

Financial Inclusion in India Breaking the Myths and Challenges: The Case of Uttarakhand

Dr. Vinay Kandpal
Assistant Professor
School of Business,
University of Petroleum and Energy Studies,
Email: vkandpal@ddn.upes.ac.in

Dr. P C Kavidayal
Professor, Department of Management of Studies,
Bhimtal (Kumaun University, Nainital)
Email: pkavidayal@gmail.com

Article Info

Volume 82

Page Number: 13036 - 13051

Publication Issue:

January-February 2020

Abstract

Uttarakhand is a state in North India famous for its hill stations and tourism. As it is a hilly state, providing financial services is going to be a bigger challenge. The state lacks spread of industries due to its geographic diversities; moreover, the prevailing industries have become concentrated into some specific plain areas. The hill part of the state is experiencing migration of youth as its biggest problem. Uttarakhand's achievement with regard to Financial Inclusion may be a more tough task as hundreds of villages still do not have access to roads and other basic amenities and remain cut off during the winter. Agriculture is a primary source of work, although contribution to income is low due to poor rainfall in non-monsoon seasons over the last three years. This is unfortunate and easily remediable because the region still receives rainfall in the monsoon months. Loans for water-harvest tanks can help push up agricultural productivity significantly. A lot of the landscape is barren due to deforestation, thus loans for plantation can potentially help increase incomes and improve the local ecosystem as well. Also, the region grows apples and potatoes as cash crops, however, there are a few insurance companies that provide cover for these crops. Households generally seemed to be interested in this kind of financial service but due to geographical constraints list of service getters remains limited to the ones living close to the market/road. An awareness regarding various financial instruments and government schemes are still unknown to many faculty members and students. The study critically analyzes the issues and challenges involved in financial inclusion for inclusive growth and would also attempt to highlight the factors that can aid in achieving financial inclusion for inclusive growth in Kumaun and Garhwal regions of Uttarakhand.

Article History

Article Received: 18 May 2019

Revised: 14 July 2019

Accepted: 22 December 2019

Publication: 24 February 2020

Keywords: Financial, Inclusion, Banks, Uttarakhand

I. INTRODUCTION

Financial inclusion is a subject of growing interest and one of the major socioeconomic challenges on the agendas of international institutions, policymakers, central banks, financial institutions, and governments. One of the oldest definitions by **Leyshon and Thrift (1995)** define financial exclusion as referring to those processes that serve to prevent certain social groups and individuals from gaining access to the financial

system. According to **Sinclair (2001)**, financial exclusion means the inability to access necessary financial services in an appropriate form. Exclusion can come about as a result of problems with access, conditions, prices, marketing or self-exclusion in response to negative experiences or perceptions. **Carbo et al. (2005)** have defined financial exclusion as broadly the inability (however occasioned) of some societal groups to access the financial system.

The **UN report (2006)** entitled, "Building inclusive financial sectors for development" (referred to sometimes as the "blue book") played a significant role in bringing international attention on this issue. The **U.N. Report** defines "an inclusive financial system as one which provides credit to all "bankable" individuals and firms; insurance to all insurable individuals and firms; and savings and payment services for everyone. Financial inclusion does not imply that everyone will use all available financial services; rather everyone has the option to use them".

Financial inclusion is especially important for less developed countries where the interaction between formal financial systems and individuals (households or enterprises) is still low. Most vulnerable groups find it particularly difficult to access formal financial services, and as a result, they are forced to combine irregular income flows with limited or imperfect financial instruments. Financial inclusion is the broad based delivery of banking and other financial services at affordable cost to the poorest sections of society. In India, financial inclusion emphasizes to include maximum number of people under formal financial systems. The most important part of financial services in a region is typically measured by number of people who have access to bank accounts. Some authors conclude that the lack of use of financial services could lead to a poverty trap and to an increase in the inequality gap (**Banerjee and Newman, 1993**). Empirical evidence suggests that the use of financial instruments increases savings **Aportela (1999)**, consumption, and productive investment (**Dupas and Robinson, 2009**). The link between banking penetration and poverty sheds light on the importance of financial inclusion. This starts from the premise that households try to maximize their profit, and not their income, with the aim of synchronizing income flows and consumption needs. In this context, financial services are important tools for smoothing consumption cycles. The growth in bank accounts is not

significantly associated with the reduction in below poverty line population across states. Providing banking services to maximum number of people is unsuccessful as a poverty reduction strategy. As a poverty reduction strategy, developing inclusive financial systems should give priority, which is financially and socially sustainable (**K. Bhandari, Amit, 2009**)

II. LITERATURE REVIEW

Existing literature on financial inclusion has varying definitions of the concept. Many studies define the concept in terms of financial exclusion, which relates to the broader context of social inclusion.

In the literature of the **World Bank (2005)** on the modern development theory, it is stated that, 'the progression of financial access, growth, and income dynamics of different generations are closely related'.

Demirguc Kunt and Levine (2007) argued that, reducing financial market frictions create positive incentive effects which results in the expansion of individual opportunities. Therefore, financial inclusion as a priority in the development agenda serves to equalize opportunities, eradicate income inequality and poverty, which is beneficial for the poor sections of the society.

V. Ramkumar (2007) view that financial inclusion is not a one-time effort. It is a huge project, which requires concerted and team efforts of the Government, financial institutions, the regulators, the private sector and the community at large. It requires a major mindset change in the minds of every banker, bureaucrat, regulator and thus, creating awareness at all levels. At the same time, the role of technology in the whole scenario cannot be undermined either. It has to be admitted that today, more than even before, technology plays a vital role in bringing about integration in society of all social and economic classes. Accessibility, affordability, appropriateness and benefits determine how deep financial inclusion

penetrates the social fabric of the village. Financial inclusion can empower even the poorest person and bring about a dramatic change in his fate.

Collins et al (2009) shows that financial activities are most often driven by a basic set of needs: daily food, illness, and other sizable expenses including investment opportunities as they arise. None of these needs are tied to running small businesses, and yet all are equally important for everyone. Hence, access to finance has become access to financial services to provide credit, savings, payment and insurance rather than primarily delivering micro credit.

According to **NABARD (2009)** Access essentially refers to the supply of services, whereas use is determined by demand as well as supply. Among the non-users of formal financial services, a clear distinction needs to be made between voluntary and involuntary exclusion. The problem of financial inclusion addresses the—involuntarily excluded as they are the ones who, despite needing financial services, do not have access to them

Sadhan Kumar Chattopadhyay in a working paper for RBI on Financial Inclusion in India: A case-study of West Bengal (2011), has examined the extent of financial inclusion in West Bengal. According to the study, there has been an improvement in outreach activity in the banking sector, but the achievement is not significant. An index of financial inclusion (IFI) has been developed in the study using data on three dimensions of financial inclusion viz- banking penetration (BP), availability of the banking services (BS) and usage of the banking system (BU). The paper provides a comparable picture between different states based on IFI rankings.

