Report of the
Impact Assessment of the
Microfinance Program of
NIRDHAN UTTHAN BANK LIMITED
Conducted during September 2005

Submitted to:
NIRDHAN UTTHAN BANK LIMITED
Nepal

By:
The Centre for Micro-Finance (Pvt.) Limited
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Acknowledgement

List of Abbreviation

AIMS	Assessing Impact of Microenterprise Services
BDS	Business Development Services
CEO	Chief Executive Officer
CMF	Centre for Micro-Finance (Pvt.) Ltd.
FGD	Focus Group Discussion
GLP	Gross Loan Portfolio
HH	Households
INGO	International Non-Governmental Organization
MF	Microfinance
MDG	Millennium Development Goal
MIX	Microfinance Information Exchange
MFI	Microfinance Institution
NGO	Non Governmental Organization
NUBL	Nirdhan Utthan Bank Limited
RFA	Request for Application

Executive Summary

Nirdhan Utthan Bank Limited (NUBL) is the largest Microfinance Institution (MFI) in Nepal. It was established on 29th October 1998 under company act of Nepal. It started its formal operation from July 1999. NUBL provides microfinance services such as Loans, Deposits, Microinsurance and Remittance services to rural poor of Nepal. NUBL provides both group and individual loans. Its individual loans were less than five percent of its total loan portfolio as of February 2006.

By February 2006, NUBL was providing microfinance services to more than 71,000 clients in 10 districts of Nepal through its 43 branches, 4 regional networks, and headquarter. NUBL has recorded impressive growth during last few years and has been able to cover its costs. However, the impact of its services on the clients has not been studied. In this context Centre for Microfinance (CMF) conducted this study. For further detail see chapter 1, Introduction.

The overall objective of the study was to measure the impact of the clients (chapter 2 Objectives). The conceptual framework (chapter 3) and the hypothesis (chapter 4) were developed in accordance with the objective of the study.

Similarly, the research questions were framed. The study followed both cross-sectional and longitudinal approach of comparison. Necessary documents reviews were done and the sample size determined accordingly. Following research tools of AIMS were adapted and used:

⇒ Impact survey tool.
⇒ Client satisfaction tool.
⇒ Loan use strategies over time.
⇒ Client exit survey
⇒ Client empowerment tool

For further detail see Chapter 5 Research Methodology.

The study was limited to assessing impact of the NUBL financial services (chapter 6).

The findings of this study include socio economic status of clients; status of household and individual incomes; nutritional status; status of personal savings; purchase of various types of assets; meeting of financial needs; status of food security; status of education of clients child; status of female empowerment including decision making at household and community; general status of accessing health services by clients. The study also included survey of exit clients.

Overall, 36.46%, 37.08% and 26.46% of the clients of NUBL were found to be the Middle Poor, Poor and Very Poor respectively.

From the clients that have received services for more than five years Middle Poor consisted of 40.83%, Poor consisted of 33.73% and Very Poor consisted of 25.44%. Similarly from the clients that have received services for less than five years Middle Poor consisted of 29.87%, Poor consisted of 42.86% and Very Poor consisted of 27.27%. In case of new clients waiting for loans (who had joined NUBL but had not received services during the time of the study), 38.22% consisted of Middle Poor, 35.03% of Poor and 26.75% consisted of Very Poor. *It shows that the*

services of NUBL helped clients to move from poor to middle poor with the numbers of years of the service received by the clients. However, moving clients from very poor to poor was found difficult.

Overall 15.53% of the total respondents increased their individual savings during last year. More than half of the respondents reported their savings remained constant during the last year. In case of House hold savings 30 % reported increase where as 15 % reported decrease. Similarly, in case of individual income 20 % reported increase and 15 % reported decrease.

68% reported that their nutritional status remained same where as 28 % reported that the improvement took place. Only 2% reported the nutritional status worsened. *It was found that the improvement took place in the middle poor and poor clients more than the very poor clients*

The financial services, in general, help clients to manage risks and reduce vulnerability. The study included change in the status of individual savings and large scale purchase by the clients and purchase of household assets as the indicators to measure the change in the risk management and reduction in vulnerability in the clients of NUBL. Food security is also included in the study.

Clients who have received services for more than 5 years were able to increase their savings by 32% and 15 % purchased the land and house.

Overall 61% of clients who received services for more than 5 years purchased assets less than Rs.7,000/ and 35 % purchased such assets within 2 years.

Overall 36 % clients who have received services for more than 5 years were able to purchase assets worth Rs.7,000/ to Rs.50,000/ and 20 % purchased such assets within 2 years. Similarly, overall 2% clients who have received services for more than 5 years were able to purchase assets worth more than Rs.50,000/ and less than 1% purchased such assets within 2 years.

Overall 74% reported that their food security has improved and 22 % reported decrease. 71% of the children of NUBL clients that were of primary school going age went to school. For secondary school the percentage was 31. Similarly, 54% reported that their school expenses where as 13 % reported it remained constant and nearly 9% reported decrease.

The discrimination of male and female children while sending to school was not found in the clients of NUBL. It is amazing to note that the decrease in food consumption (nearly 24%) compared to decrease in income (15%) was higher where as decrease in educational expenses (8.9%) compared to decrease in income (15%) was found lower. It could be either they prioritized education of their child more than the food consumption or the educational expenses are fixed and there is no room for flexibility where as food expenses can be flexible.

The financial services of NUBL were found to help clients to increase decision making on their savings (85%), use of loan (86%), use of profit (74%), where as their participation in community development program was limited to 15%.

Overall 52% of NUBL clients were found to use family planning devices; more than 84% accessed general health services such as colds, cough and fever; all those needed vaccination services received such services; less than 2 % did not receive gynecological services because of lack of money otherwise all that needed such services received such services; and also received pre natal during natal and post natal cares.

Overall the exit clients were found satisfied with the current services of NUBL and were willing to encourage their friends and relatives to join NUBL as well as were found willing to rejoin NUBL if their suggestions such as lowering interest rate, increasing the loan size, improving the staff behavior and reducing meetings are implemented. Their suggestions are worth considering and could be used for bringing revision in the current loan and savings products and also in training the staff.

For detail of the findings see chapter 7.

From the findings as well as the conclusions derived from the findings some recommendations are made so that:

- Socio economic status of clients is further improved,
- Client's poverty is reduced,
- Clients are able to better manage the risks and vulnerability,
- NUBL is able to reach poor and meet their financial needs,
- Clients food security increase,
- Clients send their children to schools,
- Female empowerment take place and
- Health services are accessed by the clients.

The recommendations are done accordingly in following areas:

Loan products
During September 2005, NBL had 10 loan products. Some of the products have common features. Generally, for an MFI that has dozens of branches, the number of products appropriate is within 4 to 6. Hence, some of them could be merged together.

NUBL is recommended to conduct a comprehensive market survey through the qualified professional institution to redesign the existing products.

Based on these feedbacks NUBL may consider few things such as increasing the amount of loan from the second and subsequent cycles without increasing the amount in the first cycle; review interest rate specially considering the rate of the competitors; consider revising both term and repayment schedules.

Savings products
Clients have valued the savings services. *Access of savings to the clients may be increased by shortening the mandatory required period. From the feedback of the market survey new savings products may be introduced.*

Further increase in efficiency
Institutional and financial analysis of NUBL was out of the scope of this study. During last few years NUBL has been increasing its outreach and extending its branches significantly. In such a situation it is very important that NUBL review its institutional capacity and undertake the financial analysis so that growth does not negatively affect quality.

Recently, 8 MFIs of Nepal including NUBL have shared their data with MIX. From this data several areas where NUBL could improve was identified. Similarly, NUBL needs to improve in the ratio of average Gross Loan Product (GLP) with total assets and so on.

Hence, it is recommended that NUBL undertake a separate institutional and financial analysis from a qualified professional institution.

Targeting client

NUBL has a well developed client targeting system. However, it was found that with the quick growth, especially in Bhairhawa, the new clients were found more from poor and middle poor rather than very poor.

Hence, it is recommended that NUBL make sure that while recruiting new clients the targeting criteria is properly implemented.

Link financial services with social services and BDS

Nearly 30 % the clients of NUBL were able to increase the income where as 50 % replied that there income remained constant and 15 % reported that their income was decreased. The main reason for not being able to increase the income was their lack of knowledge and skill in business.

Similarly, the clients were found to be highly empowered in making decision regarding the use of their savings, loan and the income while their involvement in community participation was less.

Hence, NUBL is recommended to increase the linkage of their clients with BDS (through NIRDHAN NGO and/or other relevant institutions) and with other NGO/INGOs providing educational, health and other social services in the area of operation of NUBL.

Building skill and positive attitude in staff

NUBL has increased its outreach as well as branches resulting in the increase in number of staffs as well. Similarly, the competition among the MFIs in the working areas of NUBL is also increasing everyday. The industry in general is moving forward bringing additional efficiency both in terms of simplifying procedures, adopting new technologies and so on. The client exit survey also indicated that the attitudinal change in the staff is necessary.

Hence, NUBL is recommended to conduct a comprehensive training need assessment from qualified professional institution of its staff in view with all the above developments and implement staff training accordingly.

For further detail of the recommendation see chapter 8.

1. **Background**

Nirdhan Utthan Bank Limited (NUBL), "the bank for upliftment of the poor" is the largest Microfinance Institution (MFI) in Nepal. It was established on 29ᵗʰ October 1998 under company act of Nepal. Nepal Rastra Bank, the central bank of Nepal, granted a license in April 1999 to undertake banking activities under the Development Bank Act 1996. It started its formal operation from July 1999. Now, operated under Bank and Financial Institution Ordinance 2004, NUBL provides microfinance services such as Loans, Deposits, Microinsurance and Remittance services to rural poor of Nepal. NUBL is one of the very few MFIs in Nepal that provides such variety of microfinance services.

NUBL provides both group and individual loans. Its individual loans were less than five percent of its total loan portfolio as of February 2006.

As of the above date NUBL is providing microfinance services to more than 71,000 clients in 10 districts of Nepal through its 43 branch networks, 4 regional networks, and its headquarter. The numbers of active borrowers were more than 55,000 as of the said date.

NUBL has been sharing its data with Microfinance Information Exchange (MIX) since few years, thus making its operation transparent. In addition NUBL is again among few MFIs that adheres best practices in the field of microfinance including writing off its bad loans.

NUBL has following vision, missions and goals:

Vision
NUBL's vision is "To be a bank with a social conscience that enables poor to:
(i) Contribute equally to a prosperous, self-reliant rural society through self-employment and social awareness, and (ii) Help to reduce poverty in Nepal."

Mission
Extend financial services to and raise social awareness among the poor in under-served and un-served areas of Nepal in a sustainable manner.

Goals
The primary goals of NUBL are to:

- Reach a maximum number of poor households with potential and financial viability by adopting proven delivery mechanism;
- Develop a well-managed institution with high staff morality; and.
- Enhance women's "self-respect" through social awareness, proper use & on-time repayments of loans, regular savings and provision of related micro-finance services.)

The quantitative growth in terms of outreach resulting in to substantial growth in revenue has helped NUBL to attain self-sufficiency. However, the impact of its program on the clients has not been studied.

Hence, NUBL published the Request for Application (RFA) in the leading newspapers of Nepal and asked the interested persons/institutions to submit a proposal to do such assessment.

In this context Centre for Microfinance (Pvt.) Ltd. [CMF] submitted the proposal and conducted the assessment.

2.   **Objective**
       The overall goal of the assessment was to measure the impact of the program on the clients.

       The specific objectives of this assessment were to measure the impact of program in attaining the following five areas of Millennium Development Goals (MDGs):

- Eradicating extreme poverty and hunger.

- Universal primary education.

- Gender equity and female empowerment.

- Reduced infant mortality and improved child health.

- Improved maternal health.

3. **Conceptual Framework**
   The conceptual framework used by Assessing Impact of Microenterprise Services (AIMS) was adapted for the purpose of this study. AIMS places the family/household at the center of its analysis. Since the client's use of microfinance services are firmly embedded in the family/household, especially among poorer families, assessing the impacts requires a lens on the full range of family/household economic activities. Following diagram conceptualizes the impact of NUBL's microfinance services at different levels.
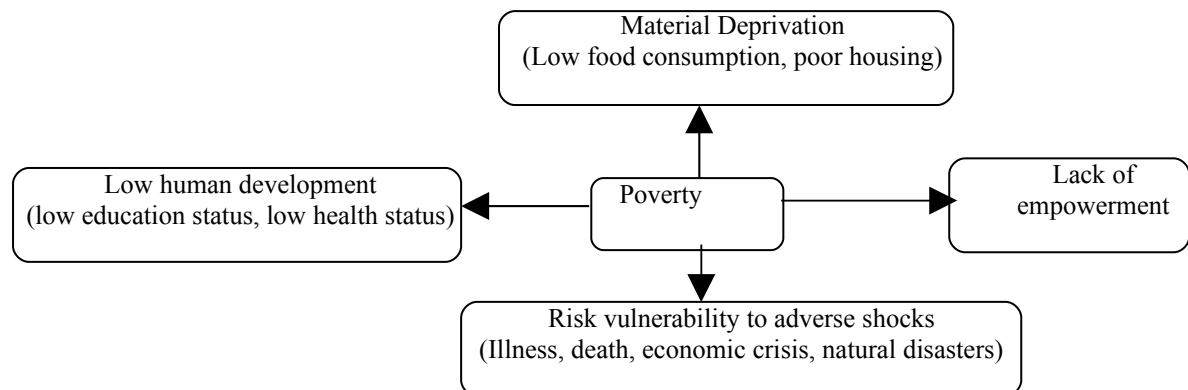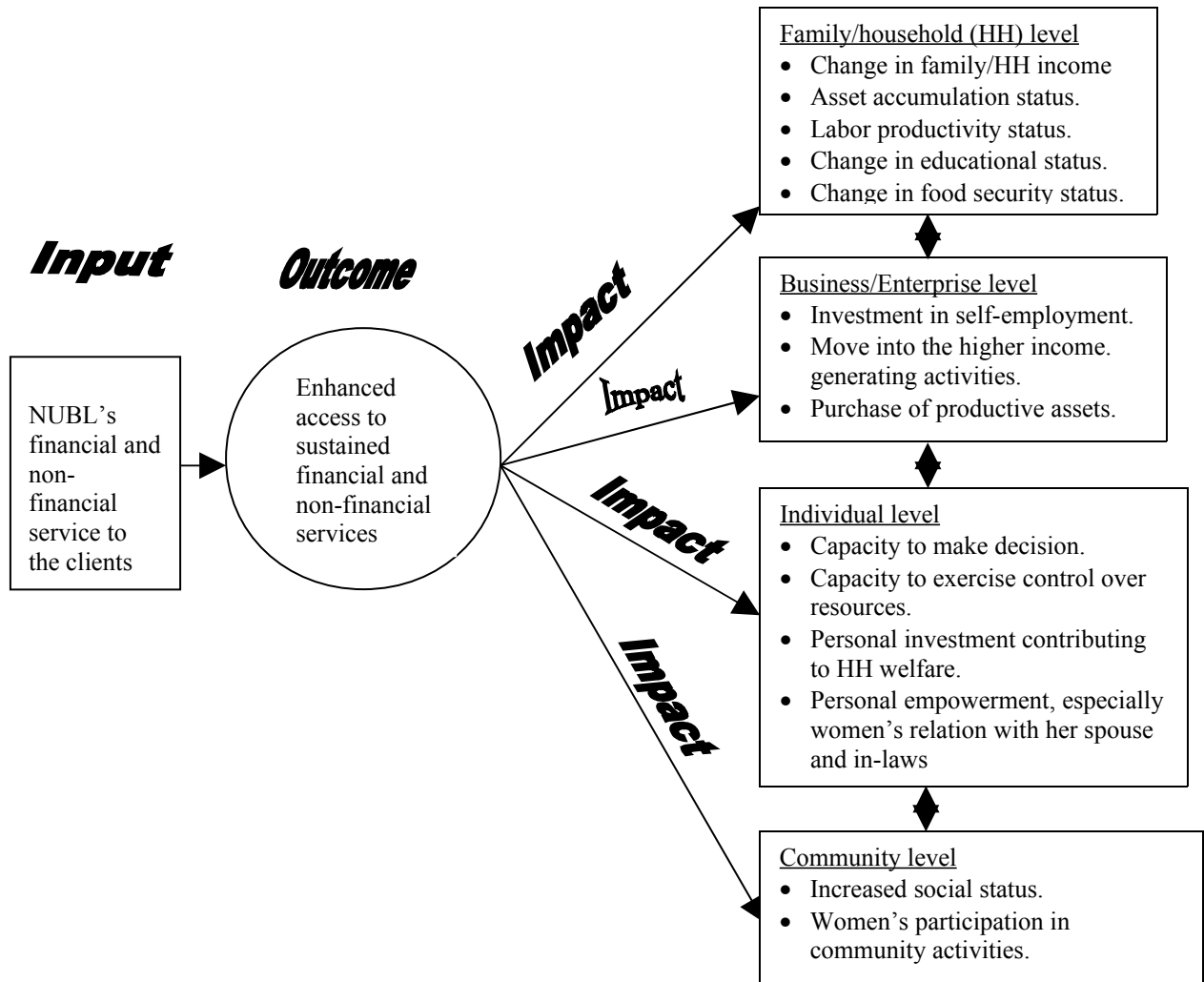
These relationships clarify paths of impact by which access to microfinance services can contribute to the goals of poverty alleviation and individual empowerment. In addition the relationship also clarifies the path between impact on individual clients, community and NUBL as an instituion.

- *Family/households* improve their economic security and acquire the productive assets that sustain their movement out of poverty;

- *Enterprises* gain viability, stability, and growth;

- *Individuals* increase their control over resources and improve their well-being and status within the family;

- *Communities* develop economically through enterprise activity that provides goods and services, raises incomes, and creates jobs. Such local growth puts a brake on migration to urban areas, and the breakup of families which often results from this. Poor women become full actors in their communities;

Following indicators were identified for overall assessment:

$\Rightarrow$ Percentage whose overall household income has increased/decreased.
$\Rightarrow$ Percentage whose overall household expenditure has increased/decreased.
$\Rightarrow$ Percentage whose household savings has increased/decreased
$\Rightarrow$ Percentage whose dependency ratio has decreased/increased.
$\Rightarrow$ Percentage whose food sufficiency status has improved/worsened.
$\Rightarrow$ Percentage of school age children in households going to school.
$\Rightarrow$ Percentage of primary school age children in household going to school.
$\Rightarrow$ Percentage of secondary school age children in household going to school.
$\Rightarrow$ Percent whose household education expenses for the current year have increased.
$\Rightarrow$ Percentage of female school age children in household going to school.
$\Rightarrow$ Percentage of female primary school age children in household going to school.
$\Rightarrow$ Percentage of female secondary school age children in household going to school
$\Rightarrow$ Percentage of households having improved/worse housing conditions as per the local context.
$\Rightarrow$ Percentage of households having improved/worse condition of asset accumulation.
$\Rightarrow$ Percentage of households having improved/worse access to utilities.
$\Rightarrow$ Percentage of households having increase/decreased land/house ownership status.
$\Rightarrow$ Percentage of household having improved/worsened management of risk vulnerability.
$\Rightarrow$ Percentage of households where female's involvement in intra household decision-making process has increased/decreased.
$\Rightarrow$ Percentage of female whose attitude towards their future is positive/negative.
$\Rightarrow$ Percentage of female whose self-esteem has increased/decreased.
$\Rightarrow$ Increasing/decreasing trend of female's participation in community activities.
$\Rightarrow$ Percentage of households using contraceptive devices
$\Rightarrow$ Percentage of households increasing/decreasing access to general quality health care, and in particular gynecological care
$\Rightarrow$ Percentage of children immunized against major child hood diseases
$\Rightarrow$ Percentage of household accessing to pre and post natal care

4.   Hypothesis

The proposed impact assessment study set following four hypotheses corresponding to above-mentioned five MDGs that needed to be tested:

Hypothesis 1: Microfinance services of NUBL contribute to poverty reduction and ensure food security.

