

# A Study on Issues and Challenges Related to Micro Finance Institutions in India

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**Abstract: Microfinance has evolved as an economic development approach intended to benefit the low-income part of a given society. It is emerging as a powerful tool for poverty alleviation in India. Microfinance Institutions can be non-governmental organizations, self-help groups, saving and loan cooperatives, credit unions, government banks, commercial banks, or nonbank financial institutions. Microfinance gives access to financial and nonfinancial services to low-income people, who wish to access finance for starting or developing an income generation activity. Micro finance institutions are established to provide financial services to the microentrepreneurs and some poorer to improved their economic status and social conditions after receiving the financial services. The purpose of this paper is to study the role of microfinance institutions in poverty eradication in India and to observe the issues and challenges facing microfinance institutions. Impact of micro finance is appreciable in bringing skill development and empowerment among the disadvantaged segments in the society. Micro finance has emerged as a catalyst of rural development, social and economic empowerment.**

## INTRODUCTION

Microfinance is the financial assistance to low-income people and the self-employed people, who are lack to access for banking and related services. The basic idea of micro-finance services is to provide the financial assistance to the poor at the time they need it at a very convenient condition. Generally, it is a movement whose object is “a world in which as many poor and near poor households as possible have permanent access to an appropriate level of high quality financial services, including not just credit but also savings, insurance, and fund transfers.” Those who promote microfinance generally believe that such access will help poor people out of poverty. The vision of microfinance is quite simple to create systemic change in financial systems worldwide. Microfinance intends that they serve the majorities of disadvantaged people and lift them out of poverty and make them full participants

in their country's social and economic development. A microfinance program creates employment through microfinance initiatives which is the most important factor to eradicate the poverty through employment. NABARD has been extending various supports to various stakeholders to facilitate sustained access to financial services for the unreached poor in rural areas through various microfinance innovations in a sustainable manner. The Government has also announced hundred billion to NABARD (National Bank for Agriculture and Rural Development) for refinancing rural banks and help better for free flow funding. Much has been concentrated towards rural development where interest subsidy for women Self-help Groups in 2012-13. Microfinance has emerged as a growing industry to provide financial services to poor people. Until recently, microfinance focused primarily on providing microcredit for microenterprises. However, there is recognition that poor people need a variety of financial services, not just credit. Current microfinance has therefore moved towards providing a range of financial services, including credit, savings and insurance, to poor enterprises and households.

## STATEMENT OF RESEARCH PROBLEM

In the environment of micro finance business to eradicate the poverty in rural areas there is a lack of awareness among the poor people specially women about micro finance institutions and its services to poor people. Even some of them who are having awareness though they are not in a position to get benefit because they are not awareness of executive operating system of micro finance business and they are scared to fulfil the requirement conditions of micro finance institutions after taking a credit due to lack of confidence among the clients. In the village areas poor people are not skilled or in a status to prepare a proposal for their venture business and submit to get the finance and also lack of knowledge

of convincing to the micro finance institutions about their idea of business to get the credit loan and services from micro finance institutions. Due to all these problems may be still poverty is not eradicated completely even though the well-established of micro finance institutions in India.

#### OBJECTIVES OF THE STUDY

- To know whether the clients are aware or not about micro finance institutions and its services in India
- To study the whether the clients are educated to prepare a proposal to acquire the benefit from micro finance institutions
- To evaluate the role of the micro finance institutions for mounting the scenario of entrepreneurship culture.

#### METHODOLOGY

This study is based on descriptive and secondary data. The researcher referred the research articles and reports which were published in professional journals and micro finance institutional websites. He prepared the conceptual paper on this micro finance topic.

The role of microcredit spearheaded by the SHG movement in women empowerment is by now a well-established fact. Liberating rural women from their traditional confinements to homesteads, participation in microfinance programs contributes to social change as well as empowering women by strengthening their economic roles. In many MFIs, women have become preferred clients as their income benefits their families through improved nutrition, health, education and well-being; because they have higher repayment rates; and because women work better in the group lending programs that makes reaching the poor efficient. Access to the basic financial products such as savings and loans enable women to set up new economic activities or expand the existing ones for higher income. The control over this increased income and assets can be used directly for her own well-being and that of her children/family. Moreover, the control over income and assets strengthens women's ability to negotiate change in gender relations within the household and wider community. Thus, besides a popular poverty alleviation strategy, the empowerment of women has become a key rationale for SHG expansion and replication. Indian microfinance has also been showing mild signs of recovery on account of

improving regulatory environment and improvement in governance.

Micro Venture investment model, which is a dramatic departure from traditional microcredit lending promoted by Micro Graam aims to bring an array of diverse financial tools for India's underprivileged rural poor. In Micro Ventures, a micro-entrepreneur and a micro venture capitalist enter into a revenue sharing agreement, which enables the two partners to create a micro to small enterprise (MSE).