Oya Pinar Ardic et al (2011) explained that using the financial access database by CGAP and the World Bank group, this paper counts the number of unbanked adults around the world, analyses the state of access to deposit and loan services as well as the extent of retail networks,

and discusses the state of financial inclusion mandates around the world. The findings indicate that there is yet much to be done in the financial inclusion arena. Fifty-six percent of adults in the world do not have access to formal financial services.

Kudva (2012) argues that while financial inclusion initiatives give people access to organized financial services, the lack of knowledge has resulted in suboptimal impact in using this opportunity and in some cases proven counterproductive with the creation of debt traps. The author added that, financial literacy programmes need to go hand-in-hand with financial inclusion initiatives to create the pull for accessing formal channels of finance. Further, these programmes need to be tailored to take into account the demographic profile and regional differences of the target population for a stronger impact. He further added that financial inclusion and financial literacy form two sides of a coin with inclusion activities giving the push and literacy programmes creating the pull for financial services.

Honohan and King (2012) evidence that income and education is the key demand/user side determinants of access to financial services. The results show that improving financial sector knowledge is associated with a significant increase in being formally banked. The RBI has already taken a step in this direction by engaging Business Facilitators (BF). Summarily even if financial institutions expand their reach, bringing credit, savings, and micro-insurance to those previously without access, potential poor often do not readily adopt the range of offerings. That's not because the services aren't needed; rather, those who would benefit most from these products often have no experience with formal financial services and often don't see them as a likely part of their life.

King (2012) evidences the characteristics of 'unbanked' households with lower incomes, lower education, without an access to a mobile,

and have lower levels of financial sector knowledge and a number of formal documents in their name than the remainder of the population.

A micro-data based paper by **Allen et al. (2012)** estimates several Probit models for a total of 123 countries to analyze the relationship between financial inclusion and individual- and country-level variables, such as regulatory aspects, the implementation of policies and alternative banking designs. These authors found that greater financial inclusion has a positive correlation with better access to formal financial services (lower banking costs, greater proximity to bank branch offices and reduced documentation requirements). Living in rural areas and low income are negatively correlated with financial inclusion

V. Ganesh Kumar (2013) noted that the branch density in a state measures the opportunity for financial inclusion in India. Literacy alone cannot guarantee high level financial inclusion in a state. Branch density has significant impact on financial inclusion. It is not possible to achieve financial inclusion only by creating investment awareness, without significantly improving the investment opportunities in an India.

Pallavi Gupta and Bharti Singh (2013) did a research on Role of literacy level in financial inclusion in India: Empirical evidence with objective to assess the correlation between the usage dimension of financial inclusion index and literacy level in India and they conclude that lower literacy rate is not main reason for low financial inclusion in states. They suggested that for achieving financial inclusion government should focus on behavioral factors.

Most of the economic opportunities tended to concentrate in plain areas of the State, leading to huge income inequalities across the hill and plain districts of the State. Per capita income (measured in terms of per capita net district domestic product) in Bageshwar, Champawat, Tehri Garhwal and Almora districts is almost half of that is in Dehradun and Haridwar (GoUK,

2013). As per report titled as “**OUTMIGRATION FROM HILL REGION OF UTTARAKHAND: Magnitude, Challenges and Policy Options**” by **Mamgai & Reddy, NIRD, Hyderabad**. Outmigration has been historic in the state and contributing 26-50% of the household Income. Domestic Remittance per migrant per Year ranges between INR 16,000-60,000. Similarly, after return migration, pensions contribute to around 40% of HH Income. (Source: ICIMOD WP 2017/22 & Paper by Mamgai & Reddy, NIRD)

III. STATEMENT OF RESEARCH PROBLEM

Although in existing literature various points or factors have been put forward by the researchers and policy makes but still a research gap exists when we take into consideration empirical studies in India and especially with regard to Uttarakhand because the gap remains same. Financial inclusion has been a buzzword for the policy makers and governments for a long time. Despite the tremendous growth of the banking sector in India both horizontally and vertically, a large section of Indian population continues to remain unbanked even after attaining 67 years of our Independence. Access to finance by the poor is a prerequisite for poverty reduction and sustainable economic development.

To achieve this, empirical evidence that links access to financial services to development outcomes will have to be developed. This has made the area of financial inclusion a challenging one, in view of policy planning for effective financial development. But in ground reality, access to finance by the poor, weaker sections, marginalized, is limited due to a number of factors. In India data at the macro level shows that, a large section of the poor and marginalized sections of Indian economy are financially excluded or financially illiterate. They don't have access to the various financial services provided by the institutional set up, and access to financial

services is not uniform throughout the economy. This necessitates a good mechanism to operationalize financial inclusion. Literature on financial inclusion shows that, there is a need for the research and data to be conditioned on implementing financial inclusion and determining its socio and economic implications in India. Based on the review of the literature, participation in the financial sector is also dependent on supply, demand, and behavioral factors. In relation to supply factors, availability of financial institutions, adequate financial services, and personnel with language skills and training to address the needs of different populations are relevant when determining participation in the financial sector. From the demand side, Socio Economic Status and cultural barriers are relevant. Behavioral factors related to the cost-benefit analysis under-taken by the individual when deciding whether to have a checking or saving account are also important determinants of participation in the financial sector.

To tackle this problem effectively, much more research is needed to measure and track the access to financial services, to evaluate its impact on households and to evaluate policy intervention. So this study will be an attempt to focus on the nature and extent of financial inclusion and the impact of availing financial services on the socio-economic status of rural and urban households belonging to the economically weaker sections. The study would critically analyze the issues and challenges involved in financial inclusion for inclusive growth and would also attempt to highlight the factors that can aid in achieving financial inclusion for inclusive growth in Kumaun and Garhwal regions of Uttarakhand. This research work would also suggest appropriate suggestions for successful implementation of the policy of financial inclusion for sustainable growth of Uttarakhand. Uttarakhand has a mix of districts, which are in hilly areas and plain areas.

IV. OBJECTIVES OF THE STUDY

This study has been aimed with the following objectives in mind:

1. To explore the nature of financial inclusion and examine the level of awareness and the perception towards financial inclusion among urban and rural people.
2. To assess the economic and social impact of financial inclusion on households belonging to the vulnerable sections.

V. RESEARCH METHODOLOGY

This study has been done by using both the qualitative and quantitative approaches of research. Financial inclusion has a natural setting, is integrated with numerous other variables directly related to urban and rural people and the socio-economic development. This is the reason for using qualitative research. The reason of choosing quantitative approach was to find out the answer of the research questions from numerical perspective. This research would be done on the demand side of the financial inclusion.