To test this hypothesis, following assumptions were made:

- ❑ NUBL is providing services to the poor people.
- ❑ NUBL's services reach to those who do not have access to formal financial services.
- ❑ There is increase in income of client's households.
- ❑ There is increase in expenditure of client's households.
- ❑ Increased savings occurs in client's households.
- ❑ MF services of NUBL contribute to increased asset accumulation in client's households.
- ❑ Improvement in housing conditions is seen in client's households.
- ❑ Improved access to utility (electricity, water, toilet, cooking fuel) is experienced in client's households.

❑ Increased ownership of land/house is seen in client's households.
❑ Food security is ensured in client's households.
❑ Risk vulnerability is managed in client's households.
❑ Decrease in dependency ratio is seen in client's households.

Hypothesis 2: NUBL's microfinance services contribute clients to take advantage of educational opportunities for their children.

Following assumptions were made to test this hypothesis:

- The practice of enrolling school age children in school is high in client's households.
- The practice of enrolling primary school age children in school is high in client's households.
- The practice of enrolling secondary school age children in school is high in client's households.
- Increased expenditure of client's households in education of their children is prevalent.

Hypothesis 3: NUBL's microfinance services contribute to the gender equality and female empowerment at individual, household and community levels.

Following assumptions were made to test this hypothesis:

- The practice of female school age children going to school is high in client's households.
- The practice of female primary school age children going to school is high in client's households.
- The practice of female secondary school age children going to school is high in client's households.
- NUBL's microfinance services contribute to the female's access to and control over the decision making within the household in different areas including overall decision such as financial decisions, use of family planning services, education for children, etc.
- NUBL's microfinance services increase female's empowerment at community level through their participation in community activities, groups, conferences, lobbying.
- NUBL's microfinance services increase female's self-esteem through their contribution to the household economy so that they could see themselves as important contributor of household's general social status.
- NUBL's microfinance services contribute towards creation of positive attitude of female about future.

Hypothesis 4: NUBL's microfinance services contribute to reduced infant mortality, improved child health and maternal health.

Following assumptions were made to test this hypothesis:

- NUBL's microfinance services contribute towards reducing infant mortality, improved child health and maternal health.
- NUBL's microfinance services contribute towards increased access to general quality health care for their clients.

5.   Research Methodology

5.1 Research Questions

Poverty is a complex phenomenon. It is difficult to assess all the dimensions of poverty during short span of time. Therefore, for the purpose of this study, poverty was taken as income, food sufficiency, access to educational services, gender equality and empowerment, and health. In order to know how the impacts of MF services of NUBL address its main aim of reducing poverty, the study explored the answers to the following research questions:

7   Who are getting microfinance services from the NUBL?
8   How do the microfinance services of NUBL reduce the poverty of their clients?
9   How do the microfinance services of NUBL help client to manage the risk vulnerability?
10 How do the microfinance services of NUBL ensure food security of its clients?
11 How do the microfinance services of NUBL help clients to take advantage of education opportunity for their children?
12 How do the microfinance services of NUBL contribute towards female equality and empowerment?
13 How do the microfinance services of NUBL contribute towards access to general quality health services?

5.2 Approach

For primary data collection, the study followed both the cross-sectional and longitudinal approach of comparison of situation. In this regard, respondents were asked about their situation before and after the intervention of micro-finance programs of NUBL. In addition, the clients' situation was compared with the non-clients' situation, where non-client was taken as control group. However, for the purpose of this study, incoming clients, who had chosen to join the program but who had not received services till the date of the study, was considered as control group. The assumption was that those choosing to join the program were similar to existing clients in terms of demographic characteristics, motivation, and business experience, and thus offer an appropriate and easily identified control group.

5.3 Literature Review

The study team reviewed the relevant micro-finance literatures. The team studied the various reports such as baseline survey report, evaluation reports, annual reports, progress reports and other literatures of NUBL for the purpose of comparison and secondary sources of information. Such secondary information provided necessary information on the overview of its clients, services, service delivery methodologies, portfolio management and existing systems.

5.4 Sample Design

NUBL was providing micro-finance services to more than 58,000 clients in 10 districts of Nepal through its 38 branch offices as up to July 2005. To identify the sampling unit, the study used mix of sampling methods. The study team used the multistage sampling method. In the first stage, the team clustered all the 38 branch offices of NUBL from its 10 working districts.

In the second stage, considering the available time and resources, three branch offices (approximately 8% of total branch offices) were selected from three districts namely Rupandehi, Bara and Chitwan purposively based on number of years served. Out of three branch offices, one each was selected from these districts through the use of simple random sampling method.

From the first quarterly bulletin of year six of NUBL, it was estimated that on an average each branch office covered about 40 centres. This showed that three branch offices selected in stage second covered 120 centres.

In the third stage, 12 centres (10% of 120 centres), using simple random sampling method, were selected out of 120 centres selected in the second stage. The members of these centres were treated as sampling unit for the enumeration. Since one centre consisted of about 40 members on an average, 477 members were enumerated. These numbers included both treatment groups and control groups.

Since the impact of the program interventions depends on the number of years clients acquire services from those interventions, the study classified the respondents according to the number of years they acquired services from the NUBL. For the purpose of this study, number of years clients acquired services from NUBL were classified as a) those clients who had been receiving services for five or more than five years, b) those who had been receiving services for less than five years and c) those who were incoming clients and had not received the services of NUBL. The following table provides the details of the distribution of respondents:

Name of the district	Clients acquiring services for more than one year	Clients acquiring services for just one year	Incoming clients	Total
Bara	53	53	53	159
Rupandehi	53	53	53	159
Chitwan	53	53	53	159
Total	**159**	**159**	**159**	**477**

To adjust sample size in case of no response from the clients and unavailability of clients, sample size was added by 10 percent of respondents in each category of above table. So, additional 48 respondents were kept aside for alternative purpose.

In addition, the team also conducted survey with the 36 drop out clients (approximately 10% of the total respondents from treatment group) to acquire their view on NUBL's services and areas of improvement in its services. Originally the plan was to have interview from 33 previous clients, but was extended to 36 clients during the field work. The distribution of drop out clients, who were interviewed, by selected districts, is given in table below:

Districts	Drop out clients
Rupandehi	12
Bara	12
Chitwan	12
Total	**36**

5.5 Research Tools

Various quantitative as well as qualitative tools were used for this impact study. In this regard, AIMS tool was adapted for the purpose of this study. The study team used following tools adapted in the local context:

⇒ Impact survey tool.
⇒ Client satisfaction tool.
⇒ Loan use strategies over time.

⇒ Client exit survey

⇒ Client empowerment tool

In addition, wealth-ranking tool, adapted from Micro-Save, was used to know the well-being status of the clients. Furthermore, focus group discussions were carried out with the clients. Field observations were also undertaken for capturing relevant information and triangulation.

6. Limitations

This study is limited to assessing the impact of NUBL's financial services on clients, especially taking into consideration of the relevant Millennium Development Goals (MDGs). Institutional and financial analysis was out of the scope of the present study. Hence, it does not include institutional and financial analysis.

Similarly, MIS also is not analyzed in depth. And, depth of outreach is limited within economic classification and does not include *dalits* and/or ethnic groups.

Sample size was taken on the status of July 2005, when NUBL had 38 branches. As of February 2006, NUBL has 43 branches.

NUBL has recorded very high growth within last few years in terms of number of clients and number of branches. A separate study focusing on the institutional and financial analysis will be timely.

7. Findings and Conclusions

In general study tried to get answers to the research questions mentioned **in Chapter 5.1 Research Questions.** Thus, the findings are focused on those research questions.

The findings and conclusions discussed in this chapter are derived mainly from the answers received from the comprehensive questionnaire designed by AIMS as its "Impact Survey Tool" and adapted for this study which was delivered to 477 respondents. In addition the information received through other tools elaborated in 5.5 research tools were also used to derive the conclusions as well as for triangulation.

Information received from client exit survey is mainly used for recommendations.

Similarly, the information received from client satisfaction survey was used to derive conclusion on whether the financial service need of the clients are met by the existing loan and savings products of NUBL or not.

7.1 Socio-economic Status of Clients

The study tried to get answer for the research question "who are getting microfinance services from NUBL?" For this wealth ranking tool, adapted from Micro-Save was used. The information received from the wealth ranking was triangulated from the discussion of the Focus Group Discussions (FGDs). To identify the socio-economic status of the clients of NUBL, there economic status as middle poor, poor and very poor was used.

7.1.1 General socio-economic status of clients

Overall out of 480 respondents, 36.46%, 37.08% and 26.46% were found to be the Middle Poor, Poor and Very poor respectively in three districts. From the clients that have received services for more than five years Middle Poor consisted of 40.83%, Poor consisted of 33.73% and very poor

consisted of 25.44%. Similarly from the clients that have received services for less than five years Middle Poor consisted of 29.87%, Poor consisted of 42.86% and Very Poor consisted of 27.27%. In case of new clients waiting for loans (who had joined NUBL but had not received services during the time of the study), 38.22% consisted of Middle Poor, 35.03% of Poor and 26.75% consisted of Very Poor.

It shows that the services of NUBL helped clients to move from poor to middle poor as the percentage of middle poor were found less in new clients to clients that have received services for five years and more than five years. In other words clients receiving services for more than five years had less very poor clients.

However, it also shows that the significant proportion of new clients who recently joined NUBL were found from middle poor and poor clients. District wise, the proportion of very poor category seems very high (50.30%) in Bara district as compared to Chitwan (24.20%) and Rupandehi (4.90) districts. The new clients waiting for loan in Rupandehi had none from very poor.

NUBL has well developed client selection criteria. From the above findings, especially from the findings of Rupandehi, the conclusion derived is this that NUBL needs to ensure that the selection criteria are properly implemented. .

Table 1 provides further detail on the socio economic status of the clients:

Table- 1: Economic Status of Respondents
(In number of respondents)

District	Membership age of client	Respondent's Economic Status			Total	%
		Middle Poor	Poor	Very poor		
Bara	Five or more than five years	15	18	20	53	
		28.30	33.96	37.74	100.00	
	% %	51.72	35.29	24.69	32.92	
	Less than five years	5	20	30	55	
	%	9.09	36.36	54.55	100.00	
	%	17.24	39.22	37.04	34.16	
	New client waiting for loan	9	13	31	53	33.54
		16.98	24.53	58.49	100.00	
	% %	31.03	25.49	38.27	32.92	
	Total	**29**	**51**	**81**	**161**	
	%	**18.01**	**31.68**	**50.31**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	
Chitwan	Five or more than five years	17	14	20	51	
		33.33	27.45	39.22	100.00	
	% %	27.42	24.56	52.63	32.48	
	Less than five years	22	25	7	54	
	%	40.74	46.30	12.96	100.00	
	%	35.48	43.86	18.42	34.39	
	New client waiting for loan	23	18	11	52	32.71
		44.23	34.62	21.15	100.00	
	% %	37.10	31.58	28.95	33.12	
	Total	**62**	**57**	**38**	**157**	
	%	**39.49**	**36.31**	**24.20**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	
Rupandehi	Five or more than five years	37	25	3	65	
		56.92	38.46	4.62	100.00	
	% %	44.05	35.71	37.50	40.12	
	Less than five years	19	21	5	45	
	%	42.22	46.67	11.11	100.00	
	%	22.62	30.00	62.50	27.78	
	New client waiting for loan	28	24		52	33.75
		53.85	46.15	0.00	100.00	
	% %	33.33	34.29	0.00	32.10	
	Total	**84**	**70**	**8**	**162**	
	%	**51.85**	**43.21**	**4.94**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	
Total of All	Five or more than five years	69	57	43	169	**100.00**
	%	40.83	33.73	25.44	100.00	
	Less than five years	46	66	42	154	
	%	29.87	42.86	27.27	100.00	
	New client waiting for loan	60	55	42	157	
	%	38.22	35.03	26.75	100.00	

Total	**175**	**178**	**127**	**480**	
%	**36.46**	**37.08**	**26.46**	**100.00**	
%	**100.00**	**100.00**	**100.00**	**100.00**	

7.1.2 Status of Individual Savings

The survey result indicated that overall 15.53% of the total respondents increased their individual savings during last year. The proportion of such respondents was higher in Chitwan (24.44 percent) as compared to Rupandehi (18.75 percent) and Bara (4.11 percent). More than half of the respondents reported their savings remained constant during the last year. However, less than 6 percent of the respondents were found to decrease their savings during last year. And 25.88% of the respondents did not respond on the savings.

NUBL's financial services helped more to maintain the existing savings and also to increase them within a period of one year.

Table 2 provides further detail on the individual savings of the NUBL clients.

Table - 2: Individual Savings
(In number of respondents)

District	Economic Status	Individual Savings during Last 12 Months					Total	%
		Decreased Greatly	Decreased	Remained Constant	Increased	Don't Know		
Bara	Middle Poor	0	0	13	1	12	26	
	Poor	0	5	29	3	9	46	
	Very Poor	0	3	52	2	17	74	
	Total	**0**	**8**	**94**	**6**	**38**	**146**	
	%	**0.00**	**5.48**	**64.38**	**4.11**	**26.03**	**100.00**	**34.35**
Chitwan	Middle Poor	0	3	20	16	15	54	
	Poor	0	2	20	11	13	46	
	Very Poor	0	2	16	6	11	35	
	Total	**0**	**7**	**56**	**33**	**39**	**135**	
	%	**0.00**	**5.19**	**41.48**	**24.44**	**28.89**	**100.00**	**31.76**
Rupandehi	Middle Poor	2	5	37	21	15	80	
	Poor	1	3	32	5	15	56	
	Very Poor	0	0	4	1	3	8	
	Total	**3**	**8**	**73**	**27**	**33**	**144**	
	%	**2.08**	**5.56**	**50.69**	**18.75**	**22.92**	**100.00**	**33.88**
Total	Middle Poor	2	8	70	38	42	160	
	Poor	1	10	81	19	37	148	
	Very Poor	0	5	72	9	31	117	
	Total	**3**	**23**	**223**	**66**	**110**	**425**	
	%	**0.71**	**5.41**	**52.47**	**15.53**	**25.88**	**100.00**	**100.00**

7.2 Contribution of MF Services towards poverty reduction

To find the answer on "How do the microfinance services of NUBL reduce the poverty of their clients?" the Impact Questionnaires were used. The impact assessment tried to find out reduction of poverty of the NUBL clients by gathering information on the change in the household as well as individual income of the clients during the last 12 months. Household income included

incomes earned by other members of the family in addition to the income earned by the client because of the services of NUBL. Since poverty is multi dimensional, the nutritional status study was also included in this assessment.

In cases of both household as well as individual income more than half reported that there was no change. It was interesting to note that there was significant difference in the percentage of clients whose household and individual income has increased. The household income was increased in the household of 29.77% of the clients where as the individual income increased in the household of 20.34% clients only.

Similarly the decrease in incomes also was reported. And, the decrease was almost similar in both cases (household as individual) within 15 %.

More than 96 % (68% remained constant and 28% increased) of the clients reported that the status of nutrition remained constant or increased within the period of one year.

7.2.1 Total Household Income

NUBL's financial services helped nearly 30% of the total respondents to increase their household income in the last 12 months. The proportion of such respondents was higher in Rupandehi (32.28 percent) as compared to Chitwan (28.75 percent) and Bara (28.30 percent). *More than half of the respondents reported that their household income remained constant during the last year.*

However, more than 15 percent of the total respondents reported decrease in their household income during last year. And 3.98% of the respondents reported that they did not know whether their income has increased or not. When asked what were the reasons that led to decrease in the income more than 40 % replied that there were illness in the family. Other reasons included decrease in sales, lack of necessary materials, decrease in agriculture production, and other reasons. **See Annex 1 for detail.** That the reasons for increase in come were due to expansion of existing business and nearly 20 % said that they were able to initiate new business. **See Annex - 2 for detail.**

Table 3 provides further detail on the household income the NUBL clients.

The changes in income varied in the middle poor, poor and very poor clients. The decrease in the middle poor was by 12.13%, poor by 16.09% and very poor by 17.69%. Where as the income remaining constant was found by 45.08% in middle poor, 54.59% in poor and 53% in very poor. Similarly, the increase was found 39.88% in middle poor, 26.43% in poor and 20.76% in very poor.

The financial services of NUBL were found to help increase income of NUBL clients and those who were able to extend the existing business or to initiate the new business were able to do so. This also shows that the financial services of NUBL were useful more to the middle poor and poor than the very poor.

Table 3 provides further details on changes in the household income of NUBL clients.

Table-3: Total Household Income
(In number of respondents)

District	Economic Status	Household Income in the Last 12 Months						Total	%
		Highly Decreased	Decreased	Remained Constant	Increased	Highly Increased	Don't Know		
Bara	Middle Poor	0	4	10	13	0	0	27	
	Poor	0	8	23	18	0	2	51	
	Very Poor	1	16	43	14	0	7	81	
	Total	**1**	**28**	**76**	**45**	**0**	**9**	**159**	
	%	**0.63**	**17.61**	**47.80**	**28.30**	**0.00**	**5.66**	**100.00**	**33.33**
Chitwan	Middle Poor	0	11	29	20	1	1	62	
	Poor	0	9	32	16	0	2	59	
	Very Poor	0	5	23	10	0	1	39	
	Total	**0**	**25**	**84**	**46**	**1**	**4**	**160**	
	%	**0.00**	**15.63**	**52.50**	**28.75**	**0.63**	**2.50**	**100.00**	**33.54**
Rupandehi	Middle Poor	0	6	39	36	0	3	84	
	Poor	0	11	40	12	0	1	64	
	Very Poor	0	2	3	3	0	2	10	
	Total	**0**	**19**	**82**	**51**	**0**	**6**	**158**	
	%	**0.00**	**12.03**	**51.90**	**32.28**	**0.00**	**3.80**	**100.00**	**33.12**
Total of All	Middle Poor	0	21	78	69	1	4	173	
	Poor	0	28	95	46	0	5	174	
	Very Poor	1	23	69	27	0	10	130	
	Total	**1**	**72**	**242**	**142**	**1**	**19**	**477**	
	%	**0.21**	**15.09**	**50.73**	**29.77**	**0.21**	**3.98**	**100.00**	**100.00**

7.2.2 Individual Income

NUBL's financial services helped more than 20% of the total respondents to increase their individual income in the last 12 months. The proportion of such respondents was higher in Chitawan (25.93 percent) as compared to Rupandehi (22.58 percent) and Bara (12.50 percent). *More than half of the respondents reported that their individual income remained constant during the last year.*

However, as in household income, nearly 15 percent of the total respondents reported decrease in their individual income during last year. And 11.53% of the respondents reported that they did not know whether their income has increased or not.

