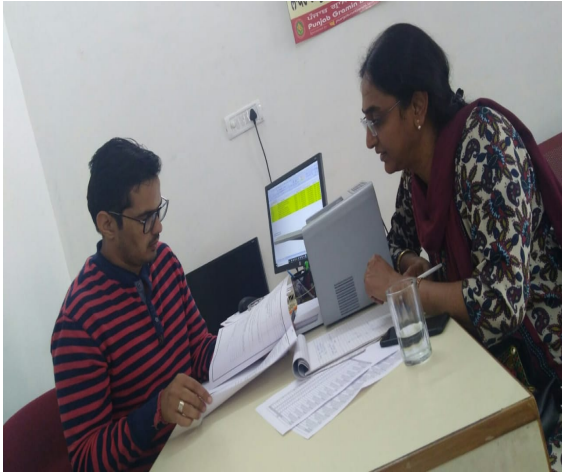
Address - VPO - Harido Khundpur Teh mukonesh
DIST - Hoshiarpur



In this connection, Ms. Paromella Devi after 10th class, got training in Tailoring course. The family condition in the beginning was not so good. Then after marriage, PGB organised FLC Camp in their village & she came to know about Social Security Schemes announced by the bank & also about Self Employed Schemes. Then she visited the Branch & took the loan under New Swarnajayanti Scheme (NSS) & started the Boutique with a loan of Rs. 10000/- (one lac only). The rate of interest was also very low which also helped in establishing the business. Now she runs a few houses & also having some savings & her condition of life style has also improved a lot. She has appreciated the Scheme also.

Apari Saran
S.O. HOSHIARPUR
D O Hoshiarpur.

Research Team Interacting with the Beneficiaries



**Dr. Ambedkar Chair in Social Justice
INDIAN INSTITUTE OF PUBLIC ADMINISTRATION**

This Questionnaire has been requested to be filled by Beneficiaries of NBCFDC for the purpose of a Research Project. All the information will be used only for research purposes and will be kept confidential.

I. SOCIO - ECONOMIC INFORMATION

1. Name of the Beneficiary : _____
2. District : _____
3. Block : _____
4. Gender : Male Female Others
5. Age (in years) :
6. Educational Status (Illiterate / Ability to Sign/ Upto 5th Passed / Upto 8th Passed/ Upto 10th Passed/ Upto 12th Passed / Diploma/ Graduate / Post Graduate/ Others):

7. Place : Rural Urban
8. Type of Residence : Own House Rental House
9. Address with Mobile No :

10. Marital status : Married / Unmarried / widow / Divorced / Separated
11. Occupation: _____

S. No.	Particulars	Before Loan	After Loan
(i)	Unemployed		
(ii)	Labourer/Maid		
(iii)	Assisting Family Business/Farming		
(iv)	Small Business (Self-employed)		
(v)	Agri or Allied Business (Self-employed)		

12. Nature of the family : Joint Nuclear

13. Size of the family : Upto 3 members 4-5 members Others

Q. No.	Particulars	Before Loan	After Loan
14.	Annual Family Income		
15	Monthly Expenditure of your House hold		
16	Size of the Household Savings		
17 (A)	Any other loan (except loan from Punjab Backward Classes Land Development and Finance Corporation(PBCLDFC) and Punjab Gramin Bank (PGB) (Please mark YES / No)		
17 (B)	If yes in point 17 (A) , (Please specify)		

18. Nature of House Occupied : Hut Concrete Roof Sheet Roof

19. (A) Do you have Aadhar Card? : Yes No

(B) Does your Aadhar number and mobile number is linked with your loan account: Yes/ No

20. What type of assets did you purchase after getting PBCLDFC/ PGB loan?: _____

21. How much value of investment you have before and after the loan?

S. No.	Name of the investment	Purchased before Loan in Rs.	Purchased after Loan in Rs.
1.	Post Office		
2.	Bank		
3	Chit Funds -		
4.	Silver		
5.	Gold		
6.	Others		

22. What type of Bank account do you have?

Jan Dhan Yojana Saving Bank Account Others

II. SCHEME RELATED INFORMATION

S.no	Particulars	Response
1.	Name of the scheme in which Loan is availed (General Term Loan/ New Swarnima Scheme / Mahila Samriddhi Yojna)	
2.	Please specify the nature of “ sector ” for which assistance is availed. (Agriculture and allied / Small business/ Transport Sector/ Service sector / Education)	
3.	How did you come to know about the NBCFDC current scheme? (Advertisement /Family / Friends/Relatives/ From SCA officials/ Website / Other Beneficiary / if Others: Please Specify)	
4.	Are you aware of other schemes of the NBCFDC? Yes/ No (If yes, please name the scheme)	
5.	Are you aware of maximum amount of loan sanctioned along with its interest rate to be paid under the NBCFDC scheme? (Yes / No)	
6.	Did you face any difficulties in getting Loan (yes / no)	
7.	If yes previous question, please specify	