The research under consideration will fall under the dimensions of a descriptive-cum -exploratory frame. Further the data would be used to test the hypotheses among the factors of the independent and dependent variables and thus exploratory in character. From the literature review, it was seen that various critical factors have affected the level of financial inclusion/exclusion; like income, employment, bank charges, quality services, level of complexity, required identification, financial education, and level of physical access. This will be administered through questionnaire survey to describe and weigh the importance and effects of these factors to financial inclusion. The survey was also used to determine the type and extent of exclusion (if any) that existed among these areas. With the use of both primary and secondary data, the research aimed to measure the level of financial inclusion, its impact on socio economic development in Uttarakhand.

Pilot Study:

To ensure that questionnaire was administered well and results are correct, a pilot study was carried out by administering to 50 management faculties, literate villagers and bank officials that gave necessary suggestions and direction to modify the questions and explanations of technical words.

Sample Design, Size and Selection:

A sample of 1000 people residing in 13 districts of Uttarakhand would be collected. The selection of sample was done through convenience sampling technique. 1,000 respondents from urban and rural or hilly areas of Uttarakhand through personally contacting them. Cronbach's alpha was used to decide the sample size for quantitative study. It is a statistic commonly quoted by authors to demonstrate that tests and scales that have been constructed or adopted for research projects are fit for purpose. Below, for conceptual purposes, we show the formula for the standardized Cronbach's alpha:

$$\alpha = \frac{N \cdot \bar{c}}{\bar{v} + (N - 1) \cdot \bar{c}}$$

Here N is equal to the number of items, c-bar is the average inter-item covariance among the items and v-bar equals the average variance.

For qualitative research I will collect response through focused group discussion and will collect response from people living in Uttarakhand which will also include bank officials.

Sample Design:

Convenience sampling would be used to select the samples for quantitative data. Qualitative research will be a focused group discussion and the changes in their socio and economic conditions would be analyzed. Sampling has been done in different stages and each stage is described in detail. The study area covered will be 13 districts of Uttarakhand.

VI. RESEARCH HYPOTHESES

Based on the conceptual framework, review of the literature, pilot study and the valuable input by the experts in the field, following hypotheses were framed:

Null Hypothesis H10: There is no disparity in financial inclusion among the rural and urban households belonging to the weaker sections of people in Uttarakhand

Null Hypothesis H20: There is no relation between financial inclusion and the social status of the households belonging to the weaker sections of people in Uttarakhand

Null Hypothesis H30: The impact of availing formal financial services on the socioeconomic status of the households belonging to the vulnerable sections is not heterogeneous.

SIGNIFICANCE OF THE STUDY A financial sector that provides access to everyone who is bankable would be called as inclusive financial sector. Along with providing access, regulators of the financial sector and concerned governments of the economy should also facilitate to make people bankable, by strengthening the supply and demand sides of financial services. In this direction, in India, beginning from the national plans, governments have emphasized the role of finance in promoting equitable growth. Even after these initiatives taken in India towards financial inclusion, macro-level empirical evidence at the all India level reveals that, a vast segment of farmer households, the poor and marginal sections of the society, do not have access to any financial services and there is a wide disparity throughout the economy, across the regions, in financial inclusion.

Therefore, the present study assumes importance in the light of the following facts:

(i) In most of the earlier studies on the accessibility and impact of financial inclusion, the focus is on the supply side of financial services. In

this study, there is an attempt to focus on the demand side of financial inclusion.

(ii) Being a state specific study, on the one hand, it helps in ascertaining the specific regions position and problems with regard to variables under study, and on the other, it helps in highlighting and underscoring the macro-level findings of financial inclusion and its impact on the socio-economic status of rural and urban households.

(iii) There may be studies to look into the disparity in financial inclusion and the impact of availing formal financial services at the national level, across the states. Disparities may also be there in the financial inclusion within the states. Therefore, this study attempts to examine the regional disparities in financial inclusion and the impact of availing formal financial services.

(iv) Literature on financial inclusion shows that, there is a need for the research and data to be conditioned on implementing financial inclusion and determining its effectiveness in India. This study is an attempt in this direction.

ANALYSIS & DISCUSSION

In the last twenty years, India has undergone a shift of its economic and regulatory structures. Steps have been taken by the Government to educate the people about the banking services and financial instruments available for investment. Despite various attempts, access to finance has remained infrequent in rural and semi urban areas of India. Financial inclusion is mainly concerned with unrestricted access to public goods and services which is crucial for the growth of the economy. The unawareness about banking services and financial instruments in rural and semi urban area is a matter of concern. The rural and even semi urban people are unaware about the financial instruments and banking services. They generally fear to enter banks and fulfill their financial requirement through moneylenders that charges a higher rate of interest. Financial inclusion has become crucial

for inclusive development of the economy. Inclusive financial system helps the deprived section of people to get access to formal credit, saving products and other services, which help them to overcome poverty and to reduce income inequality existing in the Indian economy. India needs inclusive growth in order to attain rapid and disciplined growth. Inclusive growth is necessary for sustainable development and equitable distribution of wealth and prosperity. Achieving inclusive growth is important and is one of the biggest challenges for India. The challenge is to take the levels of growth to all section of the society and to all parts of the country. Rapid growth in the rural economy, sustainable urban growth, infrastructure development, reforms in education, health, ensuring future energy needs, a healthy public-private partnership, intent to secure inclusivity, making all sections of society equal stakeholders in growth, and above all good governance will ensure that India achieves what it deserves.

The SHG-bank linkage programme was launched by National Bank for Agriculture and Rural Development (NABARD) in 1992 with policy support from Reserve Bank of India, to facilitate collective decision making by the poor and provide 'door step' banking. A financial inclusion survey was conducted by World Bank team in India between April-June, 2011 that included face-to-face interviews of 3,518 respondents. The sample excluded the northeastern states and remote islands representing approximately 10 per cent of the total adult population. The results of the survey suggest that India lags behind developing countries in opening bank accounts, but is much closer to the global average when it comes to borrowing from formal institutions.

In recent decades, economic and social inequalities have increased alongside high growth rates that have increased regional inequalities. Over 25% of Indians continue to live in abject poverty. As a result, Inclusive growth has become

a national policy objective of the Union Government. Thus, the need for inclusive growth comes in the picture of Indian economic development. In context of Indian growth, planning it is a relatively new terminology that got the attention of policy makers in the Eleventh Five Year Plan.