(One of the NUBL clients with the goats she raised from NUBL's loan)

The changes in income varied in the middle poor, poor and very poor clients. The decrease in the middle poor was by 12.72%, poor by 17.81% and very poor by 13.85%. Where as the income remaining constant was found by 49.13% in middle poor, 56.32% in poor and 49.23% in very poor. Similarly, the increase was found 26.59% in middle poor, 20.11% in poor and 12.31% in very poor.

This also shows that the financial services of NUBL were useful more to the middle poor than the very poor.

Table 4 provides further details on changes in the household income of NUBL clients.

Table-4: Individual Income
(In number of respondents)

District	Economic Status	Individual Income in the Last 12 Months						Total	%
		Highly Decreased	Decreased	Remained Constant	Increased	Highly Increased	Don't Know		
Bara	Middle Poor	0	3	9	5	0	11	28	
	Poor	0	7	30	9	0	5	51	
	Very Poor	1	11	38	6	0	25	81	
	Total	**1**	**21**	**77**	**20**	**0**	**41**	**160**	
	%	**0.63**	**13.13**	**48.13**	**12.50**	**0.00**	**25.63**	**100.00**	**33.54**
Chitwan	Middle Poor	1	9	33	17	1	1	62	
	Poor	0	12	28	17	0	2	59	
	Very Poor	0	6	24	8	0	3	41	
	Total	**1**	**27**	**85**	**42**	**1**	**6**	**162**	
	%	**0.62**	**16.67**	**52.47**	**25.93**	**0.62**	**3.70**	**100.00**	**33.96**
Rupandehi	Middle Poor	1	10	43	24	0	5	83	
	Poor	2	12	40	9	0	1	64	
	Very Poor	1	1	2	2	0	2	8	
	Total	**4**	**23**	**85**	**35**	**0**	**8**	**155**	
	%	**2.58**	**14.84**	**54.84**	**22.58**	**0.00**	**5.16**	**100.00**	**32.49**
Total of All	Middle Poor	2	22	85	46	1	17	173	
	Poor	2	31	98	35	0	8	174	
	Very Poor	2	18	64	16	0	30	130	
	Total	**6**	**71**	**247**	**97**	**1**	**55**	**477**	
	%	**1.26**	**14.88**	**51.78**	**20.34**	**0.21**	**11.53**	**100.00**	**100.00**

7.2.3 Nutritional Status

As mentioned earlier poverty has multi dimension and the study included nutritional status also in this study. The MDG includes eradication of extreme poverty and hunger as one of its goals, hence nutritional status study was included. Responding on the Impact Questionnaires majority of respondents (68 percent) reported that their nutritional status remained constant during last year. It was more so in Chitwan (88.46%) than in Bara (59.12%) and Rupandehi (57.41%).

Like wise, above 28 percent of the respondents were able to improve their nutritional. The improvement in nutritional status was due to increase in income used for consuming more food grains, vegetables, fish, meat, milk, curd, egg, cheese, other convenient food etc. **See further details in Annex 4**.

It was found that the improvement took place in the middle poor and poor clients more than the very poor clients.

However, 2.10 percent of the respondents reported that their nutritional status worsened due to decrease in household income, increase in medical expenses, increase in family size and so on. **See further details in Annex 3**.

Similarly, it was found that the worsening took place more in very poor compared to poor and middle poor.

Table 5 below provides further detail of the nutritional status.
Table-5: Nutritional Status

(In number respondent)

District	Economic Status	Nutritional Status During Last 12 Months				Total	%
		Worsened	Remained Constant	Improved	Don't Know		
Bara	Middle Poor	0	14	14	0	28	
	Poor	1	31	19	0	51	
	Very Poor	4	49	25	2	80	
	Total	**5**	**94**	**58**	**2**	**159**	
	%	**3.14**	**59.12**	**36.48**	**1.26**	**100.00**	**33.33**
Chitwan	Middle Poor	0	54	7	0	61	
	Poor	1	51	5	0	57	
	Very Poor	1	33	4	0	38	
	Total	**2**	**138**	**16**	**0**	**156**	
	%	**1.28**	**88.46**	**10.26**	**0.00**	**100.00**	**32.70**
Rupandehi	Middle Poor	0	52	32	1	85	
	Poor	2	39	23	2	66	
	Very Poor	1	2	5	3	11	
	Total	**3**	**93**	**60**	**6**	**162**	
	%	**1.85**	**57.41**	**37.04**	**3.70**	**100.00**	**33.96**
Total	Middle Poor	0	120	53	1	174	
	Poor	4	121	47	2	174	
	Very Poor	6	84	34	5	129	
	Total	**10**	**325**	**134**	**8**	**477**	
	%	**2.10**	**68.13**	**28.09**	**1.68**	**100.00**	**100.00**

In addition chapter 7.5 of this report provides detail on food security.

7.3 Contribution of NUBL's financial services towards enhancing the capacity of managing risk and vulnerability

The financial services, in general, help clients to manage risks and reduce vulnerability. The study included change in the status of individual savings and large scale purchase by the clients and purchase of household assets as the indicators to measure the change in the risk management and reduction in vulnerability in the clients of NUBL. Other indicators such as change in the status of food security are reported separately in the following chapters.

7.3.1 Personal Savings and Large Scale Purchase/Investment

Overall 32% of clients used their increased savings for emergency purpose which they did either by doing large scale purchases or investment. More than 64 % said they did not use their savings for such purpose and 4% of the total respondents indicated that they did not know. Use of savings was found higher in the clients who received services for more than 5 years than the clients who received services for less than five years and the new clients waiting for loan.

The universal experience of creating higher impact of the microfinance services in the clients who go through many loan cycles are found true in case of NUBL clients too, especially in their ability to use the savings for large scale purchase or investment.

More than 38% of the clients who received services for more than five years were able to use their income for savings for emergency purpose or large scale purchases to reduce vulnerability. Only 27 % of those who received less than five years of services were able to do so.
However, the new clients waiting for loan from NUBL also reported that 29% of them were already savings from their current sources of income. A significant proportion (29%) of new

clients able to save also indicates as in case of economic status of clients (Chapter 7.1.1), the proper application of the targeting tools while recruiting new clients needs to be ensured in NUBL.

The variation within districts of the use of their income for savings for emergency purpose was found significantly higher. The proportion of respondents utilizing personal savings for emergency and purchases was higher in Rupandehi (66.04%) as compared to Chitwan (15.72%) and Bara (13.84%).

Table 6 provides further detail.

Table-6: Personal Savings and Purchase/Investment
(In number of respondent)

District	Membership age of client	Do you have personal savings for emergency and large scale purchase/investment			Total	%
		No	Yes	Don't Know		
Bara	Five or more than five years	38	13	2	53	
	%	72.0	24.53	3.77	100.00	
	%	23.90	8.18	1.26	33.33	
	Less than five years	44	6	3	53	
	%	83.02	11.32	5.66	100.00	
	%	27.67	3.77	1.89	33.33	
	New client waiting for loan	50	3	0	53	
	%	94.34	5.66	0	100.00	
	%	31.45	1.89	0	33.33	
	Total	**132**	**22**	**5**	**159**	
	%	**83.02**	**13.84**	**3.14**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	**33.33**
Chitwan	Five or more than five years	41	10	1	52	
	%	78.85	19.23	1.92	100.00	
	%	25.79	6.29	0.01	32.09	
	Less than five years	43	12	100.00	56	
	%	76.79	21.43	1.79	100.00	
	%	27.04	7.55	0.63	35.22	
	New client waiting for loan	46	3	200	51	
	%	90.20	5.88	3.92	100.00	
	%	28.93	1.89	1.26	32.08	
	Total	**130**	**25**	**4**	**159**	
	%	**81.76**	**15.72**	**2.52**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	**33.33**
Rupendehi	Five or more than five years	23	43	2	68	
	%	33.82	63.24	2.94	100.00	
	%	14.47	27.04	1.26	42.77	
	Less than five years	8	20	3	31	
	%	25.81	64.52	9.68	100.00	
	%	5.03	12.58	1.89	19.50	
	New client waiting for loan	14	42	4	60	
	%	23.33	70.00	6.67	100.00	
	%	8.81	26.42	2.52	37.74	
	Total	**45**	**105**	**9**	**159**	
	%	**28.30**	**66.04**	**5.66**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	**33.33**
Total	Five or more than five years	102	66	5	173	
	%	58.96	38.15	2.89	100.00	
	%	21.38	13.84	1.05	36.27	
	Less than five years	95	38	7	140	
	%	67.86	27.14	5.00	100.00	
	%	19.92	7.97	1.47	29.35	
	New client waiting for loan	110	48	6	164	
	%	67.07	29.27	3.66	100.00	
	%	23.06	10.06	1.26	34.38	
	Total	**307**	**152**	**18**	**477**	
	%	**64.36**	**31.87**	**3.77**	**100.00**	
	%	**100.00**	**100.00**	**100.00**	**100.00**	**100.00**

7.3.2 Purchase of House / Land

Purchase of house and land, in Nepal, is considered as one of the most important factors to manage risk and vulnerability. A landless and homeless person generally feels prone to any risks and vulnerability. Nearly 15 percent of the total respondents purchased house/land during last five years. The proportion was higher in Rupandehi (19.50%) than the Chitwan (13.84%) and Bara (10.06%).

Here too, NUBL's financial services have helped middle poor (18.49%) to buy such asset more than to poor (14.45%) and very poor (9.16%). Table 7 provides further details in purchase of house and land.

Table-7: Purchase of House / Land
(In number of respondents)

District	Economic Status	Purchase of House / Land During Last 5 Years		Total	%
		No	Yes		
Bara	Middle Poor	26	2	28	
	Poor	43	8	51	
	Very Poor	74	6	80	
	Total	143	16	159	
	%	89.94	10.06	100.00	33.33
Chitwan	Middle Poor	48	13	61	
	Poor	51	6	57	
	Very Poor	38	3	41	
	Total	137	22	159	
	%	86.16	13.84	100.00	33.33
Rupandehi	Middle Poor	67	17	84	
	Poor	54	11	65	
	Very Poor	7	3	10	
	Total	128	31	159	
	%	80.50	19.50	100.00	33.33
Total	Middle Poor	141	32	173	
	Poor	148	25	173	
	Very Poor	119	12	131	
	Total	408	69	477	
	%	85.53	14.47	100.00	100.00

7.3.3 Possession of Household Assets worth < Rs.7, 000

Possession of small household assets such as Radio/Cassette player; furniture; cycle; and other such assets help clients to use them in case of emergency financial need. The study collected information on the status of possessions of such assets for clients who have received such services for more than 5 years. It also collected information on purchase of such assets over a period of two years. The study revealed that the 74 % percentage of clients possessed cycle over a period of 5 years. And, within 2 years 35.13% clients purchased cycle.

In total more than 61% of the total respondents of the three districts possessed household assets worth rupees less than 7000 over a period of 5 years. Possession of household assets of Radio and Cassette Player worth rupees less than 7,000, was higher in Rupandehi (80.5%) as compared to

Chitwan (67.30%) and Bara (28.30%). Like wise possession of furniture was higher in Rupandehi (84.91%) compared to Chitwan (72.96%) and Bara (31.45%), where as possession of cycle was higher in Chitwan (80.50%) as compared to Bara (76.10%) and Rupandehi (66.41%) and possession of other assets was higher in Rupandehi (63.50%) as compared to Bara (52.20%) and Chitwan (31.45%).

Table 8 provides further details on such possession.

Here too it was found that the middle poor and poor possessed such assets more than the very poor. This means that even after receiving services for more than five years, very few clients who are very poor have been able to posses such assets.

Table-8: Possession of Household Assets worth < Rs.7, 000
(In number of respondents)

District	Economic Status	Radio/Cassette Player				Furniture				Cycle				Other			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Mddle Poor	17	11	28		11	17	28		1	27	28		4	24	28	
	Poor	34	17	51		27	24	51		10	41	51		23	28	51	
	Very Poor	63	17	80		71	9	80		27	53	80		49	31	80	
	Total	114	45	159		109	50	159		38	121	159		76	83	159	
	%	71.70	28.30	100	33.33	68.55	31.45	100	33.33	23.90	76.10	100	33.33	47.80	52.20	100	33.33
Chitwan	Mddle Poor	11	50	61		4	59	63		9	53	62		39	22	61	
	Poor	24	35	59		21	37	58		14	44	58		40	17	57	
	Very Poor	17	22	39		18	20	38		8	31	39		30	11	41	
	Total	52	107	159		43	116	159		31	128	159		109	50	159	
	%	32.70	67.30	100	33.33	27.04	72.96	100	33.33	19.50	80.50	100	33.33	68.55	31.45	100	33.33
Rupandehi	Mddle Poor	6	78	84		3	81	84		17	68	85		26	58	84	
	Poor	22	42	64		19	47	66		32	32	64		27	38	65	
	Very Poor	3	8	11		2	7	9		6	4	10		5	5	10	
	Total	31	128	159		24	135	159		55	104	159		58	101	159	
	%	19.50	80.50	100	33.33	15.09	84.91	100	33.33	34.59	65.41	100	33.33	36.48	63.52	100	33.33
Total of All	Total	197	280	477		176	301	477		124	353	477		243	234	477	
	%	41.30	58.70	100	100	36.90	63.10	100	100	26.00	74.00	100	100	50.94	49.06	100	100

7.3.4 Possession of Household Assets worth Rs. 7,000 to Rs. 50,000

The study also collected information on the status of possession of household assets worth Rs. 7,000 to Rs.50,000. Here too, the information was collected for such possession over a period of 5 years and purchase within 2 years.

The study revealed that more than 61 % clients of NUBL possessed assets less than Rs7,000 (Table 8) where as only 20 % clients possessed assets worth Rs.7,000 to Rs. 50,000 (Table 9). *This indicates that NUBL's financial services helped clients to posses assets, but significant percentage of clients were able to do so for small assets worth less than Rs.7,000.*

In total above 36% of the total respondents of the three districts possessed household assets worth rupees 7,000 to 50,000.

(NUBL clients participating in FGD session with the Research Associate)

Possession of household assets of [1]Bicycle worth rupees 7,000 to 50,000 was higher in Chitwan (3.77%) as compared with Rupandehi (3.18%) and Bara (1.86%). Similarly, possession of Bedset was higher in Rupandehi (39.49%) as compared to Chitwan (37.58%) and Bara (3.07%), possession Refrigerator was higher in Rupandehi (25.32%) as compared to Chitwan (24.05%) and Bara (1.86%), possession of TV was higher in Rupandehi (67.52%) as compared to Chitwan (48.73%) and Bara 13.58%) and possession of other assets was higher in Rupandehi (12.07%) as compared to Chitwan (12.06%) and Bara (8.02%). Table 9 provides further details.

It was interesting to note that clients of NUBL preferred to buy TV set, which is mostly unproductive asset (worth Rs.7,000/ to Rs.50,000/) more than bicycle, which could be used for business purpose too.

Table - 9: Possession of Household Assets worth Rs. 7,000 to Rs. 50,000

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[1] Bicycles are of different prices. Since bicycle is a popular means of transport in the areas studied, CMF collected data on purchase of bicycles worth less than Rs.7,000 and more than Rs.7,000.

District	Economic Status	Bicycle				Bed set				Refrigerator				TV				Other			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle Poor	28	0	28		27	2	29		27	1	28		21	10	31		33	3	36	
	Poor	50	1	51		51	2	53		51	2	53		41	10	51		46	6	52	
	Very Poor	80	2	82		80	1	81		80	0	80		78	2	80		70	4	74	
	Total	158	3	161		158	5	163		158	3	161		140	22	162		149	13	162	
	%	98.14	1.86	100	33.75	96.93	3.07	100	34.17	98.14	1.86	100	33.75	86.42	13.58	100	33.96	91.98	8.02	100	33.96
Chitwan	Middle Poor	58	3	61		25	36	61		31	32	63		21	40	61		41	6	47	
	Poor	57	1	58		44	14	58		52	5	57		33	26	59		47	8	55	
	Very Poor	38	2	40		29	9	38		37	1	38		27	11	38		36	3	39	
	Total	153	6	159		98	59	157		120	38	158		81	77	158		124	17	141	
	%	96.23	3.77	100	33.33	62.42	37.58	100	32.91	75.95	24.05	100	33.12	51.27	48.73	100	33.12	87.94	12.06	100	29.56
Rupandehi	Middle Poor	82	2	84		49	35	84		51	33	84		13	71	84		67	11	78	
	Poor	62	2	64		42	22	64		58	6	64		32	32	64		57	6	63	
	Very Poor	8	1	9		4	5	9		9	1	10		6	3	9		29	4	33	
	Total	152	5	157		95	62	157		118	40	158		51	106	157		153	21	174	
	%	96.82	3.18	100	32.91	60.51	39.49	100	32.91	74.68	25.32	100	33.12	32.48	67.52	100	32.91	87.93	12.07	100	36.48
Total of All	Total	463	14	477		351	126	477		396	81	477		272	205	477		426	51	477	
	%	97.06	2.94	100	100	73.58	26.42	100	100	83.02	16.98	100	100	57.02	42.98	100	100	89.31	10.69	100	100

7.3.5 Purchase of Household Assets worth Rs. 7,000 – Rs. 50.000 during Two Years

In total (Table 10 below) about 20 % of the total respondents of the three districts purchased household assets worth rupees 7,000 to 50,000 during two years.

Purchase of household assets of Bicycle worth rupees 7,000 to 50,000 was higher in Bara (66.67%) as compared with Rupandehi (40%) and Chitwan (16.67%). Similarly purchase of Bed set was higher in Chitwan (40.68%) as compared with Bara (40%%) and Rupandehi (37.10%), purchase of Refrigerator was higher in Rupandehi (45%) as compared with Chitwan (39.47%) and Bara (33.33%), purchase of TV was higher in Chitwan (41.56%) as compared to Bara (36.36%) and Rupandehi (31.13%) and purchase of other was higher in Bara (30.77%) as compared with Rupandehi (28.57%) and Chitwan (23.53%).