Micro Financial Institutions are divided in to three categories:

- Non Profit making: Section 25 of Companies Act 1956
- Mutual Benefit making: Registered under state co-operative societies Act,
- Profit making: Companies Act 1956 and registered with RBI

Values of Microfinance are stated as follows:

- To provide low-income clients women, men and their families, with access to financial services that are client focused and designed to enhance their well-being, and are delivered in a manner that is ethical, dignified, transparent, equitable and cost effective.
- To ensure quality services to clients, appropriate to their needs, and delivered efficiently in a convenient and timely manner.
- To provide complete and accurate information to clients regarding all products and services offered.
- To create awareness and enable clients and all other stakeholders to understand the information provided with respect to financial services offered and availed.
- To ensure that clients are protected against fraud and misrepresentation, deception or unethical practices.
- To ensure that all practices related to lending and recovery of loans are fair and maintain respect for client's dignity and with an understanding of client's vulnerable situation.
- To safeguard personal information of clients, allowing disclosures and exchange of relevant information with authorized personnel only, and with the knowledge and consent of clients.

Principles of Microfinance are stated as follows:

- Promote and strengthen the Microfinance movement in the country by bringing low-income clients to the mainstream financial sector.
- Build progressive, sustainable, and client-centric systems and practices to provide a range of financial services (consistent with regulation) to clients.
- Promote cooperation and coordination among themselves and other agencies in order to achieve higher operating standards and avoid unethical competition in order to serve clients better.

Ethics of Microfinance are stated as follows:

- MFIs must design appropriate policies and operating guidelines to treat clients and employees with dignity.
- MFIs must incorporate transparent and professional governance system to ensure that staff and persons acting on their behalf are oriented and trained to put this Code into practice.
- MFIs must educate clients on the Code of Conduct and its implementation.

Objective of Micro Financial Institutions:

- To play vital role in reducing poverty
- To supply of loans, savings and other basic financial services to the poor people
- To provide financial services to the active poor
- To provide diversified, dependable and timely financial services to the economically active poor
- To create employment opportunities
- To provide benefits to the poor people both an economic and socio well-being
- To help existing business grow or diversify their activities
- To encourage the development of a new business
- To empower women or other disadvantaged population groups

Issues of Micro Finance Institutions:

Low outreach:

It has been observed that Micro Finance programs focusing on women than men. These characteristics of women clients constitute evidence in support of the inclination of Micro Financial Institutions to cater to the needs of women. Women may be better and more reliable clients, but in order to increase their outreach MFIs cannot be ignored men as clients.

High interest rate:s

MFIs are charging very high interest rates, which the poor find difficult to pay. It has been argued that MFIs are private entities and hence need to be financially sustainable. It is important that these NGOs should be willing to operate at narrow margins and to bear a low effective interest rate so that they can maintain a balance between their dual objectives of commercial viability and serving the poor.

Negligence of urban poor:

It has been noted that MFIs pay more attention to rural areas and largely neglect the urban poor. However, the population of the urban poor is quite large. MFIs need to pay equal attention to the urban poor because they too need financial assistance for various activities.

Client retention:

Client retention is an issue that creates a problem in growing the MFIs. This occurs because people are not properly informed and educated about services and products provided by the institutions.

Loan default:

Loan default is an issue that creates a problem in growth and expansion of the organization Lack of understanding on the part of the clients, they also cannot correctly manage the loans given to them. As a result, they are not able to pay back the loan.

Low education level:

The level of education of the clients is low. So it creates a problem in the growth and expansion of the organization. Target population of MFIs is people of rural areas and they have no or less education level. As the percentage of people who have very less education.s

Challenges of Micro Finance Institutions:

- Inadequate donor funding or lack of accessing fund
- Insufficient support from governments
- Limited management capacity of micro finance institutions
- Less attention on financial sustainability of MFIS
- Lack of adequate loan or equity capital to increase loan-able funds
- Lack of standardize reporting and performance monitoring system for microfinance institutions

- Lack of understanding of the definition and concept of microfinance by the clients.
- Major challenges of microfinance institutions are communication gaps and inadequate awareness
- There is a danger of systemic credit risk in which default borrowers worsen the whole system
- Educating clients about channels and formats for information

Suggestions to cope up the constraints to access finance in India Banks

#### Are Reluctant to Lend to Rural Clients

From the perspective of the rural banks, serving the rural poor is a high-risk, high-cost proposition. Uncertainty and default risk. Lending to some segments, especially to the very poor, is surrounded by uncertainty about repayment. The rural poor tend to have irregular/volatile income streams and expenditure patterns and they also tend to be highly exposed to systemic risks such as crop failures or a fall in commodity prices, and therefore, may face real difficulties servicing loans. So banks have legitimate concerns while dealing with the rural poor, and tend to perceive such loans as risky.