Prime Minister of India announced a new scheme in his Independence Day speech on 15th Aug 2014 and called it as the National Mission on Financial Inclusion (NMFII) for weaker section and low income groups. The Prime Minister launched an ambitious flagship program of financial inclusion scheme Pradhan Mantri Jan Dhan Yojna (PMJDY) on August 28, 2014. The major objective was to benefit the Aam Aadmi of India with many benefits for the Indian families. The want of conventional banking and cash are ace of the toughest constraints in the rural regions of India. The Jan Dhan Yojana might be the best strategy to defeat this. Jan Dhan Yojna has made its way into the Guinness World Records for opening the highest number of bank accounts in a small period time. The success of the scheme was indeed fabulous, but still a lot of serious attempts are required in order to make financial inclusion program a success. The financial inclusion attempt through this initiative remains restricted to Urban and semi urban areas. The majority of accounts opened through this scheme are opened in public sector banks. Hence, there is a need that private sector banks come forward and involve in the activities of financial inclusion.

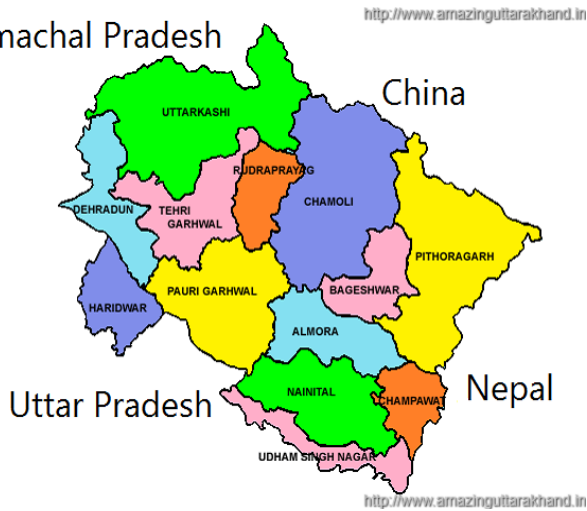
Financial inclusion has become crucial for inclusive development of the economy. Inclusive financial system helps the deprived section of people to get access to formal credit, saving products and other services that help them to overcome poverty and to reduce income inequality existing in the Indian economy. The introduction of Jan Dhan Yojna is a great thought, but steps need to be initiated in the direction of financial inclusion or financial awareness program.

Three flagships Yojna have been introduced by the Prime Minister, which could be considered as a big initiative. The schemes include a life-insurance scheme named Pradhan Mantri Jeevan Jyoti Yojna, an accidental death or disability insurance scheme named Pradhan Mantri Bima Suraksha Yojna and a pension scheme named Pradhan Manti Atal Yojna, which has been already launched. The objective of these schemes is to give social security to the large unorganized and untouched people of the Indian society, which has largely been deprived of any such benefits, and thus remain financially backward. The success of these Yojna can be discussed or debated to any extent, but the fact remains that social security schemes like these could prove to be useful for an unnoticed segment of people. The success of these schemes would depend upon its proper implementation and would be very useful if the benefits passes on to the large segment of the society, which has remained uncovered. To underline the importance of the schemes in the plans of the Government, these were launched simultaneously at 112 locations in different states and union territories; a dozen senior Union Ministers fanned out across the country to take part in some of these launch functions. These schemes represent further unfolding of the 'financial inclusion' initiative that the NDA Government seems to have worked out in detail. The objective of this effort is to draw all households into the banking and insurance system of the country.

India is a unique country and more than 75 percent of population lives in villages. They lack amenities and education. Notwithstanding the fact that there are improvements and India is no longer a under developed country 'and has become a developing nation, yet in certain aspects we are lacking in primary issues, in spite of the phenomenal changes in the external environment due to technological advancement in many fields. There are 13 districts and 2 Administrative Divisions Garhwal and Kumaon, 78 Tehsils and

16,826 Villages in Uttarakhand. The present study was to find out new sets of parameters to study the role of financial inclusion towards social and economic development of Uttarakhand.

Himachal Pradesh



Total Population of Uttarakhand as per census 2011	1.01 Cr
% of Population residing in Hill Areas	70% (approx.)
Male	5,137,773
Female	4,948,519
Male Literacy	87.4%
Female Literacy	70.01%
Per Capita Income	INR 1,34,081
Rural Electrification	99.63%
Total Bank Branches	2290
Total Business Correspondents	1662
Total NBFC-MFIs	11
NBFC-MFI Branches	79
Total Small Finance Banks	3
C:D Ratio as on 31st Dec 2017	57

Data Source: Uttarakhand SLBC, MFIN and Census 2011

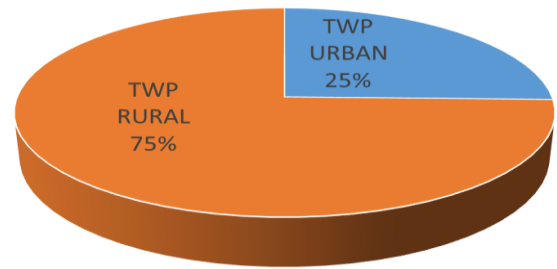
Out of Total Population of 1 Crore, about 75% of the state's Population Resides in Hills

Total Working Population (TWP) of the state: 38.72 Lakh

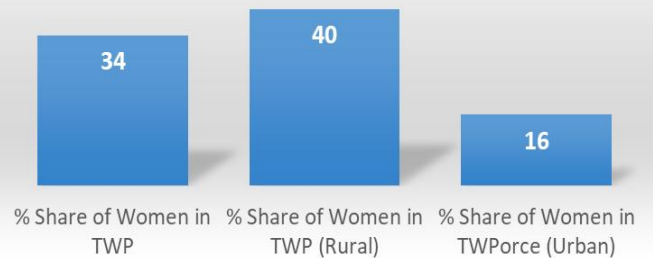
TWP(Rural): 28.85 Lakh

TWP (Urban) : 9.87 Lakh

Total Working Population



% Share of Women in Total Worker Population in Uttarakhand



Data Source:

<https://data.gov.in/resources/primary-census-abstract-2011-uttarakhand>

Financial Inclusion has been accorded high importance by RBI to aid inclusive growth of the economy. There have been formidable challenges in this area such as bringing sections of society that are financially excluded within the ambit of the formal financial system, providing financial literacy and strengthening credit delivery mechanisms. Apart from the priority sector lending policy which has been in existence since long, a host of initiatives have been taken in recent years which include the rollout of Financial Inclusion Plans and expanding the scope of the Business Correspondent (BC) model, improving credit delivery procedures for the Micro and Small Enterprises (MSE) sectors and encouraging the adoption of Information and Communication Technology (ICT) solutions. Pradhan Mantri Jan Dhan Yojana (PMJDY) is the recent initiative

taken in this direction. In Uttarakhand, lead bank responsibility has been entrusted to SBI at State level and PNB, SBI and BoB at the district levels. Working as a federation, SEWA (Self Employed Women Association) Bharat operates a unique program in the hills of Uttarakhand. More than 75% of Uttarakhand's population comes under the category of 'rural'. Owing to the high altitude, poor connectivity with roads and thinly spread population, bank services in such areas are often very limited. In order to bridge the chasm between rural areas and banking services, SEWA in collaboration with the State Bank of India (SBI) began a unique initiative of financial inclusion in 2009. SEWA-SBI Financial Inclusion Programme employs selected women from the community as Customer Service Points (CSPs). SBI issues a Business Correspondent Code to each of the CSPs. Technology provider, a little World, generates a unique CSP ID and issues them Point of Service (POS) Machines.