Table -10: Purchase of Household Assets worth Rs. 7,000 – Rs. 50.000 during Two Years
(In number of respondents)

District	Economic Status	Bicycle				Bed set				Refrigerator				TV				Other			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle Poor	0	1	1		2	0	2		1		1		8	2	10		2	1	3	
	Poor	1	0	1		1	1	2		1	1	2		6	4	10		4	2	6	
	Very Poor	0	1	1		0	1	1		0	0	0			2	2		3	1	4	
	Total	1	2	3		3	2	5		2	1	3		14	8	22		9	4	13	
	%	33.33	66.67	100	21.43	60.00	40.00	100	3.97	66.67	33.33	100	3.70	63.64	36.36	100	10.73	69.23	30.77	100	25.49
Chitwan	Middle Poor	2	1	3		20	16	36		19	13	32		23	17	40		4	2	6	
	Poor	2	0	2		8	6	14		3	2	5		16	10	26		7	1	8	
	Very Poor	1	0	1		7	2	9		1	0	1		6	5	11		2	1	3	
	Total	5	1	6		35	24	59		23	15	38		45	32	77		13	4	17	
	%	83.33	16.67	100	42.86	59.32	40.68	100	46.83	60.53	39.47	100	46.91	58.44	41.56	100	37.56	76.47	23.53	100	33.33
Rupandehi	Middle Poor	1	1	2		22	13	35		18	15	33		50	21	71		7	4	11	
	Poor	2	1	3		14	8	22		3	3	6		21	11	32		5	1	6	
	Very Poor	0	0	0		3	2	5		1	0	1		2	1	3		3	1	4	
	Total	3	2	5		39	23	62		22	18	40		73	33	106		15	6	21	
	%	60.00	40.00	100	35.71	62.90	37.10	100	49.21	55.00	45.00	100	49.38	68.87	31.13	100	51.71	71.43	28.57	100	41.18
Total	Total	9	5	14		77	49	126		47	34	81		132	73	205		37	14	51	
	%	64.29	35.71	100	100	61.11	38.89	100	100	58.02	41.98	100	100	64.39	35.61	100	100	72.55	27.45	100	100

7.3.6 Possession of Household Assets worth more than Rs. 50,000

The study also collected information on the status of possession of household assets worth more than Rs.50,000. Here too, the information was collected for such possession over a period of 5 years and purchase within 2 years. The study revealed that less than 2 % clients of NUBL possessed assets worth more than Rs. 50,000 (Table - 11). *This indicates that NUBL's financial services helped very small percentage of its clients to posses such assets. .*

In total 1.46% of the total respondents of the three districts possessed household assets worth rupees more than 50,000. The household possession of such assets included motorcycles, vehicle/truck/pick-up, tractor and other assets. Possession of household assets of Motorcycle was higher in Chitwan (7.55%) as compared with Rupandehi (4.40%) and Bara (0.63%). Similarly, possession of Vehicle/Truck/Pick-up was possessed only in Rupandehi (3.14%), possession Tractor was also only possessed in Rupandehi (1.26%), possession of other was also possessed in Rupandehi (0.63%).

Table-11: Possession of Household Assets worth more than Rs. 50,000

District	Economic Status	Motorcycle				Vehicle/Truck/Pick-up				Tractor				Other Possessions			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle Poor	27	1	28		28		28		28		28		28		28	
	Poor	51	0	51		51		51		51		51		51		51	
	Very Poor	80	0	80		80		80		80		80		80		80	
	Total	158	1	159		159	0	159		159	0	159		159	0	159	
	%	99.37	0.63	100	33.33	100	0.00	100	33.33	100	0.00	100	33.33	100	0.00	100	33.33
Chitwan	Middle Poor	53	8	61		61		61		61		61		61		61	
	Poor	55	2	57		57		57		57		57		57		57	
	Very Poor	39	2	41		41		41		41		41		41		41	
	Total	147	12	159		159	0	159		159	0	159		159	0	159	
	%	92.45	7.55	100	33.33	100	0.00	100	33.33	100	0.00	100	33.33	100	0.00	100	33.33
Rupandehi	Middle Poor	81	3	84		79	5	84		82	2	84		83	1	84	
	Poor	62	2	64		64		64		64		64		64		64	
	Very Poor	9	2	11		11		11		11		11		11		11	
	Total	152	7	159		154	5	159		157	2	159		158	1	159	
	%	95.60	4.40	100	33.33	96.86	3.14	100	33.33	98.74	1.26	100	33.33	99.37	0.63	100	33.33
Total	Total	457	20	477		472	5	477		475	2	477		476	1	477	
	%	95.81	4.19	100	100	98.95	1.05	100	100	99.58	0.42	100	100	99.79	0.21	100	100

7.3.7 Purchase of Household Assets within 2 Years

From 1.46% of the clients who possessed such assets (Table 12), 45% of the respondents were found to purchase Motorcycle within two years. Similarly, 40% of the respondents purchased Vehicle/Truck/Pick-up, 50% respondents purchased Tractor and of the 1 respondent 100% of the respondents purchased other possessions within two year.

This indicates that albeit the percentage of the clients able to posses the assets worth more than Rs.50,000 was below 2%, nearly half of these clients were able to do so within two years, in other words, after receiving such services for more than 5 years.

Table -12: Purchase of Household Assets within 2 Years

District	Economic Status	Motorcycle				Vehicle/Truck/Pick-up				Tractor				Other Possessions			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle Poor	1	0	1		0	0	0		0	0	0		0	0	0	
	Poor	0	0	0		0	0	0		0	0	0		0	0	0	
	Very Poor	0	0	0		0	0	0		0	0	0		0	0	0	
	Total	1	0	1		0	0	0		0	0	0		0	0	0	
	%	100	0.00	100	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Chitwan	Middle Poor	3	5	8		0	0	0		0	0	0		0	0	0	
	Poor	2	0	2		0	0	0		0	0	0		0	0	0	
	Very Poor	1	1	2		0	0	0		0	0	0		0	0	0	
	Total	6	6	12		0	0	0		0	0	0		0	0	0	
	%	50.00	50.00	100	60.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rupandehi	Middle Poor	1	2	3		3	2	5		1	1	2		0	1	1	
	Poor	1	1	2		0	0	0		0	0	0		0	0	0	
	Very Poor	2	0	2		0	0	0		0	0	0		0	0	0	
	Total	4	3	7		3	2	5		1	1	2		0	1	1	
	%	57.14	42.86	100	35.00	60.00	40.00	100	100	50.00	50.00	100	100	0.00	100	100	100
Total	Total	11	9	20		3	2	5		1	1	2		0	1	1	
	%	55.00	45.00	100	100	60.00	40.00	100	100	50.00	50.00	100	100	0.00	100	100	100

7.4 Effective services of NUBL in reaching to the poor and meeting their financial needs

In addition to find out the impact of the financial services on clients, the study tried to find answer to the critical question whether clients are satisfied with the current products and services or not and whether the financial needs of the clients are met by the existing services and products of NUBL or not. Currently, NUBL has 10 loan products and both mandatory and voluntary savings products.

To find this a client satisfaction survey was conducted. The survey focused on following features of the products;

For several loan products
- Loan Amount
- Interest rate
- Term
- Repayment schedules

For compulsory and individual (voluntary) Savings
- Weekly savings amount
- Interest rate paid on savings

To avoid collecting *wish-list* from the participants in place of *effective demand* for the financial services, questionnaires were designed in a way that reminded them of necessity of paying back bigger amount of installment for larger loans, interest rates in practice by the landlords and extended terms means additional time required to pay back.

However, as anticipated in any microfinance programs, the client satisfaction survey conducted for NUBL also revealed that the clients wanted loans with larger amount, reduced interest rates, longer terms and longer repayment schedules.

7.4.1 Loan Amount

The general comments received from the clients **on loan amount** were as follows:

- Small loan size is not enough to initiate business.
- Goods are expensive as compared to last year.
- Business is not possible with small loan size.
- Loan amount is not enough.
- Small amount of loan is not sufficient to buy materials.
- Loan amount is not enough to buy fertilizer, pesticide etc.
- We need more capital to run the business.
- Loan amount is not enough according to situation and place.
- Price of land is very high hence it is not sufficient to buy.
- Land is very expensive.
- Labour charge is very high and it is not enough for cemented house.
- Labour charge and materials are highly expensive.
- This loan amount is not enough to start new business

Further details are provided below in Table 13.

Table - 13: Client Satisfaction
Loan Amount

Types of Loan	Current Loan Ceiling in Practice of NUBL	Bara Recommended	Bara Total No	Bara Amount for Change	Chitwan Recommended	Chitwan Total No	Chitwan Amount for Change	Rupandehi Recommended	Rupandehi Total No	Rupandehi Amount for Change	Total Recommended	Total No	Total Amount for Change
General Loan	12000 - 15000	12	29	30000	14	23	20000 - 25000	10	15	20000 - 30000	36	67	20,000 - 30,000
	%	41.38	100.00		60.87	100.00		66.67	100.00		53.73	100.00	
Agriculture Loan	2000	29	29	10000 - 15000	23	23	10000	11	17	5000 - 12000	63	69	5,000 - 15,000
	%	100.00	100.00		100.00	100.00		64.71	100.00		91.30	100.00	
Business Loan	10000	0	29	0	0	23	0	2	15	20000	2	67	20,000
	%	0.00	100.00		0.00	100.00		13.33	100.00		2.99	100.00	
Loan for Water tap	3000 - 6000	0	12	0	0	18	0	3	17	10000	3	47	10,000
	%	0.00	100.00		0.00	100.00		17.65	100.00		6.38	100.00	
Loan for Toilet	6000	12	20	Not enough	0	23	0	25	31	10000 - 15000	37	74	10,000 - 15,000
	%	60.00	100.00		0.00	100.00		80.65	100.00		50.00	100.00	
Loan for Land/Plot	15000	9	24	50000	15	23	80000 - 1 Lakh	26	26	40000 - 1 lakh	50	73	40,000 - 100,000
	%	37.50	100.00		65.22	100.00		100.00	100.00		68.49	100.00	
Loan for House Renovatio	15000	9	21	20000 - 3500	12	17	30000	4	11	15000 - 3000	25	49	15,000 - 30,00

n	%	42.86	100.00	0	70.59	100.00		36.36	100.00	0	51.02	100.00	0
Loan for Housing	50000	9	21	1 - 2 Lakh	15	23	Not enough	10	21	2 - 3 Lakh	34	65	1 - 3 Lakh
	%	42.86	100.00		65.22	100.00		47.62	100.00		52.31	100.00	
Loan for Gobar gas	15000	0	12	0	0	17	0	7	18	20000	7	47	20,000
	%	0.00	100.00		0.00	100.00		38.89	100.00		14.89	100.00	
Loan for Micro-enterprise	30000	0	16	0	12	22	30000	3	9	50000	15	47	30,000 - 50,000
	%	0.00	100.00		54.55	100.00		33.33	100.00		31.91	100.00	

7.4.2 Interest Rate

The general comments received from the clients on the interest rate are as follows:

- ➢   Interest rate is high.
- ➢   If interest rate would be reduced then easy to pay installment.
- ➢   Loan for water is not for income generation so it should be less than others.
- ➢   Interest rate should less for land.
- ➢   Loan for house renovation is not for income generation so it should be reduced.
- ➢   High interest rate on loan for housing it is better to reduce.
- ➢   Interest rate on gobar gas should be reduced and Sana Kishan Bank offer 15% interest rate. If timely payment to SKBB than they will give 6 – 10% discount.

Here the NUBL clients were found not just to present their wish but to compare the interest rate of the competitors of NUBL as well.

Further details are provided below in Table 14.

Types of Loan	Current interest rate in Practice	Districts										Total		
		Bara			Chitwan			Rupandehi				Total		
		Change suggested by the respondents			Change suggested by the respondents			Change suggested by the respondents				Change suggested by the respondents		
		Participants		Int. Rate for Change	Participants		Int. Rate for Change	Participants		Int. Rate for Change		Participants		Int. Rate for Change
		Recommended	Total No		Recommended	Total No		Recommended	Total No			Recommended	Total No	
General Loan	20%	16	28	10 - 15%	15	23	12%	5	13	10 - 15%		36	64	10 - 15%
	%	57.14%	100.00%		65.22%	100.00%		38.46%	100.00%			56.25%	100.00%	
Agriculture Loan	20%	5	12	15%	12	20	10%	12	14	10 - 18%		29	46	10 - 18%
	%	41.67%	100.00%		60.00%	100.00%		85.71%	100.00%			63.04%	100.00%	
Business Loan	20%	20	29	10 - 18%	28	28	10 - 15%	11	15	10 - 18%		59	72	10 - 18%
	%	68.97%	100.00%		100.00%	100.00%		73.33%	100.00%			81.94%	100.00%	
Loan for Water tap	20%	9	15	15%	23	23	10 - 15%	15	15	10 - 18%		47	53	10 - 18%
	%	60.00%	100.00%		100.00%	100.00%		100.00%	100.00%			88.68%	100.00%	
Loan for Toilet	20%	7	10	16 - 18%	11	11	10 - 15%	12	16	10 - 18%		30	37	10 - 18%
	%	70.00%	100.00%		100.00%	100.00%		75.00%	100.00%			81.08%	100.00%	
Loan for Land/Plot	18%	5	11	16 - 18%	6	12	10 - 12%	5	15	14 - 16%		16	38	10 - 18%
	%	45.45%	100.00%		50.00%	100.00%		33.33%	100.00%			42.11%	100.00%	
Loan for House Renovation	18%	16	16	7 - 18%	9	9	12 - 16%	3	12	14%		28	37	7 - 18%
	%	100.00%	100.00%		100.00%	100.00%		25.00%	100.00%			75.68%	100.00%	
Loan for Housing	18%	8	13	10%	9	21	15 - 16%	21	30	10 - 17%		38	64	10 - 17%
	%	61.54%	100.00%		42.86%	100.00%		70.00%	100.00%			59.38%	100.00%	
Loan for	16%	0	21	-	8	20	15%	6	20	15%		14	61	15%

Gobar gas		%	0.00%	100.00%		40.00%	100.00%		30.00%	100.00%		22.95%	100.00%	
Loan for Micro-enterprise	18%	6	15	16%	0	20	-	1	13	17%	7	48	16 - 17%
		%	40.00%	100.00%		0.00%	100.00%		7.69%	100.00%		14.58%	100.00%	

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7.4.3 Loan Term

The general comments received on loan duration were as follows:

➢ Period of business loan is not enough so it is not possible to repay installment.

➢ Period of toilet construction loan should be 1-year in place of 2 year and it is too long moreover we have to pay more interest.

➢ Loan period for land and plot should be increased to 3 year in place of 2 year.

➢ 2 year period for land and plot is more it should be decreased to 1 year.

➢ According to our condition 3 year period for housing loan is enough to pay.

➢ 2 year period for gobar gas loan is not enough to pay.

(NUBL clients participating in client satisfaction survey)

Further detail is given in Table 15 below.

Table - 15: Client Satisfaction
Loan Duration

Types of Loan	Loan duration in practice of NUBL	Districts									Total		
		Bara			Chitwan			Rupandehi			Total		
		Change suggested by the respondents			Change suggested by the respondents			Change suggested by the respondents			Change suggested by the respondents		
		Participants		Duration for Change	Participants		Duration for Change	Participants		Duration for Change	Participants		Duration for Change
		Recommended	Total No		Recommended	Total No		Recommended	Total No		Recommended	Total No	
General Loan	1 Year	0	19	-	0	17	-	0	15	-	0	51	-
	%	0.00%	100.00%		0.00%	100.00%		0.00%	100.00%		0.00%	100.00%	
Agriculture Loan	1 Year	0	16	-	0	12	-	0	15	-	0	43	-
	%	0.00%	100.00%		0.00%	100.00%		0.00%	100.00%		0.00%	100.00%	
Business Loan	6 Month	8	20	Not enough	0	20	-	2	14	Not enough	10	54	Not enough
	%	40.00%	100.00%		0.00%	100.00%		14.29%	100.00%		18.52%	100.00%	
Loan for Water tap	2 Year	5	12	3 Year	0	9	-	8	20	1 Year	13	41	1 - 3 Year
	%	41.67%	100.00%		0.00%	100.00%		40.00%	100.00%		31.71%	100.00%	
Loan for Toilet	2 Year	0	12	-	0	9	-	1	18	1 Year	1	39	1 Year
	%	0.00%	100.00%		0.00%	100.00%		5.56%	100.00%		2.56%	100.00%	
Loan for Land/Plot	2 Year	0	10	-	8	20	3 Year	6	21	1 Year	14	51	1 - 3 Year
	%	0.00%	100.00%		40.00%	100.00%		28.57%	100.00%		27.45%	100.00%	
Loan for House Renovation	2 Year	0	12	-	0	12	-	3	17	1 Year	3	41	1 Year
	%	0.00%	100.00%		0.00%	100.00%		17.65%	100.00%		7.32%	100.00%	
Loan for Housing	2 - 6 Year	6	18	3 Year	0	8	-	3	19	2 - 3 Year	9	45	2 - 3 Year
	%	33.33%	100.00%		0.00%	100.00%		15.79%	100.00%		20.00%	100.00%	
Loan for	2 - 5 Year	0	13	-	4	16	2 Year	2	16	2 Year	6	45	2 Year

Gobar gas	%	0.00%	100.00%		25.00%	100.00%		12.50%	100.00%		13.33%	100.00%	
Loan for	1 - 3 Year	5	17	2 Year	3	19	1 - 2 Year	0	12	-	8	48	
Micro-enterprise	%	29.41%	100.00%		15.79%	100.00%		0.00%	100.00%		16.67%	100.00%	1 - 2 Year

7.4.4 Repayment Schedule

The general comments received from the clients on repayment schedules were as follows:

➢ There should be 52-installments in place of 26 installments to repay easily.

➢ It is better to make 26 installments in place of 13 installments for business loan due to large size of loan and will help to pay installment.

➢ Loan for land repayment should be weekly rather than fortnight.

➢ Repayment of house renovation loan in an installment basis either weekly or 3-4 month installment basis.

➢ Repayment of housing loan should be weekly basis instead of fortnight due to larger size of loan.

Further details are given below in Table -16.