#### Lack of Credit Information

Problems caused by uncertainty are exacerbated by the lack of reliable information on the past credit history of borrowers. There are a number of sources of credit information in India, but none of these focuses on small, rural borrowers. Credit information on such borrowers is difficult to obtain because the majority of the rural poor rely on moneylenders and other informal lenders, and it is not in the interest of such lenders to pass on a borrower's good credit repayment record to other providers of finance. The unavailability of credit information has reduced the volume of lending in India; because performance risk measures are unavailable, the current risk management practice of banks is to control loan amounts. Better credit information could directly increase the amount of financing available to rural borrowers.

#### The autocracy of collateral

Most of India's rural poor, for instance, have no fixed collateral or only small plots of land that most often cannot be mortgaged. Identification of alternative collateral is costly and cumbersome. So only those with assets can borrow! Another problem

is that collateral can only provide security to lenders in an environment where households have proper titles to their assets, and where the legal system makes it relatively straightforward for lenders to enforce contracts and repossess collateral; the legal system in India makes collateral registration, and its repossession by the financier, a long and arduous process.

#### Transactions costs

The transactions costs of rural lending in India are high, mainly due to the small loan size, high frequency of transactions in rural finance, large geographical spread and heterogeneity of borrowers, and widespread illiteracy. The geographical spread of customers in rural India, and widespread illiteracy, further drive-up the administrative costs, after the loan is granted.

#### Absence of flexible products and services

Rural banks do not provide flexible products and services to meet the income and expenditure patterns of small rural borrowers. Small rural borrowers have irregular income streams and expenditure needs, and therefore, prefer to borrow frequently, and repay in small installments, but most banks do not offer such products. Also, while small rural borrowers seek savings and lending products, they also seek insurance (life, health, crop), which banks do not generally offer.

#### Weak legal framework and enforcement issues

Government has not been able to develop and enforce a legal and regulatory framework conducive to rural finance, so that contract design, contract renegotiation, and contract enforcement remain weak, making it even more difficult for financiers to provide borrowers with the right incentives for repayment. While the recent enactment of the securitization and asset reconstruction law (2002) has helped improve the legal framework for recovering bad loans, by facilitating out-of-court settlements on non-performing loans and instituting alternate methods of dispute resolution between creditors and debtors, the law does not cover small loans.

#### Government policy

Government policy has created a "financial climate" that is not conducive to lending in general, and to

rural banking, in particular. High fiscal deficits, the government's domination of rural finance institutions, persisting weaknesses in the regulatory and legal framework, and a set of policies towards the sector that have been designed to gain political patronage, have resulted in the distortion of risk/return signals and inefficiencies in the delivery of rural finance services. An outcome of these realities has been a dilution of the credit creating role of rural banks.

#### CONCLUSION

However, the concept and inception of modern Micro Finance was introduced in Bangladesh in 1970 by the economist Dr. Mohammad Yonus. In India the SHG Bank linkage program implemented during the last two decades has significantly contributed in terms of outreach of financial services to unreached people. The review of the performance of the program reveals that there has been a significant improvement in terms of socioeconomic empowerment of rural poor, particularly of women, across states in India. Microfinance services for the poor are now widely promoted as a key strategy for poverty reduction. Many microfinance programs have increasingly targeted women in response to experience of excellent repayment rates. The impact of microfinance on poverty, studies has shown that microfinance has been successful. However, certain challenges/issues remained. Some of these are: Outreach challenges whether all very poor identified and included financially under SBLP? Quality and sustainability of Self-help Groups as a grassroots level institutions for financial inclusion? Inadequate donor funding or lack of accessing fund and in the event that some institutions do not adhere to reporting requirements, what types of sanctions are appropriate? Even in a market where all institutions are capable of adhering to reporting requirements, there will inevitably be those that choose not to and violate the requirement. What is the right approach to educating clients about channels and formats for information? Client financial education is an essential component to healthy microfinance markets, Clients are difficult to reach, financial education is expensive and general education levels tend to be very low among microfinance clients. Considering financial inclusion as a major agenda, the need for redesigning the long tested strategies of the SHG movement need not be over emphasized. Scope for active participation of community oriented organizations in the institutional arrangement for financial products' delivery to the

poor seems to be bright. The experiences and lessons learnt during the last two decades are very valuable based on which future road map of the SHG movement may be drawn. Let the coordinated efforts by all the stakeholders with genuine focus on the poor and their active participation contribute for the livelihood development of the poor in the country.

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