With the help of these machines, no-frills accounts are opened by recording identities of customers through fingerprints, voice recording and photographs thereby enabling a spectrum of transactions. Deposit savings (Fixed Deposit/Recurring Deposit), withdrawal, remittance, loan applications in addition to pension distribution are readily made available through this model of financial inclusion. Once the data is entered and linked to the corresponding account, it is uploaded to SBI's Mumbai server through GPRS culminating with the registration of the account.

In the hills, banks are scarcely located and every trip to the bank demands time and money. In addition to this, customers attribute heavy documentation work with opening of bank accounts. SEWA-SBI Financial Inclusion Programme makes the bank come to the customers and requires minimal documentation.

Banking Outlets Branches Detail

S.No	Name of the District	Total No. of village having <2000 population	Villages Covered by Branches	Villages Covered by BCs
1	Dehradun	652	360	61
2	Uttarkashi	657	146	137
3	Haridwar	332	179	124
4	Tehri	1782	776	1062
5	Pauri	3122	1190	97
6	Chamoli	1152	132	50
7	Rudraprayag	655	145	151
8	Almora	2196	907	453
9	Bageshwar	856	408	446
10	Pithoragarh	1570	229	235
11	Champawat	650	38	612
12	Nanital	1075	46	522
13	U.S.Nagar	466	36	225
Total		15165	4592	4175

Source : RBI Data as on 31st March 2017

The banking network and business in the state as on 31st March 2017 (Source: Uttarakhand SLBC , MFIN, NABARD Annual Report 2016-17) are as under:

(₹ in Crores)

Sr. No	Banks	Nos	No. of Branches	Rural Area Branches	Deposits	Advances	C:D Ratio
1	Public Sector	21	1507	682	86360	40365	47
2	Private Sector	13	205	48	10996	8183	74
3	RRBs	2	287	230	4145	1988	48
4	Coop Banks	1	270	156	7762	4799	62
5	RIDF					5216	0
	Total	37	2269	1116	109263	60551	55

Constraints to Inclusive Growth of Uttarakhand

- Located in the foothills of the Himalayas, Uttarakhand's terrain and agro-climatic conditions obviously provide unique challenges as well as opportunities for growth and development.
- In Uttarakhand, government placed directors, having a dual role of state and cooperative employee, often serve their own interests.
- In Uttarakhand generally the deposits are more than the loan because of three factors: A large inflow of remittances from those who work out of state (in services, local government services or as migrants to plains); these remittance permit the families to save. Secondly, the bank branches are so few and so far, people save money in Primary Agricultural Credit Society (PACS).
- Further, agriculture is of a subsistence nature, and there are no local avenues of credit absorption, limiting the demand for credit for income generating activities.
- Multiple stakeholders in Uttarakhand have indicated that SRCs have difficulty prospering due to: lack of funding, exposure to agricultural risks, seasonal revenues and costs, low scale, and remote locations.
- They do not enjoy the benefits accorded to PACSs, and so don't have the same level of financial viability.
- The formal financial system in India is dominated by banks and same is the case with Uttarakhand.
- As per the NABARD, report 5.47% of SHGs availed Bank loan during 2016-17.
- As on 31st March 2017 15341 No. of SHGs in commercial banks had a saving of ₹ 1757.06 lakh, 24758 No of SHGs in RRBs with a saving of ₹ 1735.92 lakhs and 6831 No of SHGs in Cooperative banks with a saving of ₹ 856.96 lakhs.
- Commercial Banks disbursed a loan of ₹ 1503.27 lakhs to 1275 no. of SHGs, RRBs disbursed a loan of ₹ 265.46 lakh to 332 no. of SHGs and Cooperative Banks disbursed a loan of ₹ 669.34 lakh to 960 no. of SHGs.
- The National Bank for Agriculture and Rural Development (NABARD) has projected a credit potential of ₹ 12,726.83 crore in the state focus paper (SFP) for 2014-15 in Uttarakhand under the priority sector.
- While projecting the credit potential, NABARD took into account the resources endowed with the state, infrastructure and extension support available, market trend, skill profile and the damage caused by the devastating floods in Kedarnath.
- In year 2013-14 **NABARD** and **Uttarakhand Gramin Bank**, entrusted was involved recently in organizing financial Literacy workshops in four region of UGB in Dehradun, Champawat, Pithoragarh Tehri, Rudraprayag, Chamoli, Pauri and Udham Singh Nagar districts of Uttarakhand.
- The credit deposit (C-D) ratio of the State at 35.41% in 2011 to **54% in 2017**.
- C-D Ratio of the State has shown signs of improvement in recent years, it still significantly lags behind the all-India average underscoring the scope for further credit penetration.