Table - 16: Client Satisfaction
Repayment Installment

Types of Loan	No. of repayment installment in practice of NUBL	Bara Recommended	Bara Total No	Bara Installment for Change	Chitwan Recommended	Chitwan Total No	Chitwan Installment for Change	Rupandehi Recommended	Rupandehi Total No	Rupandehi Installment for Change	Total Recommended	Total Total No	Total Installment for Change
General Loan	26 Installment	3	13	52 Installment	0	12	-	5	15	52 Installment	8	40	26-52 Installment
	%	23.08%	100.00%		0.00%	100.00%		33.33%	100.00%		20.00%	100.00%	
Agriculture Loan	26 Installment	0	14	-	0	12	-	4	15	52 Installment	4	41	26-52 Installment
	%	0.00%	100.00%		0.00%	100.00%		26.67%	100.00%		9.76%	100.00%	
Business Loan	13 Installment	2	14	26 Installment	2	14	26 Installment	6	15	26 Installment	10	43	26 Installment
	%	14.29%	100.00%		14.29%	100.00%		40.00%	100.00%		23.26%	100.00%	
Loan for Water tap	52 Installment	0	14	-	0	14	-	0	15	-	0	43	52 Installment
	%	0.00%	100.00%		0.00%	100.00%		0.00%	100.00%		0.00%	100.00%	
Loan for Toilet	52 Installment	0	14	-	0	16	-	0	15	-	0	45	52 Installment
	%	0.00%	100.00%		0.00%	100.00%		0.00%	100.00%		0.00%	100.00%	
Loan for Land/Plot	52 Installment	0	13	-	4	14	52 Installment	0	13	-	4	40	52 Installment
	%	0.00%	100.00%		28.57%	100.00%		0.00%	100.00%		10.00%	100.00%	
Loan for House	52 Installment	0	10	-	0	13	-	2	14	3 Years	2	37	

Renovation	%	0.00%	100.00 %		0.00%	100.00 %		14.29%	100.00 %		5.41%	100.00 %	1 - 3 Year
Loan for Housing	130 Installment	0	13	-	0	13	-	2	15	104 Installment	2	41	104 -130 Installment
	%	0.00%	100.00 %		0.00%	100.00 %		13.33%	100.00 %		4.88%	100.00 %	
Loan for Gobar gas	-	2	14	24 Months	0	10	-	2	15	20 Months	4	39	20 -24 Installment
	%	14.29%	100.00 %		0.00%	100.00 %		13.33%	100.00 %		10.26%	100.00 %	
Loan for Micro-enterprise	-	0	12	-	0	12	-	0	15	-	0	39	-
	%	0.00%	100.00 %		0.00%	100.00 %		0.00%	100.00 %		0.00%	100.00 %	

7.4.5 Others

In addition to the feedback of clients on loan amount, interest rate, term and repayment schedule, the study received feedback of the clients on other areas as well. The other areas included their feedback on the central fund, access to savings, meetings, conduct of Loan Officer or Supervisors, technical assistances received in addition to the financial services, process of repayment and the security of the savings.

The general comments received from clients on other areas of operation were as follows, which is worth considering;

> *Central fund is not in use because it is unsafe.*
> *There is a provision that 50% of the compulsory savings amount could be withdrawn after 5 years. But it would be better to make this withdraw able within 3 year.*
> *Few Loan Officers do not show good attitude. .*
> *Non-financial services are not received[2].*
> *We don't have own office and some times outsiders also participate in the meeting[3]*
> *It is not safe to collect money and bring it to central office.*

Further details are given below in Table - 17.

Table - 17: Client Satisfaction: Others

Types of Activities	Current practice of NUBL	Districts									Total		
		Bara			Chitwan			Rupandehi					
		Change suggested by the respondents			Change suggested by the respondents			Change suggested by the respondents			Change suggested by the respondents		
		Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
Central Fund	It will be mobilize according to centre decision.	0	12	12	0	10	10	5	11	16	5	33	38
	%	0.00	100	100	0.00	100	100	31.25	68.75	100	13.16	86.84	100
Access to Savings	After 5 year 50% of the compulsory savings amount could be withdraw.	0	12	12	0	9	9	4	11	15	4	32	36
	%	0.00	100	100	0.00	100	100	26.67	73.33	100	11.11	88.89	100
Meeting Times	Fortnightly	0	13	13	9	10	19	0	8	8	9	31	40
	%	0.00	100	100	47.37	52.63	100	0.00	100	100	22.50	77.50	100
Meeting Agenda	Review, discussions, sharing, report presentation etc	0	10	10	0	12	12	0	6	6	0	28	28
	%	0.00	100	100	0.00	100	100	0.00	100	100	0.00	100	100
Loan Officer / Supervisor	-	0	13	13	4	10	14	2	12	14	6	35	41
	%	0.00	100	100	28.57	71.43	100	14.29	85.71	100	14.63	85.37	100
Technical Assistant	-	15	3	18	15	6	21	15	0	15	45	9	54
	%	83.33	16.67	100	71.43	28.57	100	100	0.00	100	83.33	16.67	100
Loan distribution / Repayment Process	Loan distribution from Branch and loan collection in central meeting.	4	12	16	6	9	15	4	8	12	14	29	43
	%	25.00	75.00	100	40.00	60.00	100	33.33	66.67	100	32.56	67.44	100
Security	-	0	12	12	8	9	17	3	10	13	11	31	42
	%	0.00	100	100	47.06	52.94	100	23.08	76.92	100	26.19	73.81	100

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[2] NIRDHAN NGO is providing such services separately. But clients demand more than the currently available services.
[3] Here the clients are referring to their centre where they meet weekly.

7.4.6 Savings

The client satisfaction survey included savings services too. Twenty five percent of clients wanted change in the compulsory savings scheme and 47 % wanted change in the individual (voluntary) savings scheme.

The general comments were mostly positive (except for interest rate) on savings and included followings;
➢ We are paying high interest to bank but getting less interest in our savings.
➢ Savings is helpful and we can withdraw it as per our need.
➢ We will be able to use that money for repaying installment.

Most of the clients were found satisfied with the savings services of NUBL

Following Table -18 provides details.

Table -18: Savings

District	Compulsory Saving			Individual/Optional Saving			
	Current practice of NUBL	Change suggested by participants		Current practice of NUBL	Change suggested by participants		
		Recommended No	Total No			Recommended No	Total No
Bara	Rs 4 deposited in every 2 weeks plus 5% of loan amount. mandatory	No 4	16	Rs 50 should in account as minimum balance and withdraw allowed up to Rs 3,000/-		No -	-
		% 25.00	100.00			% -	-
Chitwan	"	No 4	16	"		No -	-
		% 25.00	100.00			% -	-
Rupandehi	"	No 5	20	"		No 8	17
		% 25.00	100.00			% 47.06	100.00
Total	"	No 13	52	"		No 8	17
		% 25.00	100.00			% 47.06	100.00

In addition to the separate client satisfaction survey, mentioned above, the impact survey filled by the participants also provided the additional insights on the existing services of NUBL. Followings are the main findings from the individual questionnaires.

Size of Loan
The study collected information on the first loan taken by the client, the current loan outstanding with NUBL and the cumulative amount of loan taken by the clients. Overall, the mean was Rs 32,380, median Rs.15,000, high Rs.250,000, low Rs.700 only. Thus, the range was Rs.249,300 with standard deviation of Rs.42,304.

The size of the loan varied from district to district. The mean average size of loan provided by NUBL stood at Rs 25,863 in Bara, Rs 40,215 in Chitwan and Rs 30,361 in Rupandehi. The ranges varied from Rs 219,000 in Bara, Rs. 248,400 in Chitwan to Rs.199,300 in Rupandehi district.

In all districts the mean for poor remained lowest compared to the poor and middle poor. The further details of the size of household loan provided by NUBL to three categories of poor in three districts are shown in the Table - 19 below.

Table -19: Size of Loan

District	Economic Status	Size of Household Loan (Rs)					
		Mean	Median	High	Low	Range	S.D.
Bara	Middle Poor	46760	20000	220000	7000	213000	59012
	Poor	31198	20000	150000	3000	147000	31012
	Very Poor	15545	15000	65000	1000	64000	10179
	Total	**25863**	**18000**	**220000**	**1000**	**219000**	**32455**
Chitwan	Middle Poor	50683	20000	250000	2000	248000	61444
	Poor	39898	15000	250000	3000	247000	51075
	Very Poor	11886	12000	17324	8650	8674	2560
	Total	**40215**	**15000**	**250000**	**1600**	**248400**	**52634**
Rupandehi	Middle Poor	43146	36000	150000	700	149300	36316
	Poor	20023	10000	200000	2000	198000	33230
	Very Poor	9857	6000	22000	2000	20000	8335
	Total	**30361**	**16250**	**200000**	**700**	**199300**	**35718**
Total of All		**32380**	**15000**	**250000**	**700**	**249300**	**42304**

Difficulty in repaying Loan in Last Loan Cycle

The clients were also asked whether they had problems in repaying the loan. More than 50% responded that they had no problems, 32.29 % did not respond to this question. However, 16.77 percent of respondents had difficulty to repay the loan in last loan cycle.

The major reasons cited by the respondents that led to the problem of repaying back the loan included:

➢ Small loan size is not enough to initiate business.
➢ Goods are expensive as compared to last year.
➢ Business is not possible with small loan size.
➢ Loan amount is not enough.
➢ Small amount of loan is not sufficient to buy materials.
➢ Loan amount is not enough to buy fertilizer, pesticide etc.
➢ We need more capital to run the business.
➢ Loan amount is not enough according to situation and place.
➢ Price of land is very high hence it is not sufficient to buy.
➢ Land is very expensive.
➢ Labor charge is very high and it is not enough for cemented house.
➢ Labor charge and materials are highly expensive.
➢ This loan amount is not enough to start new business.

Further detail is given in Table - 20 below.

Table - 20: Difficulty in repaying Loan in Last Loan Cycle

District	Economic Status	Difficulty in repaying Loan in Last Loan Cycle			Total	%
		No	Yes	Don't Know		
Bara	Middle Poor	18	1	16	35	
	Poor	26	12	18	56	
	Very Poor	26	23	16	65	
	Total	*70*	*36*	*50*	*156*	*32.70*
	%	*44.87*	*23.08*	*32.05*	*100.00*	
Chitwan	Middle Poor	37	2	13	52	
	Poor	30	10	15	55	
	Very Poor	21	6	19	46	
	Total	*88*	*18*	*47*	*153*	*32.08*
	%	*57.52*	*11.76*	*30.72*	*100.00*	
Rupandehi	Middle Poor	53	5	19	77	
	Poor	28	17	17	62	
	Very Poor	4	4	21	29	
	Total	*85*	*26*	*57*	*168*	*35.22*
	%	*50.60*	*15.48*	*33.93*	*100.00*	
Total	*Total*	*243*	*80*	*154*	*477*	*100.00*
	%	*50.94*	*16.77*	*32.29*	*100.00*	

In addition 80 additional clients were selected who had severe problems with loan repayment. More than 62 % replied that the activity that was undertaken was not profitable and there was illness in the family. Details of their answers are **given in Annex 10.**

NUBL has 10 loan products with two savings products. Some of the products have similar features. Hence, some of them could be merged together reducing the number of products. While doing so, the feedback received from the client satisfaction survey could be seriously considered.

Similarly, clients have valued the savings services of NUBL. With appropriate flexibility in the voluntary savings, NUB L can attract more savings.

7.5 Contribution of MF services of NUBL towards ensuring food security
The nutritional status of NUBL clients is separately reported in 7.2.3 Nutritional Status of this report. This sub chapter focuses on overall food security answering the question whether NUBL's financial services helped the client ensure food security.

The study collected information on the status of food security of the NUBL clients. The information was collected on whether the food situation improved during last 12 months or not. And, if the food situation did not improve what were the reasons. Followings were the status found.

Overall 74% of the NUBL clients reported that their food situation improved during the last 12 months. Two percent did not answer.

However, 23.27 percent of the respondents reported negatively. This is higher than the percentage of NUBL clients that reported decrease in income. Nearly 15 % reported that their increase has decreased (Chapter 7.2.2 Individual Income). The answer for the reasons for not improving the food consumption included weak purchasing power for less food consumption. And they applied the different cooping strategies to coop with this problem such as by borrowing money or food, selling of private property, going to other places for job, getting job at local level and others. The coping strategies are further **elaborated in Annex 11 Coping strategies for food problem.**

NUBL's financial services were found to help nearly three fourth of clients to improve the food consumption. However, nearly one fourth reported decrease in food consumption while only 15 % reported decrease in income. Hence, even those whose income did not decrease were found to decrease the food consumption indicating that the income generated is not sufficient to maintain the food security. It was more so, on the very poor clients.

The improvement varied from district to district and also from the clients who have received services for more than five years to new clients waiting for loan. Nearly 80% of the clients who had received services for more than 5 years, nearly 76% of the clients who had received services for less than five years and 66% of clients waiting for loan reported improvement. Further detail is given in Table - 21 below.

Table - 21: Food Consumption
(In number of respondents)

District	Membership age of client	During last 12 months, did your HH improve in food consumption?			Total
		Yes	No	Don't Know	
Bara	Five or more than five years (Number)	33	19	1	53
	%	62.26	35.85	1.89	100
	%	41.25	25.68	20.00	33.33
	Less than five years (Number)	34	17	2	53
	%	64.15	32.08	3.77	100
	%	42.50	22.97	40.00	33.33
	New client waiting for loan (Number)	13	38	2	53
	%	24.53	71.70	3.77	100
	%	16.25	51.35	0.4	33.33
	Total (Number)	**80**	**74**	**5**	**159**
	%	50.31	46.54	3.14	100
	%	100	100	100	100
Chitwan	Five or more than five years (Number)	42	8	0	50
	%	84.00	16.00	0.00	100
	%	31.34	36.36	0	31.45
	Less than five years (Number)	47	7	1	55
	%	85.45	12.73	1.82	100
	%	35.07	31.82	33.33	34.59
	New client waiting for loan (Number)	45	7	2	54
	%	83.33	12.96	3.70	100
	%	33.58	31.82	66.67	33.96
	Total (Number)	**134**	**22**	**3**	**159**
	%	84.28	13.84	1.89	100
	%	100	100	100	100
Rupandehi	Five or more than five years (Number)	59	5	1	65
	%	90.77	7.69	1.54	100
	%	42.45	33.33	0.2	40.88
	Less than five years (Number)	35	8	2	45
	%	77.78	17.78	4.44	100
	%	25.18	53.33	0.4	28.30
	New client waiting for loan (Number)	45	2	2	49
	%	91.84	4.08	4.08	100
	%	32.37	13.33	40.00	30.82
	Total (Number)	**139**	**15**	**5**	**159**
	%	**87.42**	**9.43**	**3.14**	**100**
	%	100	100	100	100
Total of All	Five or more than five years (Number)	134	32	2	168
	%	79.76	19.05	1.19	100
	%	37.96	28.83	15.38	35.22
	Less than five years (Number)	116	32	5	153
	%	75.82	20.92	3.27	100
	%	32.86	28.83	38.46	32.08
	New client waiting for loan (Number)	103	47	6	156
	%	66.03	30.13	3.85	100
	%	29.18	42.34	46.15	32.70
	Total (Number)	**353**	**111**	**13**	**477**
	%	**74.00**	**23.27**	**2.73**	**100**
	%	**100**	**100**	**100**	**100**

7.6 Contribution of MF services of NUBL in taking advantage of education opportunity for the client's children.

The Third Goal of MDG is to achieve universal primary education. The study tried to find answer to the question whether MF services of NUBL helped client to take advantage of education opportunity to their clients or not. In this connection, the study collected information on the total number of children in the household of clients who were of school going age. From the information on the total number of children, the number of children going to the school was collected. Similarly, from the number of children going to school, number of male and female children going to school was segregated.

7.6.1 Primary school age children going to school

From the children of the clients of NUBL, who are of age to go to primary schools, 70.93% were found to go to school. From those who went to primary schools 43.12% were female children and 56.88% were male children. The national figure of primary level student's enrollment is 1,835,012 for girl and 2,165,033 for boy, which is 46.27% and 53.72% respectively[4].

The total number of male children of the sample respondents in the households who were of school going age was 559 and such number for female was 425. From this, 397 male children and 301 female children were found to go to school, which is 71.01 % and 70.82 % respectively, for male and female children.

Thus, the discrimination of male and female children while sending to school was not found in the clients of NUBL. In the meantime nearly 29 % of the children of the clients who were of school going age were not found to go to school. Surprisingly, middle poor were found to send fewer children to the school than poor and very poor.

Table - 22 provides further details on this.

<div align="center">

Table - 22: Primary school age children going to school

Primary School Age Children going to Primary School

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District	Economic Status	Total No. of School Age Children			School going Children		School going Female Children		School going Male Children	
		Total	Female	Male	Number	%	Number	%	Number	%
Bara	Middle Poor	52	20	32	40	76.92	15	37.50	25	62.50
	Poor	106	47	59	72	67.92	32	44.44	40	55.56
	Very Poor	178	74	104	151	84.83	63	41.72	88	58.28
	Total	**336**	**141**	**195**	**263**	**78.27**	**110**	**41.83**	**153**	**58.17**
Chitwan	Middle Poor	120	52	68	72	60.00	31	43.06	41	56.94
	Poor	125	49	76	97	77.60	38	39.18	59	60.82
	Very Poor	87	39	48	65	74.71	29	44.62	36	55.38
	Total	**332**	**139**	**193**	**234**	**70.48**	**98**	**41.88**	**136**	**58.12**
Rupandehi	Middle Poor	160	69	91	83	51.88	36	43.37	47	56.63
	Poor	134	64	70	96	71.64	46	47.92	50	52.08
	Very Poor	22	11	11	22	100	11	50.00	11	50.00
	Total	**316**	**145**	**171**	**201**	**63.61**	**93**	**46.27**	**108**	**53.73**
Total of All	Middle Poor	332	141	191	195	58.73	82	42.05	113	57.95
	Poor	365	160	205	265	72.60	116	43.77	149	56.23
	Very Poor	287	124	163	238	82.93	103	43.28	135	56.72

[4] Source School level educational statistics of Nepal (Flash report 2004)

	Total	984	425	559	698	70.93	301	43.12	397	56.88

7.6.2 Secondary school age children going to school

From the children of the clients of NUBL, who are of age to go to secondary schools, only 30.47% were found to go to school. From those who went to secondary schools 47.89% were female children and 52.11% were male children.

Following Table - 23 provides further details on this.