8. Please tell us about the particulars of Loan received

- a) Date in which application was madeDD/MM/YYYY
- b) Amount applied.....
- c) Loan sanction date..... DD/MM/YYYY
- d) Amount sanctioned.....
- e) Loan disbursed date.....
- f) Amount disbursed.....
- g) Purpose of loan (Give Name of the Sanctioned Activity).....
- h) Have you utilized the loan for the intended purpose (Yes / No):
.....

If No, where utilized:

.....

Whether in other economic activity: Yes No

Whether for personal consumption: Yes No

- i) What is the rate of interest for your loan: _____
- j) Status of loan repayment (Regular / Irregular / Defaulter): _____
- k) If Irregular or Defaulter (please specify the reason (Failure of Business / Diversion of Savings/ Loss of Asset/ Lack of Training / Others : _____

- l) What is the Surety given for getting loan:
- | | | | | |
|-----------------------------|-----|--------------------------|----|--------------------------|
| Collateral Security | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Mortgage of Landed Property | Yes | <input type="checkbox"/> | | <input type="checkbox"/> |
| Govt. employees surety | Yes | <input type="checkbox"/> | | <input type="checkbox"/> |
| Others, if any. | Yes | <input type="checkbox"/> | | <input type="checkbox"/> |

m) Have you given employment to others?" (Yes / No) _____
 If Yes, to how many persons (please specify the numbers):

n) Sufficiency of loan amount(Yes / No) _____

If No, expected loan amount _____

10. Feedback from beneficiaries about the Scheme in general:

11. Impact of Education Loan (Note: outcomes will be analyzed in the Report)

- | | |
|------------------------------------------------------|----------------------|
| (i) Name of Course, for which Education Loan availed | <input type="text"/> |
| (ii) Year of completion of Course | <input type="text"/> |
| (iii) Year of getting job | <input type="text"/> |
| (iv) Year of starting self-employment | <input type="text"/> |
| (v) Present earnings (P.A) | <input type="text"/> |

12. **Feedback from the Beneficiary.**

(i) BEST PRACTICES OF SCA (if any)
 : _____

(ii) WEAKNESS OF SCA (if any): _____

(iii) SUGGESTIONS/ RECOMMENDATIONS(if any): _____

13. **Feedback from the Field Officer.**

(i) BEST PRACTICES OF SCA: _____

(ii) WEAKNESS OF SCA: _____

(iii) SUGGESTIONS/ RECOMMENDATIONS: _____

SATISFACTION LEVEL OF SCA'S & SOCIO - ECONOMIC IMPACT

Listed below are statements of various aspects regarding State Channelizing Agent (SCA) of NBCFDC. Please indicate the extent to which you are satisfied with each statement by ticking (√) a number that reflects your rating using a scale where **1 = highly satisfied**, **2= satisfied**, **3 =neither satisfied nor dissatisfied**, **4= dissatisfied**, **5= highly dissatisfied**.

S. No.	Statement	1	2	3	4	5
1.	Loan scheme					
2.	Assistance and guidance provided by SCA					
3.	Interest Rates					
4.	Loan sanctioning system					
5.	Disbursement system					
6.	Behavior of the employees during the lending process					
7.	Size of monthly instalments					
8.	Repayment period					
9.	Time Taken for loan approval					
10.	Easy Query Handling					
11.	Overall services					

Impact of NBCFDC schemes on the lives of beneficiaries:

Please rate by ticking (√) a number Please note: where **1=Notable Increase**, **2= Moderate Increase**, **3=Unchanged**, **4= Moderate Decrease**, **5= Notable Decrease**.

S. No.	Statement	1	2	3	4	5
1.	Activity started with the help of loan assistance					
2.	Participation in Social Service activities					
3.	Better schooling of the Children					
4.	Social recognition in the Society					
5.	Participation in organized activities					
6.	Better access to the health facilities					
	Economic Impact					
7.	Food consumption pattern					
8.	Clothing status					
9.	Better access of financial resources					
10.	Asset creation					
11.	Savings rate					
12.	Standard of living					
13.	Minimized family indebtedness					

NOTE: SUCCESS STORIES WITH PHOTOGRAPH OF BENEFICIARY: KINDLY GIVE TWO PHOTOGRAPH FROM THE DISTRICT