SLBC - 1															
CREDIT DEPOSIT RATIO OF ALL BANKS															
Position as on 31.12.2017															
(in Crores)															
S. No.	Name of the Bank	No. of Br.	Total Deposit	Total Advances	C:D Ratio	Investment	Adv+Inv	C:I:D Ratio	Total Agri	MSE	Serv.	Others	Total \$ PSA	Adv. To W/S	SC/ST
1	S.B.I.	436	35178	16150	46	3802	19952	57	1550	950	753	2135	5388	2645	415
2	P.N.B.	249	22329	10363	46	0	10363	46	2374	885	1295	499	5053	1865	367
3	B.O.B.	122	5831	3086	53	0	3086	53	1115	275	425	358	2173	725	64
A	Total L.B.	807	63339	29599	47	3802	33401	53	5039	2110	2472	2992	12613	5236	847
4	O.B.C.	78	4581	2144	47	0	2144	47	470	118	431	258	1277	667	91
5	U.B.I.	85	4305	2192	51	0	2192	51	458	263	316	417	1454	326	41
6	Canara Bank	84	2601	1362	52	0	1362	52	173	189	424	202	987	85	60
7	C.B.I.	41	2177	651	30	0	651	30	92	117	164	116	490	77	20
8	P.& S.B.	44	1255	613	49	0	613	49	179	20	177	111	487	159	7
9	ALL Bank	42	2295	1014	44	0	1014	44	146	132	160	132	570	135	179
10	UCO Bank	57	1283	519	40	0	519	40	76	19	127	106	327	5	21
11	I.O.B.	47	1750	837	48	0	837	48	95	71	128	129	422	15	25
12	Bank of India	35	1414	1143	81	0	1143	81	122	153	61	113	449	176	19
13	Syn. Bank	57	1148	706	61	0	706	61	18	41	78	100	236	9	17
14	Vijaya Bank	15	308	190	62	0	190	62	8	10	23	87	128	7	4
15	Corpn. Bank	27	516	403	78	0	403	78	96	34	109	53	293	74	5
16	Andhra Bank	15	355	276	78	0	276	78	17	41	45	51	153	9	5
17	Indian Bank	12	405	310	77	0	310	77	26	6	28	9	69	7	8
18	United Bank	8	144	95	66	0	95	66	6	23	0	39	68	1	1
19	B.O.M.	5	126	47	37	0	47	37	1	13	11	19	43	6	2
20	Dena Bank	18	451	365	81	0	365	81	12	34	34	35	116	8	8
21	IDBI Bank	31	1845	740	40	0	740	40	97	49	200	40	386	115	18
B	Total N-L.B.	701	26960	13607	50	0	13607	50	2091	1334	2516	2015	7955	1881	531
C	Total(A+B)	1508	90299	43206	48	3802	47008	52	7130	3443	4988	5007	20569	7116	1377
22	U.G.B.	286	4392	2022	46	21	2043	47	419	124	458	369	1370	329	331
23	U.P.G.B.	1	13	8	63	0	8	63	6	0	1	0	8	6	5
D	Total R.R.B.	287	4405	2030	46	21	2051	47	425	124	460	369	1378	335	336
24	Co-op. Bank	276	8052	4899	61	0	4899	61	1707	74	784	423	2988	800	672
E	Total Coop.	276	8052	4899	61	0	4899	61	1707	74	784	423	2988	800	672
F	Total (C+D+E)	2071	102756	50135	49	3823	53959	53	9262	3642	6232	5799	24935	8251	2385
25	Nainital Bank	74	2372	1485	63	0	1485	63	603	191	245	99	1138	190	32
26	Axis Bank	37	2157	1360	63	0	1360	63	187	67	154	21	429	112	55
27	ICICI bank	33	2111	1247	59	0	1247	59	70	48	312	401	831	86	27
28	HDFC Bank	30	2313	2744	119	0	2744	119	307	63	235	336	940	230	11
29	J & k Bank	1	49	18	38	0	18	38	0	0	3	9	12	0	0
30	Fedral Bank	1	78	66	86	0	66	86	0	5	23	9	37	0	0
31	IndusInd Bank	6	149	239	160	0	239	160	19	1	107	0	127	14	3
32	Karna. Bank	4	258	110	43	0	110	43	1	24	21	18	64	1	0
33	S.Indian Bank	1	340	29	9	0	29	9	0	0	29	0	29	0	0
34	St.Char. Bank	1	61	5	8	0	5	8	0	0	0	0	0	0	0
35	Yes Bank	11	871	861	99	0	861	99	221	35	61	17	334	19	0
36	Kotak Mahi.	9	314	374	119	0	374	119	178	42	83	4	307	150	3
37	BANDHAN	11	136	181	133	0	181	133	39	0	29	0	68	0	20
G	Total Pvt Bank	219	11211	8721	78	0	8721	78	1625	476	1303	913	4317	800	151
H	All Bank (F+G)	2290	113967	58856	52	3823	62679	55	10887	4117	7535	6712	29252	9051	2536
	RDF	0	0	5703	0	0	5703	0	0	0	0	0	0	0	0
	Total (H+RDF)	2290	113967	64559	57	3823	68382	60	10887	4117	7535	6712	29252	9051	2536

Source : Uttarakhand SLBC , MFIN, NABARD Annual Report 2016-17

• Effort was made to know the level of financial penetration in villages located in interior and far away from the cities. A baseline survey of all the villages was conducted to know the level of banking services Mr. Nainwal, RH, UGB

addressing the available to the villagers. The objective was to make participants at Dhanori patti and people aware of the importance of planning their finances, with an eye on meeting long term requirement of the family.

- Everybody is aware of earnings, savings, expenditure and borrowings but they need to get their priorities right and decide which expenditure is Necessary and what can be avoided till the funds position improve and what is of utmost necessity to carry on their business. Apart from social, educational and other family requirements.
- A distinction has to be made between productive and consumption needs and by pruning our wish-list we can save a lot over a period of time. Lack of planning and not sufficient earnings, come in the way of savings and wealth creation. All that is required, is Analyzing one's needs, and make a distinction between the needs

and desire, avoid wasteful expenditure while saving for the future.

- A saving however small is a source of tremendous self-confidence and helps in creation of wealth over a period of time. The campaign on financial awareness, included elements on Savings, Borrowings, Investment, Insurance and skill improvement. Through a series of Nukkar Nataks, Movies and personal Contacts, we emphasized upon the need of people to connect to the banks and avail the financial services offered. People were also taught, how to avoid debt trap, multiple financing and to be wary of the tactics of money lenders.

TECHNOLOGY BASED INFORMATION										SLBC-41
AS ON 31.12.2017										
										(in Lacs)
S. No.	Name of the Bank	Branches		ATM's		Business Correspondents		Point of Sales		
		Branches opened during the quarter	Total No. of Branches	ATMs installed during the quarter	Total No. of ATMs	Appointed During the quarter	Total No. of BC	Installed during the quarter	Total No. of POS	
1	State Bank of India	0	436	14	836	0	550	0	3682	
2	Punjab National Bank	0	249	0	413	0	234	0	849	
3	Bank of Baroda	0	122	0	197	0	233	0	837	
A	Total Lead Banks	0	807	14	1446	0	1017	0	5368	
4	Oriental Bank of Comm.	0	78	0	85	0	53	5	198	
5	Union Bank of India	0	85	0	148	0	58	0	145	
6	Canara Bank	0	84	0	103	0	28	0	115	
7	Central Bank of India	0	41	0	52	0	8	0	4	
8	Punjab & Sind Bank	0	44	0	42	0	3	0	0	
9	Allahabad Bank	0	42	0	16	0	38	5	87	
10	UCO Bank	0	57	0	52	0	40	253	253	
11	Indian Overseas Bank	0	47	0	37	0	15	0	28	
12	Bank of India	0	35	1	39	0	16	58	205	
13	Syndicate Bank	2	57	9	44	0	5	8	55	
14	Vijaya Bank	0	15	0	11	0	0	0	41	
15	Corporation Bank	0	27	0	41	0	2	0	0	
16	Andhra bank	0	15	0	15	0	0	0	0	
17	Indian Bank	0	12	0	9	0	3	0	3	
18	United Bank of India	0	8	0	10	0	0	11	27	
19	Bank of Maharashtra	0	5	0	0	0	0	0	0	
20	Dena Bank	0	18	1	18	0	3	0	0	
21	IDBI Bank	0	31	0	65	0	1	14	626	
B	Total Non-Lead Banks	2	701	11	787	0	273	354	1787	
C	Total N. Banks (A + B)	2	1508	25	2233	0	1290	354	7155	
22	Uttarakhand G.B	0	286	0	0	0	327	0	92	
23	U.P. Gramin Bank	0	1	0	0	0	2	0	0	
D	Total R.R.B.	0	287	0	0	0	329	0	92	
24	Co-operative Bank	0	276	0	61	0	0	0	10	
E	Total Cooperative	0	276	0	61	0	0	0	10	
F	Total (C+D+E)	2	2071	25	2294	0	1619	354	7257	
25	Nainital Bank	0	74	1	1	21	43	230	272	
26	Axis Bank	1	37	2	126	0	0	0	0	
27	ICICI bank	0	33	0	114	0	0	0	0	
28	HDFC Bank	0	30	0	85	0	0	0	0	
29	The J & K Bank	0	1	0	0	0	0	2	9	
30	Fedral Bank Ltd	0	1	0	1	0	0	0	35	
31	IndusInd Bank	0	6	0	6	0	0	0	0	
32	The Karnataka bank	0	4	0	6	0	0	5	130	
33	The South Indian Bank Ltd	0	1	1	1	0	0	3	3	
34	Standard Chartered Bank	0	1	1	1	0	0	0	0	
35	Yes Bank	0	11	1	17	0	0	13	81	
36	Kotak Mahinda	1	9	0	9	0	0	0	0	
37	BANDHAN BANK	0	11	2	6	0	0	0	0	
G	Total Private Bank	2	219	8	373	21	43	253	530	
H	Total All Bank (F+G)	4	2290	33	2667	21	1662	607	7787	