Table - 23: Secondary School Age Children going to Secondary School
Secondary School Age Children going to Secondary School

District	Economic Status	Total No. of School Age Children			School going Children		School going Female Children		School going Male Children	
		Total	Female	Male	Number	%	Number	%	Number	%
Bara	Middle Poor	37	19	18	6	16.22	3	50.00	3	50.00
	Poor	73	32	41	18	24.66	8	44.44	10	55.56
	Very Poor	113	57	56	14	12.39	7	50.00	7	50.00
	Total	**223**	**108**	**115**	**38**	**17.04**	**18**	**47.37**	**20**	**52.63**
Chitwan	Middle Poor	82	38	44	28	34.15	13	46.43	15	53.57
	Poor	80	40	40	16	20.00	8	50.00	8	50.00
	Very Poor	53	27	26	8	15.09	4	50.00	4	50.00
	Total	**215**	**105**	**110**	**52**	**24.19**	**25**	**48.08**	**27**	**51.92**
Rupandehi	Middle Poor	114	55	59	37	32.46	18	48.65	19	51.35
	Poor	92	49	43	15	16.30	8	53.33	7	46.67
	Very Poor	14	6	8	0	0.00	0	0.00	0	0.00
	Total	**220**	**111**	**109**	**52**	**23.64**	**26**	**50.00**	**26**	**50.00**
Total of All	Middle Poor	233	113	120	71	30.47	34	47.89	37	52.11
	Poor	245	121	124	49	20.00	24	48.98	25	51.02
	Very Poor	180	90	90	22	12.22	11	50.00	11	50.00
	Total	**658**	**323**	**334**	**142**	**21.58**	**69**	**48.59**	**73**	**51.41**

7.6.3 This Year's School Expenses in comparison with Last Year

The study revealed that from the total of 477 respondents more than 54 % respondents increased this year's school expenses as compared with the last year, 13.84% of respondents reported that their school expenses remained constant and 23.27 % of respondents did not respond on this

matter. And, 8.39 percent of respondents decreased this year school expenses as compared with the last year.

Increase in educational expenses in middle poor was by 66.4%, poor by 52.32% and in very poor by 41.08%. Similarly, decrease in educational expenses in middle poor was by 8.52%, poor by 11.62% and in very poor by 3.87%.

It is amazing to note that the decrease in food consumption (nearly 24%) compared to decrease in income (15%) was higher where as decrease in educational expenses (8.9%) compared to decrease in income (15%) was found lower. It could be either they prioritized education of their child more than the food consumption or the educational expenses are fixed and there is no room for flexibility where as food expenses can be flexible.

Following table 24 provides further detail.

Table-24: This Year's School Expenses in comparison with Last Year
(In number of respondents)

District	Economic Status	This Year's School Expenses in comparison with Last Year				Total	%
		Decreased	Remained Constant	Increased	Don't Know		
Bara	Middle Poor	0	3	21	6	30	
	Poor	0	12	27	12	51	
	Very Poor	2	14	33	28	77	
	Total	**2**	**29**	**81**	**46**	**158**	**33.76**
	%	**1.27**	**18.35**	**51.27**	**29.11**	**100**	
Chitwan	Middle Poor	5	4	43	10	62	
	Poor	6	6	35	10	57	
	Very Poor	2	8	18	12	40	
	Total	**13**	**18**	**96**	**32**	**159**	**33.12**
	%	**8.18**	**11.32**	**60.38**	**20.13**	**100**	
Rupandehi	Middle Poor	10	10	53	11	84	
	Poor	14	7	28	15	64	
	Very Poor	1	2	2	7	12	
	Total	**25**	**19**	**83**	**33**	**160**	**33.12**
	%	**15.63**	**11.88**	**51.88**	**20.63**	**100**	
Total	Middle Poor	15	17	117	27	176	
	Poor	20	25	90	37	172	
	Very Poor	5	24	53	47	129	
	Total	**40**	**66**	**260**	**111**	**477**	**100**
	%	**8.39**	**13.84**	**54.51**	**23.27**	**100**	

7.7 Contribution of MF services of NUBL towards female equality and empowerment.
The study tried to get answer to the research question "How the microfinance services of NUBL contribute towards female equality and empowerment?" In this regard the study collected information on the increase in overall empowerment of the clients of NUBL (all clients are women only) over a period of 5 years. The information covered several areas of empowerment

including increase in decision making in areas ranging from sending children to school to buying fixed assets, attending community development works and local elections.

7.7.1 Increased involvements in household decision making

The respondent's answers confirmed that the women's involvement increased during last 5 years in several areas of household decision-making. In family planning 59.06% reported that the improvement took place while 40.94% answered that there has been no improvement. Similarly, in the areas of marriage of son/daughter (52.78%), purchase of daily necessities (91.93%) and purchase and sales of assets (57.23%) reported that the improvement took place. But in participation in community development activities only 29.57% reported that there had been improvement.

One interesting thing to note here is this that the women's involvement in decision making in small purchase (purchase of daily necessities) shows higher improvement (91.93%) where as in purchase and sale of assets (of higher value) the increase is reported by 57.23% respondents only. This indicates that for assets of higher value male still has more say than the women.

The variation was found within districts and according to the economic status of clients. Table 25 provides further details below.

Table-25: Increased Involvements in Household Decision Making during Last Five Years

District	Economic Status	Family Planning				Marriage of Son/Daughter				Purchase of Daily Necessities				Purchase / Sale of Assets				Participation in CDAs			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle	13	14	27		14	14	28		5	23	28		19	9	28		25	3	28	
	Poor	17	34	51		17	34	51		4	47	51		31	20	51		41	10	51	
	Very Poor	44	36	80		47	32	79		12	68	80		56	24	80		74	5	79	
		74	*84*	*158*	*33.69*	*78*	*80*	*158*	*33.76*	*21*	*138*	*159*	*33.76*	*106*	*53*	*159*	*33.83*	*140*	*18*	*158*	*33.62*
	%	*46.84*	*53.16*	*100*		*49.37*	*50.63*	*100*		*13.21*	*86.79*	*100*		*66.67*	*33.33*	*100*		*88.61*	*11.39*	*100*	
Chitwan	Middle	27	33	60		42	19	61		3	58	61		19	42	61		38	23	61	
	Poor	35	22	57		43	14	57		3	54	57		24	33	57		41	16	57	
	Very Poor	22	16	38		22	16	38			38	38		18	20	38		31	7	38	
		84	*71*	*155*	*33.05*	*107*	*49*	*156*	*33.33*	*6*	*150*	*156*	*33.12*	*61*	*95*	*156*	*33.19*	*110*	*46*	*156*	*33.19*
	%	*54.19*	*45.81*	*100*		*68.59*	*31.41*	*100*		*3.85*	*96.15*	*100*		*39.10*	*60.90*	*100*		*70.51*	*29.49*	*100*	
Rupandehi	Middle	15	69	84		14	68	82		3	81	84		16	67	83		43	41	84	
	Poor	17	47	64		19	45	64		7	57	64		17	47	64		33	31	64	
	Very Poor	2	6	8		3	5	8		1	7	8		1	7	8		5	3	8	
		34	*122*	*156*	*33.26*	*36*	*118*	*154*	*32.91*	*11*	*145*	*156*	*33.12*	*34*	*121*	*155*	*32.98*	*81*	*75*	*156*	*33.19*
	%	*21.79*	*78.21*	*100*		*23.78*	*76.62*	*100*		*7.05*	*92.95*	*100*		*21.94*	*78.06*	*100*		*51.92*	*48.08*	*100*	
Total		192	277	469	100	221	247	468	100	38	433	471	100	201	269	470	100	331	139	470	100
	%	*40.94*	*59.06*	*100*		*47.22*	*52.78*	*100*		*8.07*	*91.93*	*100*		*42.77*	*57.23*	*100*		*70.43*	*29.57*	*100*	

7.7.2 Increased Involvements in community participation and financial matters

The study revealed another interesting fact. The women's involvement increased significantly in decision-making areas which concerned the use of their savings by 83.81%, borrowing by 88.11%, use of loan by 81.74% and use of profit from loan investment by 75.16%. Where as the respondents answered that the increase in decision making regarding participation in VDC meeting took place by mere 14.68%. Similarly, increase in participation in election took place by 57.32%. The details **of involvement in community participation are given in Annex 12.**

This indicates that the financial services of NUBL helped client to increase the feeling of ownership as well as decision making regarding their savings and loan highly satisfactorily.

The variation was found within districts and according to the economic status of clients.

Table - 26 provides further details below

Table -26: Increased Involvements in Household Decision Making during Last Five Years
(In number of Respondents)

District	Economic Status	Participation in VDC Meeting				Participation in Election				Saving Collection and Withdrawal				Borrowing				Use of Loan				Use of Profit from Loan Investment			
		No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%	No	Yes	Total	%
Bara	Middle	27	1	28		11	17	28		10	18	28		10	18	28		17	11	28		18	10	28	
	Poor	47	4	51		13	38	51		13	38	51		9	42	51		17	34	51		23	28	51	
	Very Poor	78	2	80		30	50	80		30	50	80		22	58	80		35	45	80		49	31	80	
		152	*7*	*159*	*33.83*	*54*	*105*	*159*	*33.76*	*53*	*106*	*159*	*33.83*	*41*	*118*	*159*	*33.76*	*69*	*90*	*159*	*33.76*	*90*	*69*	*159*	*33.76*
	%	95.60	4.40	100		33.96	66.04	100		33.33	66.67	100		25.77	74.21	100		43.40	56.60	100		56.60	43.40	100	
Chitwan	Middle	54	7	61		27	34	61		2	59	61		1	60	61		0	61	61		1	60	61	
	Poor	53	3	56		28	29	57		2	55	57		2	55	57		2	55	57		4	53	57	
	Very Poor	35	3	38		24	14	38		3	34	37		4	34	38		4	34	38		5	33	38	
		142	*13*	*155*	*32.98*	*79*	*77*	*156*	*33.12*	*7*	*148*	*155*	*32.98*	*7*	*149*	*156*	*33.12*	*6*	*150*	*156*	*33.12*	*10*	*146*	*156*	*33.12*
	%	91.61	8.39	100		50.64	49.36	100		4.49	95.51	100		4.49	95.51	100		3.85	96.15	100		6.41	93.59	100	
Rupandehi	Middle	59	25	84		41	43	84		6	78	84		3	81	84		4	80	84		5	79	84	
	Poor	43	21	64		24	40	64		9	55	64		5	59	64		7	57	64		9	55	64	
	Very Poor	5	3	8		3	5	8		1	7	8		0	8	8		0	8	8		3	5	8	
		107	*49*	*156*	*33.19*	*68*	*88*	*156*	*33.12*	*16*	*140*	*156*	*33.19*	*8*	*148*	*156*	*33.12*	*11*	*145*	*156*	*33.12*	*17*	*139*	*156*	*33.12*
	%	68.59	31.41	100		43.59	56.41	100		10.26	89.74	100		5.13	94.87	100		7.05	92.95	100		10.90	89.10	100	
Total		401	69	470	100	201	270	471	100	76	394	470	100	56	415	471	100	86	385	471	100	117	354	471	100
	%	85.32	14.68	100		42.68	57.32	100		16.17	83.83	100		11.89	88.11	100		18.26	81.74	100		24.84	75.16	100	

7.8 Contribution of MF services of NUBL in achieving health services

7.8.1 Use of Family Planning Methods

Overall, 52 percent of the respondents used family planning methods. The proportion of such respondents was higher in Rupandehi (65.84%) as compared to Bara (45.91%) and Chitwan (44.59%) districts. About 7 percent of the respondents did not respond the question.

It was interesting to note that the use of family planning method was considerably high in middle poor (66.29%), poor (49.71%) where as it was found low in very poor (49.71%).

The detail is provided in Table 27 below.

Table-27: Use of Family Planning Methods

District	Economic Status	Use of Family Planning Methods by Family Members			Total	%
		No	Yes	Don't Know		
Bara	Middle Poor	6	18	4	28	*33.33*
	%	21.43	64.29	14.29	100	

	Poor	16	28	7	51	
	%	31.37	54.90	13.73	100	
	Very Poor	43	27	10	80	
	%	53.75	33.75	12.50	100	
	Total	**65**	**73**	**21**	**159**	
	%	**40.88**	**45.91**	**13.21**	**100**	
Chitwan	Middle Poor	25	34	1	60	
	%	41.67	56.67	1.67	100	
	Poor	35	20	2	57	
	%	61.40	35.09	3.51	100	
	Very Poor	22	16	2	40	
	%	55.00	40.00	5.00	100.00	
	Total	**82**	**70**	**5**	**157**	
	%	**52.23**	**44.59**	**3.18**	**100**	**32.91**
Rupandehi	Middle Poor	20	64	3	87	
	%	22.99	73.56	3.45	100	
	Poor	25	38	2	65	
	%	38.46	58.46	3.08	100	
	Very Poor	4	4	1	9	
	%	44.44	44.44	11.11	100	
	Total	**49**	**106**	**6**	**161**	
	%	**30.43**	**65.84**	**3.73**	**100**	**33.75**
Total of All	Middle Poor	51	116	8	175	
	%	29.14	66.29	4.57	100	
	Poor	76	86	11	173	
	%	43.93	49.71	6.36	100	
	Very Poor	69	47	13	129	
	%	53.49	36.43	10.08	100	
Total	**Total**	**196**	**249**	**32**	**477**	**100**
	%	**41.09**	**52.20**	**6.71**	**100**	

7.8.2 Contraceptive Used

Out of 477 respondents of them 249 respondents were used family planning methods (shown in table below). Of the 249 respondents, in average, 0.40% used condom, 13.25% used pills, 53.01% used laparoscopy/vasectomy and 33.33% used other things. The proportion of such respondents was higher in Rupandehi (42.17%) as compared to Bara (29.32%) and Chitwan (28.51%). Further detail is provided in table 28 below.

Table-28: Contraceptive Used
(In number of respondents)

District	Economic Status	Contraceptive Use				Total	%
		Condom	Pills	Laparoscopy / Vasectomy	Other		
Bara	Middle	0	2	8	7	17	**29.32**
	%	0.00	11.76	47.06	41.18	100	
	Poor	0	0	27	1	28	
	%	0.00	0.00	96.43	3.57	100	
	Very Poor	0	0	24	4	28	
	%	0.00	0.00	85.71	14.29	100	
	Total	**0**	**2**	**59**	**12**	**73**	

	%	0.00	2.74	80.8	16.44	100	
Chitwan	Middle	0	2	23	9	34	
	%	0.00	5.88	67.65	26.47	100	
	Poor	0	4	8	8	20	
	%	0.00	20.00	40.00	40.00	100	
	Very Poor	0	2	9	6	17	
	%	0.00	11.76	52.94	35.29	100	
	Total	**0**	**8**	**40**	**23**	**71**	
	%	0.00	11.27	56.34	32.39	100	28.51
Rupandehi	Middle	1	13	20	30	64	
	%	1.56	20.31	31.25	46.88	100	
	Poor	0	9	12	17	38	
	%	0.00	23.68	31.58	44.74	100	
	Very Poor	0	1	1	1	3	
	%	0.00	33.33	33.33	33.33	100	
	Total	**1**	**23**	**33**	**48**	**105**	
	%	0.95	21.90	31.43	45.71	100	42.17
Total of All	Middle	1	17	51	46	115	
	%	0.87	14.78	44.35	40.00	100	
	Poor	0	13	47	26	86	
	%	0.00	15.12	54.65	30.23	100	
	Very Poor	0	3	34	11	48	
	%	0.00	6.25	70.83	22.92	100	
Total	**Total**	**1**	**33**	**132**	**83**	**249**	
	%	0.40	13.25	53.01	33.33	100	100

7.8.3 General Health Services for Cold, Cough, Fever

The access to health services by NUBL clients were found significant. Overall, 84.07 percent of the respondents received general health services for diseases such as fever, cold, cough etc. The proportion of such respondents was higher in Chitwan (94.30%) as compared to Rupandehi (79.87%) and Bara (78.13%) districts. Negligible percentage of respondents did not respond the question. Of the 401 respondents 54.61%, 8.48%, 6.73%, 27.68% and 2.49% of the respondents received general health services in fever, cold, cough, pneumonia, and typhoid respectively.

Out of 477 respondents 70 (14.68%) respondents did not received general health services due to lack of money, no health problem, unavailability of health service, lack of information and many more reasons (further details is given in **Annex 5 General health services received and Annex 6 Not received).**

NUBL services helped clients to receive such services. From 14.68% of the clients who did not receive such services more than 62% did not receive such services because they did not have the health problems. Only 18.57 % replied lack of money as a reason. Hence in overall, NUBL financial services were found helpful for clients to pay for such services.

Further details of the health services received by NBL clients are provided in table 29 below.

Table -29: General Health Services for Cold, Cough, Fever, etc. received by Family Members

District	Economic Status	General Health Services for Cold, Cough, Fever, etc. received by Family Members			Total	%
		No	Yes	Don't Know		
Bara	Middle Poor	2	25	1	28	
	Poor	14	37	1	52	
	Very Poor	17	63		80	
	Total	*33*	*125*	*2*	*160*	
	%	*20.63*	*78.13*	*1.25*	*100*	*33.54*
Chitwan	Middle Poor	2	59	1	62	
	Poor		57	1	58	
	Very Poor	5	33		38	
	Total	*7*	*149*	*2*	*158*	
	%	*4.43*	*94.3*	*1.27*	*100*	*33.12*
Rupandehi	Middle Poor	20	64		84	
	Poor	9	54	1	64	
	Very Poor	1	9	1	11	
	Total	*30*	*127*	*2*	*159*	
	%	*18.87*	*79.87*	*1.26*	*100*	*33.33*
Total	**Total**	70	401	6	477	
	%	*14.68*	*84.07*	*1.26*	*100*	100

7.8.4 Gynecological Services Received during Last Year

Out of 477 respondents, 78 percent (373) respondents did not receive such types of services. The main reason was there was no gynecological problem (87.9%). Other reasons included lack of money (less than 2 %), unavailability of gynecological services, lack of information and many more other reasons (further details is given in **Annex 7).**

Similarly, out of 477 respondents only 18 percent (84) of the respondents received gynecological services during last year. The reasons for receiving such types of services included:
- Difficulty faced during pregnancy
- Difficulty faced during delivery
- Regular check-up during pregnancy etc.

The proportion of such respondents was higher in Chitwan (18.35%) as compared to Rupendehi (17.72%) and Bara (16.77%).

NUBL's financial services helped client to pay for such services significantly. Those who did not receive such services did not need such services. Lack of money to pay such services was insignificant.

Further details are given in table 30 below.

Table - 30: Gynecological Services Received during Last Year

District	Economic Status	Gynecological Services Received during Last Year			Total	%
		No	Yes	Don't Know		
Bara	Middle Poor	22	6	1	29	
	Poor	41	10	1	52	
	Very Poor	65	11	4	80	
	Total	*128*	*27*	*6*	*161*	*33.75*
	%	*79.50*	*16.77*	*3.73*	*100*	
Chitwan	Middle Poor	53	7	3	63	
	Poor	42	14	1	57	
	Very Poor	29	8	1	38	
	Total	*124*	*29*	*5*	*158*	*33.12*
	%	*78.48*	*18.35*	*3.16*	*100*	
Rupandehi	Middle Poor	71	8	5	84	
	Poor	46	15	3	64	
	Very Poor	4	5	1	10	
	Total	*121*	*28*	*9*	*158*	*33.12*
	%	*76.58*	*17.72*	*5.70*	*100*	
Total	*Total*	*373*	*84*	*20*	*477*	*100*
	%	*78.20*	*17.61*	*4.19*	*100*	

7.8.5 Pregnancy or Delivery during Last Year

Out of the total of 477 respondents from three districts 68 (14.26%) accessed gynecological services in the case of pregnancy or delivery after joining the group during last year. The proportion of such respondents is higher in Rupandehi (16.46%) as compared to Bara (15.19%) and Chitwan (11.18%). Further detail is provided in Table - 31 below.

Table-31: Pregnancy or Delivery during Last Year
(In number of respondents)

District	Economic Status	Access to Gynecological Services after Joining the Group			Total	%
		No	Yes	Don't Know		
Bara	Middle Poor	19	8	0	27	
	Poor	42	8	1	51	
	Very Poor	71	8	1	80	
	Total	*132*	*24*	*2*	*158*	*33.12*
	%	*83.54*	*15.19*	*1.27*	*100*	
Chitwan	Middle Poor	57	5	0	62	
	Poor	49	8	2	59	
	Very Poor	33	5	2	40	
	Total	*139*	*18*	*4*	*161*	*33.75*
	%	*86.34*	*11.18*	*2.48*	*100*	
Rupandehi	Middle Poor	69	9	6	84	
	Poor	50	12	2	64	
	Very Poor	5	5	0	10	
	Total	*124*	*26*	*8*	*158*	*33.12*
	%	*78.48*	*16.46*	*5.06*	*100*	
Total	*Total*	*395*	*68*	*14*	*477*	*100.*
	%	*82.81*	*14.26*	*2.94*	*100*	

7.8.6 Anti- or Post- natal Care Received

Overall, 11.74 percent of the respondents received anti-or post-natal care services. The proportion of such respondents was higher in Rupandehi (15.09%) as compared to Chitwan (10.06%) and Bara (10.06%) districts.

For 84% this was not needed. However, 3.35% were not able to receive such service due to lack of knowledge on anti-or post-natal service, lack of money and unavailability of reproductive health service in health post and many more reasons (further details elaborating types of services received is given **in Annex 8 and reasons for not receiving such services is given in Annex 9)**

Further detail is provided in the Table - 32 below.

Table-32: Anti- or Post- natal Care Received
(In number of respondents)

District	Economic Status	Anti- or Post- natal Care Received		Not Applicable	Total	%
		No	Yes			
Bara	Middle Poor	1	8	19	28	
	Poor	2	6	43	51	
	Very Poor	6	2	72	80	
	Total	*9*	*16*	*134*	*159*	*33.33*
	%	*5.66*	*10.06*	*84.28*	*100*	
Chitwan	Middle Poor	1	4	56	61	
	Poor	1	8	49	58	
	Very Poor	1	4	35	40	
	Total	*3*	*16*	*140*	*159*	*33.33*
	%	*1.89*	*10.06*	*88.05*	*100*	
Rupandehi	Middle Poor	1	10	73	84	
	Poor	1	11	51	63	
	Very Poor	2	3	7	12	
	Total	*4*	*24*	*131*	*159*	*33.33*
	%	*2.52*	*15.09*	*82.39*	*100*	
Total	*Total*	16	56	405	477	100
	%	*3.35*	*11.74*	*84.91*	*100*	

7.8.7 Children needing Vaccination

The study gathered information on the number of the children of NUBL clients who were in the age of needing vaccination services. Out of total of 477 respondents 221 (46.33%) respondent's children needed vaccination.

All of them received such services.

Such portion of respondents was higher in Bara (63.75%) as compared to Rupandehi (40.25%) and Chitwan (34.81%). Further detail is provided in table 33 below.

Table-33: Children needing Vaccination
(In number respondent)

District	Economic Status	Children needing Vaccination		Total	%
		No	Yes		
Bara	Middle Poor	6	24	30	*33.54*
	Poor	19	31	50	
	Very Poor	33	47	80	
	Total	*58*	*102*	*160*	

		%	36.25	63.75	100	
Chitwan	Middle Poor	47	14	61	
	Poor	35	22	57	
	Very Poor	21	19	40	*33.12*
	Total	*103*	*55*	*158*	
	%	*65.19*	*34.81*	*100*	
Rupandehi	Middle Poor	51	32	83	
	Poor	40	25	65	
	Very Poor	4	7	11	*33.33*
	Total	*95*	*64*	*159*	
	%	*59.75*	*40.25*	*100*	
Total	Total	*256*	*221*	*477*	**100**
	%	*53.67*	*46.33*	*100*	

7.9 Summary of findings from client exit survey

As mentioned in 5.4 Sample design extensive interviews with 36 previous clients of NUBL were made to get their views on the services of NUBL and areas of improvement. Usually, the current clients do not come forth with the critical review of the services compared to the clients who have dropped out. Hence, to get critical view on the NUBL services this tool was implemented.

The views were sought especially on why did the client leave the program, whether the services were useful to them or not and what were the features of the services that the client liked or disliked most. Similarly, the survey tried to get their frank suggestions for the improvement in the services and also got their views on whether they would like to rejoin the NUBL or not.

It was found that nearly 70 % left the group voluntarily and nearly 3 % had problem with the group (group expelled them as they were not able to repay the loan on time) and rest had other reasons such as misbehavior from staff, high interest rate, repayment schedule did not met their income schedules and so on. Similarly, approximately 75 % decided to the leave group individually and 25 % consulted their family members.

(One of the exit client of NUBL talking with the Research Associate)

From the members that left NUBL voluntarily significant respondents replied that they had to leave as their spouse left them or migrated and they were not able to do the business themselves, family members prohibited them from taking further loans and so on.

More than 72 % replied that the loan were useful to them, however, in a different question nearly 42 % replied that they had problems repaying the loan. More than 55 % replied that their income increased and nearly 28 % replied that their income remained constant while only 5.6% replied that their income decreased.

Nearly half of the respondents were satisfied with the loan size. The exit client also liked the collateral freeness of the loan and savings in built in the program.

Amazingly nearly 50 % did not respond to the question on what features they did not like from the NUBL financial services. Those who replied mentioned the high interest rate, staff behavior, loan not available on time, wastage of time in meetings, insufficient loam amount and others.
Suggestions for changes included lowering interest rate, providing skill training, simplifying procedure, decreasing meetings, changing staff behavior and increasing loan size. A substantial number of respondents mentioned that they might be willing to rejoin NUBL program, if the

changes are done. Nearly 90 % replied that they are willing to encourage their friends and relatives to join NUBL.

The study tried to get the reaction from the staff on the answers of the exit client. But more than 77% did not respond. Those who responded mentioned things such as lowering interest rate, providing skill training, not transferring the staff frequently, some relief in fees and penalties for the good clients who could not pay back might help.

Overall the exit clients were found satisfied with the current services of NUBL and were willing to encourage their friends and relatives to join NUBL as well as were found willing to rejoin NUBL if their suggestions such as lowering interest rate, increasing the loan size, improving the staff behavior and reducing meetings are implemented. Their suggestions are worth considering and could be used for bringing revision in the current loan and savings products and also in training the staff.

8.   Recommendations

The main objective of the study was to assess the impact of the financial services of NUBL, which is elaborated in Chapter 7. From the findings as well as the conclusions derived from the findings some recommendations are made so that:

- Socio economic status of clients is further improved,
- Client's poverty is reduced,
- Clients are able to better manage the risks and vulnerability,
- NUBL is able to reach poor and meet their financial needs,
- Clients food security increase,
- Clients send their children to schools,
- Female empowerment take place and
- Health services are accessed by the clients.

All these things can be done if NUBL is able to improve/refine its existing services and products, further increase efficiency, properly target the client, link financial services with social and Business Development Services (BDS) and appropriately train staff so that not only their skill but their attitude also change positively.

Hence, the recommendations are done accordingly in following areas:

8.1 Product revision

8.1.1 Loan products

During September 2005, NBL had 10 loan products. Some of the products have common features. Generally, for an MFI that has dozens of branches, the number of products appropriate is within 4 to 6. Hence, some of them could be merged together.

NUBL is recommended to conduct a comprehensive market survey through the qualified professional institution to redesign the existing products.

The respondents have provided sufficient feedback during this study, which is elaborated in detail in Chapter 7.4, for the loan amount, interest rate, term and repayment schedules of these products. Similarly, the summary of findings of the client exit survey 7.9 also provides sufficient feedback in this area. *Based on these feedbacks NUBL may consider few things such as increasing the*

amount of loan from the second and subsequent cycles without increasing the amount in the first cycle; review interest rate specially considering the rate of the competitors; consider revising both term and repayment schedules.

8.1.2 Savings products

Clients have valued the savings services. *Access of savings to the clients may be increased by shortening the mandatory required period. From the feedback of the market survey new savings products may be introduced.*

8.2 Further increase in efficiency

Since the Institutional and financial analysis of NUBL was out of the scope of this study, information was not collected in this area. During last few years NUBL has been increasing its outreach and extending its branches significantly. In such a situation it is very important that NUBL review its institutional capacity and undertake the financial analysis so that growth does not negatively affect quality.

Recently, 8 MFIs of Nepal including NUBL have shared their data with MIX. From this data several areas where NUBL could improve was identified including the ratio of active numbers of borrowers compared to active numbers of savers. Similarly, NUBL needs to improve in the ratio of average Gross Loan Product (GLP) with total assets and so on.

Hence, it is recommended that NUBL undertake a separate institutional and financial analysis from a qualified professional institution.

8.3 Targeting client

NUBL has a well developed client targeting system. However, it was found that with the quick growth, especially in Bhairawa, the new clients were found more from poor and middle poor rather than very poor.

Hence, it is recommended that NUBL make sure that while recruiting new clients the targeting criteria is properly implemented.

8.4 Link financial services with social services and BDS

Nearly 30 % the clients of NUBL were able to increase the income where as 50 % replied that there income remained constant and 15 % reported that their income was decreased. The main reason for not being able to increase the income was their lack of knowledge and skill in business.

Similarly, the clients were found to be highly empowered in making decision regarding the use of their savings, loan and the income while their involvement in community participation was less.

Hence, NUBL is recommended to increase the linkage of their clients with BDS (through NIRDHAN NGO and/or other relevant institutions) and with other NGO/INGOs providing educational, health and other social services in the area of operation of NUBL.

8.5 Building skill and positive attitude in staff

NUBL has increased its outreach as well as branches resulting in the increase in number of staffs as well. Similarly, the competition among the MFIs in the working areas of NUBL is also increasing everyday. The industry in general is moving forward bringing additional efficiency both in terms of simplifying procedures, adopting new technologies and so on. The client exit survey also indicated that the attitudinal change in the staff is necessary.

Hence, NUBL is recommended to conduct a comprehensive training need assessment from qualified professional institution of its staff in view with all the above developments and implement staff training accordingly.

Annexes

Annex – 1: Reasons for Decrease in Income
(In number of respondents)

District	Economic Status	Reasons for Decrease in Income						Total	%
		Illness (Family Member or oneself)	Decrease in Sales	Lack of Necessary Materials	Decrease in Agricultural Production	Other	Don't Know		
Bara	Middle Poor	2	2	0	0	1	1	6	
	Poor	6	1	1	0	0	0	8	
	Very Poor	10	0	0	2	2	0	14	
	Total	**18**	**3**	**1**	**2**	**3**	**1**	**28**	**36.36**
	%	**64.29**	**10.71**	**3.57**	**7.14**	**10.71**	**3.57**	**100**	
Chitwan	Middle Poor	2	2	0	1	2	0	7	
	Poor	3	4	1	2	2	0	12	
	Very Poor	2	1	0	1	1	0	5	
	Total	**7**	**7**	**1**	**4**	**5**	**0**	**24**	**31.17**
	%	**29.17**	**29.17**	**4.17**	**16.67**	**20.83**	**0.00**	**100**	
Rupandehi	Middle Poor	2	0	2	3	3	0	10	
	Poor	3	6	0	0	3	0	12	
	Very Poor	1	0	0	1	1	0	3	
	Total	**6**	**6**	**2**	**4**	**7**	**0**	**25**	**32.47**
	%	**24**	**24**	**8**	**16**	**28**	**0**	**100**	
Total of All	Middle Poor	6	4	2	4	6	1	23	
	Poor	12	11	2	2	5	0	32	
	Very Poor	13	1	0	4	4	0	22	
	Total	**31**	**16**	**4**	**10**	**15**	**1**	**77**	**100**
	%	**40.26**	**20.78**	**5.19**	**12.99**	**19.48**	**1.30**	**100**	

Annex – 2: Reasons for Increase in Income
(In number of respondents)

District	Economic Status	Reasons for Increase in Income						Total	%
		Expansion of Existing Enterprise	Initiation of New Enterprise	Availability of Raw materials at Cheap Price	Sales in New Market	Got New Job	Other		
Bara	Middle	3	1	0	0	1	1	6	
	Poor	4	1	0	0	3	1	9	
	Very Poor	2	3	1	0	0	0	6	
	Total	**9**	**5**	**1**	**0**	**4**	**2**	**21**	**21.43**
	%	**42.86**	**23.81**	**4.76**	**0.00**	**19.05**	**9.52**	**100**	
Chitwan	Middle	10	3	0	0	1	4	18	
	Poor	9	2	0	0	0	3	14	
	Very Poor	4	2	0	0	1	3	10	
	Total	**23**	**7**	**0**	**0**	**2**	**10**	**42**	**42.86**
	%	**54.76**	**16.67**	**0.00**	**0.00**	**4.76**	**23.81**	**100**	
Rupandehi	Middle	13	5	1	2	3	0	24	
	Poor	4	2	0	0	0	3	9	
	Very Poor	0	0	0	0	1	1	2	
	Total	**17**	**7**	**1**	**2**	**4**	**4**	**35**	**35.71**
	%	**48.57**	**20.00**	**2.86**	**5.71**	**11.43**	**11.43**	**100**	
Total of All	Middle	26	9	1	2	5	5	48	
	Poor	17	5	0	0	3	7	32	
	Very Poor	6	5	1	0	2	4	18	
	Total	**49**	**19**	**2**	**2**	**10**	**16**	**98**	**100**

| % | 50.00 | 19.39 | 2.04 | 2.04 | 10.20 | 16.33 | 100 | |

Annex-3: Reasons for Worsening Nutritional Status
(In number of respondents)

District	Economic Status	Reasons for Worsening Nutritional Status			Total	%
		Decrease in HH Income	Increase in Medical Expenses	Increase in Family Size		
Bara	Middle Poor	0	0	0	0	
	Poor	0	0	0	0	
	Very Poor	1	1	0	2	
	Total	**1**	**1**	**0**	**2**	
	%	50.00	50.00	0.00	100.00	**20.00**
Chitwan	Middle Poor	0	0	0	0	
	Poor	1	1	0	2	
	Very Poor	1	0	1	2	
	Total	**2**	**1**	**1**	**4**	
	%	50.00	25.00	25.00	100.00	**40.00**
Rupandehi	Middle Poor	0	0	0	0	
	Poor	1	0	1	2	
	Very Poor	1	1	0	2	
	Total	**2**	**1**	**1**	**4**	
	%	50.00	25.00	25.00	100	**40.00**
Total	Middle Poor	0	0	0	0	
	Poor	2	1	1	4	
	Very Poor	3	2	1	6	
	Total	**5**	**3**	**2**	**10**	
	%	50.00	30.00	20.00	100	**100**

Annex-4: Reasons for Improvement in Nutritional Status
(In number of respondents)

District	Economic Status	Reasons for Improvement in Nutritional Status									Total	%
		Being Capable to purchase					Being Capable to have					
		More Food grains (rice, maize, etc.)	Vegetables to eat with Food	Fish, Meat, Milk, Egg, Curd, Cheese	Other Convenient Food (Fast Food)	Readymade Food in Large Quantity	Better Food During Dry Season	Three Meals a day	Other	Don't Know		
Bara	Middle Poor	5	2	3	2	0	1	1	0	0	14	
	Poor	4	4	4	2	0	3	1	2	0	20	
	Very Poor	7	3	1	0	0	0	3	4	2	20	
	Total	**16**	**9**	**8**	**4**	**0**	**4**	**5**	**6**	**2**	**54**	
	%	29.63	16.67	14.81	7.41	0.00	7.41	9.26	11.11	3.70	100	40.30
Chitwan	Middle Poor	2	0	3	0	0	0	1	0	1	7	
	Poor	0	1	1	0	1	0	2	0	0	5	
	Very Poor	1	0	0	0	0	0	2	0	0	3	
	Total	**3**	**1**	**4**	**0**	**1**	**0**	**5**	**0**	**1**	**15**	
	%	20.00	6.67	26.67	0.00	6.67	0.00	33.33	0.00	6.67	100	11.19
Rupandehi	Middle Poor	1	4	24	1	0	2	4	0	0	36	
	Poor	0	8	14	0	0	0	1	1	0	24	
	Very Poor	1	0	4	0	0	0	0	0	0	5	
	Total	**2**	**12**	**42**	**1**	**0**	**2**	**5**	**1**	**0**	**65**	
	%	3.08	18.46	64.62	1.54	0.00	3.08	7.69	1.54	0.00	100	48.51
Total	Middle Poor	8	6	30	3	0	3	6	0	1	57	**100**
	Poor	4	13	19	2	1	3	4	3	0	49	
	Very Poor	9	3	5	0	0	0	5	4	2	28	

	Total	21	22	54	5	1	6	15	7	3	134
	%	15.67	16.42	40.30	3.73	0.75	4.48	11.19	5.22	2.24	100

Annex-5: General Health Services Received
(In number of respondents)

District	Economic Status	General Health Services received for					Total	%
		Fever	Cold	Cough	Pneumonia	Typhoid		
Bara	Middle Poor	16	3	1	4	1	25	
	Poor	21	2	6	8	0	37	
	Very Poor	39	5	5	14	0	63	
	Total	*76*	*10*	*12*	*26*	*1*	*125*	
	%	*60.80*	*8.00*	*9.60*	*20.80*	*0.80*	*100*	*31.17*
Chitwan	Middle Poor	32	5	4	17	2	60	
	Poor	28	7	2	16	4	57	
	Very Poor	16	5	3	9	0	33	
	Total	*76*	*17*	*9*	*42*	*6*	*150*	
	%	*50.67*	*11.33*	*6.00*	*28.00*	*4.00*	*100*	*37.41*
Rupandehi	Middle Poor	39	3	1	21	0	64	
	Poor	27	4	4	18	2	55	
	Very Poor	1	0	1	4	1	7	
	Total	*67*	*7*	*6*	*43*	*3*	*126*	
	%	*53.17*	*5.56*	*4.76*	*34.13*	*2.38*	*100*	*31.42*
Total	**Total**	219	34	27	111	10	401	
	%	*54.61*	*8.48*	*6.73*	*27.68*	*2.49*	*100*	**100**

Annex-6: Reasons for not receiving General Health Services
(In number of respondents)