Source : Uttarakhand SLBC , MFIN, NABARD Annual Report 2016-17

Progress under SHG

PROGRESS UNDER DIRECT SHG'S LINKAGE WITH BANKS										
FROM 01.04.2017 TO 31.12.2017										
(in Lacs)										
S. No.	Name of the Bank	NUMBER OF SELF HELP GROUPS-SAVING BANK A/C						Out of total outstanding women beneficiaries		
		Groups formed		Eligible for linkage	Linked & Disbursed		Total Outstanding		No.	Amt.
		No.	Savings	No.	No.	Amt.	No.	Amt.	No.	Amt.
1	State Bank of India	540	137.93	252	252	161.70	674	729.54	413	512.79
2	Punjab National Bank	222	386.89	160	158	49.06	1494	670.66	3784	6168.70
3	Bank of Baroda	92	73.12	4	3	1.90	566	326.78	126	90.77
A	Total Lead Banks	854	597.94	416	413	212.66	2734	1726.98	4323	6772.26
4	Oriental Bank of Comm.	1	0.00	1	10	10.90	101	81.32	101	81.32
5	Union Bank of India	6	24.90	6	6	24.90	790	561.56	415	208.92
6	Canara Bank	96	14.62	0	16	24.20	629	369.43	593	332.48
7	Central Bank of India	10	1.27	4	9	3.90	317	48.98	10	18.15
8	Punjab & Sind Bank	26	9.00	5	5	3.00	19	18.03	11	10.45
9	Allahabad Bank	22	0.84	22	22	12.65	334	146.23	199	88.18
10	UCO Bank	389	135.99	126	71	20.81	71	20.81	41	9.53
11	Indian Overseas Bank	21	31.40	11	6	15.80	11	23.30	9	12.90
12	Bank of India	53	5.75	9	9	4.18	18	9.29	11	17.11
13	Syndicate Bank	14	2.14	8	7	1.60	10	1.82	7	1.75
14	Vijaya Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
15	Corporation Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
16	Andhra bank	0	0.00	0	0	0.00	0	0.00	0	0.00
17	Indian Bank	0	0.00	1	1	0.02	2	0.65	2	0.65
18	United Bank of India	0	0.00	0	0	0.00	0	0.00	0	0.00
19	Bank of Maharashtra	0	0.00	0	0	0.00	0	0.00	0	0.00
20	Dena Bank	5	0.65	4	4	1.60	9	12.00	7	11.00
21	IDBI Bank	1	17.53	1	5	6.28	260	223.14	251	228.15
B	Total Non-Lead Banks	644	244.09	198	171	129.84	2571	1516.56	1657	1020.59
C	Total N. Banks (A + B)	1498	842.03	614	584	342.50	5305	3243.53	5980	7792.85
22	Uttarakhand G.B	2566	293.46	464	464	300.40	5270	1486.31	1594	396.21
23	U.P. Gramin Bank	36	0.80	0	0	0.00	38	6.00	0	0.00
D	Total R.R.B.	2602	294.26	464	464	300.40	5308	1492.31	1594	396.21
24	Co-operative Bank	1135	238.93	963	465	578.72	2145	929.27	576	169.99
E	Total Cooperative	1135	238.93	963	465	578.72	2145	929.27	576	169.99
F	Total (C+D+E)	5235	1375.22	2041	1513	1221.62	12758	5665.11	8150	8359.05
25	Nainital Bank	0	0.00	0	0	0.00	6	7.88	0	0.00
26	Axis Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
27	ICICI bank	0	0.00	2	2	23.00	0	0.00	0	0.00
28	HDFC Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
29	The J & K Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
30	Fedral Bank Ltd	0	0.00	0	0	0.00	0	0.00	0	0.00
31	IndusInd Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
32	The Karnataka bank	0	0.00	0	0	0.00	0	0.00	0	0.00
33	The South Indian Bank Ltd	0	0.00	0	0	0.00	0	0.00	0	0.00
34	Standard Chartered Bank	0	0.00	0	0	0.00	0	0.00	0	0.00
35	Yes Bank	0	0.00	0	0	0.00	369	271.00	0	0.00
36	Kotak Mahinda	0	0.00	0	0	0.00	0	0.00	0	0.00
37	BANDHAN BANK	0	0.00	0	0	0.00	0	0.00	0	0.00
G	Total Private Bank	0	0.00	2	2	23.00	375	278.88	0	0.00
H	Total All Bank (F+G)	5235	1375.22	2043	1515	1244.62	13133	5943.99	8150	8359.05

Source: Uttarakhand SLBC, MFIN, NABARD Annual Report 2016-17

Banking and Finance Infra	No of Touch Points
Total No of Banks in UK State	37
Total No of Bank Branches	2290
Total No of BC Agents	1662
No of NBFC MFIs	12
No of NBFC Branches	79

Gross Loan Portfolio (INR Cr.)	327
No of Women Served (Lakh)	1.9
Bank Linked SHGs (31 March 2017)	46390
Credit Linked SHGs (31 March 2017)	6969

Source : Uttarakhand SLBC , MFIN, NABARD
Annual Report 2016-17

Survey Results:

The majority of survey respondents were married which is 91% of the total sample size. The majority of the respondent was aged between 45-60. 47% and 36% of respondents have the primary and secondary level of education, respectively. 60% of the respondents were farmer and the majority of respondents were having income less than 5000. Irrespective of the age and literacy level of the respondents, they are aware about basic banking facility i.e deposits and withdrawal but the awareness in terms of other financial services and its usage is low among them.

The maximum of the households that is 49% have 4 adult members and 30% of households have 3 adult members. Almost 80% of household have 3 or 4 adult member and almost all the adult members of these households are having one bank/post office account. But the active account is only one or two.

To measure the awareness level of rural households, various financial inclusion drives and instruments such as No frill bank account, Kissan Credit Card, ATM Card, General Credit Card, Life Insurance, Health insurance was considered. Most of the respondents are fully aware about No frill bank account. Most of the respondents are aware and using an ATM card. The awareness level about Kissan Credit Card and General Credit card is very low among the respondents. Instead of the majority of respondents are farmers, the awareness level about Kissan Credit Card is very low. Most of the respondents are fully aware about Life Insurance but the respondents taking Life Insurance cover was very low. The awareness level of health insurance is very low and the respondents who cover them under Health insurance was even lower.

Focused group discussion:

The analysis shows that there is a wide range of experiences in terms of participation in the formal financial sector among minority elders. Although some participants seem to show higher levels of sophistication when dealing with their finances

and using financial services, other participants use banks to a lower degree, and others do not use banks at all. The people living in hilly and rural areas fear to enter bank and are not aware about the banking facilities. The villagers feel that the number of bank branches, ATMs and network connectivity issues are faced in their regions. Banks are least interested in opening bank branches, as it is not profitable for them. The income level is less people are mostly dependent on pension or small shops. People living in hilly and rural areas depends upon tourism which includes hotels, restaurant and in some areas small scale industries are running. Infrastructure is also not well developed.

VII. CONCLUSION

Uttarakhand's achievement with regard to Financial Inclusion may be a more tough task as hundreds of villages still do not have access to roads and other basic amenities and remain cut off during the winter. Most of the households we visited had some members in the army which had helped them keep a decent standard of living because of the pensions provided by the Government. We noticed that pensions were the bulk of the income for many households. Most households had access to bank accounts. 70% of these accounts, however, were NREGA-disbursement accounts, with voluntarily created savings-accounts in the minority. Savings is a space where private players can enter as the living standard in the region suggests that significant savings can be mobilized. Villagers currently invest in their house and in jewelry. Almost all households had younger members who had left the village for better livelihood. The younger members were remitting money back home either through the post office or through acquaintances. We suggest that villagers' interest in efficient remittance services be explored. Agriculture is a primary source of work, although contribution to income is low due to poor rainfall in non-monsoon seasons over the last three years. This is unfortunate and easily remediable because the

region still receives rainfall in the monsoon months. Loans for water-harvest tanks can help push up agricultural productivity significantly. A lot of the landscape is barren due to deforestation, thus loans for plantation can potentially help increase incomes and improve the local ecosystem as well. Also, the region grows apples and potatoes as cash crops, however, there are a few insurance companies that provide cover for these crops. Households generally seemed to be interested in this kind of financial service but due to geographical constraints list of service getters remains limited to the ones living close to the market/road.

REFERENCES

1. Allen, F., Demirgüç-Kunt, A., Klapper, L. and Martínez Peria, M.S. (2012), "*The Foundations of financial inclusion. Understanding Ownership and Use of Formal Accounts*", Policy Research Working Paper 6290, World Bank, Development Research Group, Finance and Private Sector Development Team, Washington D.C
2. Aportela, F., (1999). "*Effects of Financial Access on Savings by Low-Income People*". MIT Department of Economics", Dissertation Chapter 1.
3. Banerjee, Abhijit V and Newman, Andrew, (1993), Occupational Choice and the Process of Development, *Journal of Political Economy*, 101, issue 2, p. 274-98, <https://EconPapers.repec.org/RePEc:ucp:jpolec:v:101:y:1993:i:2:p:274-98>.
4. Bhandari, Amit K (2009), "*Access to banking services and poverty reduction: A state wise assessment in India*" IZA Discussion paper Series, pp1-14.
5. Blanco, L. R., Ponce, M., Gongora, A., & Duru, O. K. (2015). *A Qualitative Analysis of the Use of Financial Services and Saving Behavior Among Older African Americans and Latinos in the Los Angeles Area*. SAGE Open. <https://doi.org/10.1177/2158244014562388>
6. Carbo, S., E.P.M. Gardener, P. Molyneux (2005). "*Financial Exclusion*", Palgrave MacMillan
7. Chandan, Kumar. & Srijit, Mishra. (2011) "*Banking Outreach and Household level Access: Analyzing Financial Inclusion in India*", M.Phil. Thesis. Indira Gandhi Institute of Development Research (IGIDR). Mumbai.
8. Collins, D., J. Morduch, S. Rutherford, and O. Ruthven (2009), "*Portfolios of the Poor: How the World's Poor Live on \$2 a Day*", Princeton: Princeton University Press.
9. Dupas, P., and J. Robinson (2009), "*Savings constraints and microenterprise development: Evidence from a Öeld experiment in Kenya*", National Bureau of Economic Research Working Paper.
10. Gardeva, A. and Rhyne, E. (2011), "*Opportunities and Obstacles to Financial Inclusion*", Center for Financial Inclusion at ACCION International Development, n/a. doi: 10.1002/jid.1698.
11. Leyshon and Thrift (1995), "*Geographies of Financial Exclusion – Financial Abandonment in Britain and the United-States*", Transactions of the Institute of British Geographers, 20 ,312-341.
12. Pandey, A. Raman, R. (2013), "*Financial inclusion in Uttar Pradesh and Bihar*", Prajnan-NIBM. Pune. XLI (2). 125-146.
13. Ramji, Minakshi. (2009), "*Financial inclusion in Gulbarga: Finding usage in Access Centre for Microfinance*" Institute for financial management and Research. Chennai. Working paper series no.26.January.
14. Ramkumar, V, "*Financial Inclusion & Financial Literacy: SBI Initiatives*" CAB CALLING July-September, 2007, pg: 49-53 retrieved from <http://pmjdy.gov.in/files/financial-literacy/literacy/financial-inclusion.pdf>
15. RBI Annual Report, 2012
16. Sangram, Panigarhi. & Shah, Deepak (2011), "*Financial inclusion of households living below poverty line- An empirical findings from Gulbarga District of Karnataka. Growth with equity inclusion*". Department of commerce, Pondicherry University.
17. Sinclair, P.S. (2001), "*Financial Exclusion: An Introductory Survey. Centre for Research in Socially Inclusive Services (CRISIS)*", Heriot-Watt University, Edinburgh.
18. Srijanani, D. (2012), "*Financial inclusion: Taking banking services to the common man*", International Journal of Management and Business Studies. 2(3). 54-58.