District	Economic Status	Reasons for not receiving General Health Services					Total	%
		No Health Problem	Lack of Money	Unavailability of Health Services	No Information on Available Health Services	Don't Know		
Bara	Middle Poor	2	0	0	0	0	2	
	Poor	6	5	0	1	1	13	
	Very Poor	4	7	1	1	2	15	
	Total	*12*	*12*	*1*	*2*	*3*	*30*	
	%	*40.00*	*40.00*	*3.33*	*6.67*	*10.00*	*100*	*42.86*
Chitwan	Middle Poor	1	1	1	0	0	3	
	Poor	0	0	0	0	1	1	
	Very Poor	4	0	0	0	2	6	
	Total	*5*	*1*	*1*	*0*	*3*	*10*	
	%	*50.00*	*10.00*	*10.00*	*0.00*	*30.00*	*100*	*14.29*
Rupandehi	Middle Poor	18	0	0	0	1	19	
	Poor	8	0	0	0	0	8	
	Very Poor	1	0	0	0	2	3	
	Total	*27*	*0*	*0*	*0*	*3*	*30*	
	%	*90.00*	*0.00*	*0.00*	*0.00*	*10.00*	*100*	*42.86*
Total	**Total**	44	13	2	2	9	70	
	%	*62.86*	*18.57*	*2.86*	*2.86*	*12.86*	*100*	**100**

Annex-7: Reasons for not receiving Gynecological Services
(In number of respondents)

District	Economic Status	Reasons for not receiving Gynecological Services						Total	%
		No Gynecological Problem	Lack of Money	Unavailability of Gynecological Services	No Information on Gynecological Services	Other	Don't Know		
Bara	Middle Poor	14	0	2	6	1	1	24	
	Poor	31	2	1	2	1	2	39	
	Very Poor	49	3	1	7	2	3	65	
	Total	*94*	*5*	*4*	*15*	*4*	*6*	*128*	*34.32*
	%	*73.44*	*3.91*	*3.13*	*11.72*	*3.13*	*4.69*	*100*	
Chitwan	Middle Poor	50				2	1	53	
	Poor	42					1	43	
	Very Poor	24	2				2	28	
	Total	*116*	*2*	*0*	*0*	*2*	*4*	*124*	*33.24*
	%	*93.55*	*1.61*	*0.00*	*0.00*	*1.61*	*3.23*	*100*	
Rupandehi	Middle Poor	69					0	69	
	Poor	45				1	1	47	
	Very Poor	4					1	5	
	Total	*118*	*0*	*0*	*0*	*1*	*2*	*121*	*32.44*
	%	*97.52*	*0.00*	*0.00*	*0.00*	*0.83*	*1.65*	*100*	
Total	*Total*	*328*	*7*	*4*	*15*	*7*	*12*	*373*	*100*
	%	*87.94*	*1.88*	*1.07*	*4.02*	*1.88*	*3.22*	*100*	

Annex-8: Anti- or Post-natal Services Received
(In number of respondents)

District	Economic Status	Anti- or Post-natal Services Received					Total	%
		Regular Check-up during Pregnancy	Nutritious Food		Other	Don't Know		
			during Pregnancy	after Delivery				
Bara	Middle Poor	6		1			7	
	Poor	5			1	1	7	
	Very Poor	2					2	
	Total	*13*	*0*	*1*	*1*	*1*	*16*	
	%	*81.25*	*0.00*	*6.25*	*6.25*	*6.25*	*100*	*28.57*
Chitwan	Middle Poor	3	1				4	
	Poor	6	2				8	
	Very Poor	4					4	
	Total	*13*	*3*	*0*	*0*	*0*	*16*	
	%	*81.25*	*18.75*	*0.00*	*0.00*	*0.00*	*100*	*28.57*
Rupandehi	Middle Poor	9		1			10	
	Poor	10			1		11	
	Very Poor	3					3	
	Total	*22*	*0*	*1*	*1*	*0*	*24*	
	%	*91.67*	*0.00*	*4.17*	*4.17*	*0.00*	*100*	*42.86*
Total	*Total*	*48*	*3*	*2*	*2*	*1*	*56*	
	%	*85.71*	*5.36*	*3.57*	*3.57*	*1.79*	*100*	*100*

Annex-9: Reasons for not receiving Anti- or Post-natal Services: (In number of respondents)

District	Economic Status	Lack of Knowledge on Pre- and Post-natal Care Services	Lack of Money	Unavailability of Reproductive Health Services in Health Post	Don't Know	Total	%
Bara	Middle	0	0	0	1	1	
	Poor	1	0	0	1	2	
	Very Poor	1	3	1	1	6	
	Total	*2*	*3*	*1*	*3*	*9*	
	%	*22.22*	*33.33*	*11.11*	*33.33*	*100*	*56.25*
Chitwan	Middle	0	0	0	0	0	
	Poor	0	0	0	0	0	
	Very Poor	1	1	0	1	3	
	Total	*1*	*1*	*0*	*1*	*3*	
	%	*33.33*	*33.33*	*0.00*	*33.33*	*100*	*18.75*
Rupandehi	Middle	0	0	0	0	0	
	Poor	0	1	0	1	2	
	Very Poor	1	0	1	0	2	
	Total	*1*	*1*	*1*	*1*	*4*	
	%	*25.00*	*25.00*	*25.00*	*25.00*	*100.00*	*25.00*
Total	*Total*	4	5	2	5	16	
	%	*25.00*	*31.25*	*12.50*	*31.25*	*100*	*100*

Annex-10: Reasons for facing Difficulty in repaying Loan
(In number of respondents)

District	Economic Status	Activity not Profitable	Illness (Family Member and/or oneself)	Part of Loan used for Foodstuff and for Household Expenses	Credit Sale not Cashed	Other	Don't Know	Total	%
Bara	Middle Poor					1	0	1	
	Poor	3	1	3	1	3	1	12	
	Very Poor	7	8	1		6	1	23	
	Total	*10*	*9*	*4*	*1*	*10*	*2*	*36*	
	%	*27.78*	*25.00*	*11.11*	*2.78*	*27.78*	*5.56*	*100*	*45.00*
Chitwan	Middle Poor	1		1				2	
	Poor	6	1			2	1	10	
	Very Poor	3	3					6	
	Total	*10*	*4*	*1*	*0*	*2*	*1*	*18*	
	%	*55.56*	*22.22*	*5.56*	*0.00*	*11.11*	*5.56*	*100*	*22.50*
Rupandehi	Middle Poor	3	1			1	0	5	
	Poor	6	5	1	1	3	1	17	
	Very Poor	1	1			1	1	4	
	Total	*10*	*7*	*1*	*1*	*5*	*2*	*26*	
	%	*38.46*	*26.92*	*3.85*	*3.85*	*19.23*	*7.69*	*100*	*32.50*
Total	*Total*	*30*	*20*	*6*	*2*	*17*	*5*	*80*	
	%	*37.50*	*25.00*	*7.50*	*2.50*	*21.25*	*6.25*	*100*	*100*

Annex -11: Coping Strategies for Food Problem: (In number of respondents)

District	Membership Age of Client	Strategies	Total

		By borrowing money or food with extended family or friend	By borrowing money or food (need to be repaid)	By selling private property	By going other places to look for job (self or other member)	By getting job at local level (self or other family member)	Other	Don't Know	
Bara	Five or more than five years	7	10	0	0	0	0	1	18
	%	38.89	55.56	0.00	0.00	0.00	0.00	5.56	100
	%	38.89	22.73	0.00	0.00	0.00	0.00	20.00	24.32
	Less than five years	4	8	0	1	0	2	1	16
	%	25.00	50.00	0.00	6.25	0.00	12.50	6.25	100
	%	22.22	18.18	0.00	50.00	0.00	100	20.00	21.62
	New client waiting for loan	7	26	1	1	2	0	3	40
	%	17.50	65.00	2.50	2.50	5.00	0.00	7.50	100
	%	38.89	59.09	100	50.00	100.00	0.00	60.00	54.05
	Total	**18**	**44**	**1**	**2**	**2**	**2**	**5**	**74**
	%	**24.32**	**59.46**	**1.35**	**2.70**	**2.70**	**2.70**	**6.76**	**100**
	%	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
Chitwan	Five or more than five years	5	3	0	0	0	0	0	8
	%	62.50	37.50	0.00	0.00	0.00	0.00	0.00	100
	%	71.43	21.43	0.00	0.00	0.00	0.00	0.00	36.36
	Less than five years	1	6	0	0	0	0	0	7
	%	14.29	85.71	0.00	0.00	0.00	0.00	0.00	100
	%	14.29	42.86	0.00	0.00	0.00	0.00	0.00	31.82
	New client waiting for loan	1	5	0	0	1	0	0	7
	%	14.29	71.43	0.00	0.00	14.29	0.00	0.00	100
	%	14.29	35.71	0.00	0.00	100	0.00	0.00	31.82
	Total	**7**	**14**	**0**	**0**	**1**	**0**	**0**	**22**
	%	**31.82**	**63.64**	**0.00**	**0.00**	**4.55**	**0.00**	**0.00**	**100**
	%	**100**	**100**	**0.00**	**0.00**	**100**	**0.00**	**0.00**	**100**
Rupandehi	Five or more than five years	0	5	0	0	0	0	0	5
	%	0.00	100	0.00	0.00	0.00	0.00	0.00	100
	%	0.00	41.67	0.00	0.00	0.00	0.00	0.00	33.33
	Less than five years	0	5	0	0	2	0	0	7
	%	0.00	71.43	0.00	0.00	28.57	0.00	0.00	100
	%	0.00	41.67	0.00	0.00	100	0.00	0.00	46.67
	New client waiting for loan	0	2	0	0	0	0	1	3
	%	0.00	66.67	0.00	0.00	0.00	0.00	33.33	100
	%	0.00	16.67	0.00	0.00	0.00	0.00	0.00	20.00
	Total	**0**	**12**	**0**	**0**	**2**	**0**	**1**	**15**
	%	**0.00**	**80.00**	**0.00**	**0.00**	**13.33**	**0.00**	**6.67**	**100**
	%	**0.00**	**100**	**0.00**	**0.00**	**100**	**0.00**	**0.00**	**100**
Total of All	Five or more than five years	12	18	0	0	0	0	1	31
	%	38.71	58.06	0.00	0.00	0.00	0.00	3.23	100
	%	48.00	25.71	0.00	0.00	0.00	0.00	16.67	27.93
	Less than five years	5	19	0	1	2	2	1	30
	%	16.67	63.33	0.00	3.33	6.67	6.67	3.33	100
	%	20.00	27.14	0.00	50.00	40.00	100	16.67	27.03
	New client waiting for loan	8	33	1	1	3	0	4	50
	%	16.00	66.00	2.00	2.00	6.00	0.00	8.00	100
	%	32.00	47.14	100.00	50.00	60.00	0.00	66.67	45.05
	Total	**25**	**70**	**1**	**2**	**5**	**2**	**6**	**111**
	%	**22.52**	**63.06**	**0.90**	**1.80**	**4.50**	**1.80**	**5.41**	**100**
	%	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**

Annex-12: Involvement in Community Development Activities: (In number of respondents)

District	Economic Status	Community Development Activities							Total	%
		Tree Plantation	Drinking Water	Construction			Immunization Program	Don't Know		
				Road	Rest Place	School				
Bara	Middle Poor	0	0			0	1	0	1	
	Poor	0	1			1	2	1	5	
	Very Poor	1	1			2	1	2	7	
	Total	*1*	*2*	*0*	*0*	*3*	*4*	*3*	*13*	*30.66*
	%	*7.69*	*15.38*	*0.00*	*0.00*	*23.08*	*30.77*	*23.08*	*100*	
Chitwan	Middle Poor	8	3	3	4	5	1	0	24	
	Poor	5	5	1		4	2	0	17	
	Very Poor	3	1			2		0	6	
	Total	*16*	*9*	*4*	*4*	*11*	*3*	*0*	*47*	*34.06*
	%	*34.04*	*19.15*	*8.51*	*8.51*	*23.40*	*6.38*	*0.00*	*100*	
Rupandehi	Middle Poor	5	7	5	1	20	2	1	41	
	Poor	3	5	9	2	11			30	
	Very Poor			1	1	1	1		4	
	Total	*8*	*12*	*15*	*4*	*32*	*3*	*1*	*75*	*35.28*
	%	*10.67*	*16.00*	*20.00*	*5.33*	*42.67*	*4.00*	*1.33*	*100*	
Total	Total	*25*	*23*	*19*	*8*	*46*	*10*	*4*	*135*	*100*
	%	*18.52%*	*17.04%*	*14.07%*	*5.93%*	*34.07%*	*7.41%*	*2.96%*	*100.00%*	

Annex -13

Findings from Client Exit Survey

As mentioned in 5.4 Sample design extensive interviews with 36 previous clients of NUBL were made to get their views on the services of NUBL and areas of improvement. Usually, the current clients do not come forth with the critical review of the services compared to the clients who have dropped out. Hence, to get critical view on the NUBL services this tool was implemented.

The views were sought especially on why did the client leave the program, whether the services were useful to them or not and what were the features of the services that the client liked or disliked most. The survey also tried to find out how the clients used their savings and loan. Similarly, the survey tried to get their frank suggestions for the improvement in the services and also got their views on whether they would like to rejoin the NUBL or not as well as whether they are willing to motivate their friends or relatives to join NUBL.

Followings tables present the main findings;

Table - 1: Use of Saving Withdrawal for Loan Repayment

District		Use for Loan Repayment			Total
		Yes	No	No Response	
Bara		1	8	3	12
	%	8.3	60.7	25.0	100.0
	%	6.7	42.1	100.0	33.3
Chitwan		2	10		12
	%	16.7	83.3		100.0
	%	13.3	52.6		33.3
Rupandehi		11	1		12
	%	91.7	8.33		100.0
	%	80.0	5.3		33.4
Total		14	19	3	36
	%	38.9	52.8	8.3	100.0
	%	100.0	100.0	100.0	100.0

Table - 2: Reasons for Exit from NUBL

District		Reasons				Total
		Voluntarily Exit	Unsuccessful Group	Other	No Response	
Bara		8		3	1	12
	%	66.7		25.0	8.3	100.0
	%	32.0		37.5	50.0	32.4
Chitwan		7		4	1	12
	%	58.4		33.3	8.3	100.0
	%	28.0		50.0	50.0	32.4
Rupandehi		10	1	1		12
	%	83.4	8.3	8.3		100.0
	%	40.0	100.0	12.5		35.3
Total		25	1	8	2	36
	%	69.4	2.8	22.2	5.6	100.0
	%	100.0	100.0	100.0	100.0	100.0

Table - 3: Use of Last Loan

District	Enterprises						Total
	Petty Trade	Service	Production / Industry	Livestock Raising	Other	No Response	
Bara	8	1			1	2	**12**
%	66.7	8.3			8.3	16.7	**100.0**
%	47.0	50.0			25.0	100.0	**29.4**
Chitwan	7	1		4			**12**
%	58.3	8.3		33.3			**100.0**
%	41.2	50.0		40.0			**35.3**
Rupandehi	2		1	6	3		**12**
%	16.7		8.3	50.0	25.0		**100.0**
%	11.8		100.0	60.0	75.0		**35.3**
Total	**17**	**2**	**1**	**10**	**4**	**2**	**36**
%	**47.2**	**5.6**	**2.7**	**27.8**	**11.1**	**5.6**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 4: Decision Maker to leave the Group

District	Decision Maker			Total
	Self	Other Family Member	Group	
Bara	6	5	1	**12**
%	50.0	41.7	8.3	**100.0**
%	22.2	62.5	100.0	**33.3**
Chitwan	10	2		**12**
%	83.3	16.7		**100.0**
%	37.0	25.0		**33.3**
Rupandehi	11	1		**12**
%	91.7	8.3		**100.0**
%	40.7	12.5		**33.0**
Total	**27**	**8**	**1**	**36**
%	**75.0**	**22.2**	**2.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**

Table - 5: Reasons for Expulsion from the Group

District	Reasons			Total
	Misunderstanding with Other Members	Non-Repayment	Not Applicable	
Bara	1	1	10	**12**
%	8.3	8.3	83.4	**100.0**
%	100.0	100.0	29.4	**33.3**
Chitwan			12	**12**
%			100.0	**100.0**
%			35.3	**33.3**
Rupandehi			12	**12**
%			100.0	**100.0**
%			35.3	**33.3**
Total	**1**	**1**	**34**	**36**
%	**2.8**	**2.8**	**94.4**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**

Table - 6: Reasons for Leaving NUBL

| District | Reasons | | | | Total |
	Unfavorable Repayment Period	Expensive Loan (High Interest, Fee,)	Misbehavior of and/or Conflict with Staff	No Response	
Bara		4		8	**12**
%		33.3		66.7	**100.0**
%		66.7		28.6	**33.3**
Chitwan	1	2	1	8	**12**
%	8.3	16.7	8.3	66.7	**100.0**
%	50.0	33.3	100.0	28.6	**33.3**
Rupandehi				12	**12**
%				100.0	**100.0**
%				42.8	**33.4**
Total	**1**	**6**	**1**	**28**	**36**
%	**2.8**	**16.6**	**2.8**	**77.8**	**100.0**
%	**100.0**	**100.**	**100.0**	**100.0**	**100.0**

Table -7: Reasons related with the Problem with Group Lending

| District | Reasons (i) | | | Total |
	Conflict with Other Group Members	Inability to attend the Group Meeting (Long)	No Response	
Bara			12	**12**
%			100.0	**100.0**
%			37.5	**33.3**
Chitwan	1	2	9	**12**
%	8.3	16.7	75.0	**100.0**
%	50.0	100.0	28.1	**33.3**
Rupandehi	1		11	**12**
%	8.3		91.7	**100.0**
%	50.0		34.4	**33.3**
Total	**2**	**2**	**32**	**36**
%	**5.6**	**5.6**	**88.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**

Table - 8: Reasons related to Business

| District | Reasons | | Total |
	Inability to repay loan due to Trade/Enterprise Deficit	No Response	
Bara	1	11	**12**
%		100.0	**100.0**
%		33.3	**33.3**
Chitwan		12	**12**
%		100.0	**100.0**
%		36.4	**33.3**
Rupandehi	2	10	**12**
%	16.7	83.3	**100.0**
%	100.0	30.3	**33.3**
Total	**3**	**33**	**36**
%	**8.3**	**91.7**	**100.0**
%	**100.0**	**100.0**	**100.0**

Table - 9: Personal Reasons for Leaving Nirdhan

District	Use of Loan in Personal/Household Purposes (treatment, death, marriage etc.)	Husband/ Earning Member Leaving home and No Self-Capacity to run Business	Migration	Family Prohibition to take Loan	Other	No Response	Total
Bara		6		2		4	**12**
%		50.0		16.7		33.3	**100.0**
%		75.0		33.3		28.6	**33.3**
Chitwan			1		3	8	**12**
%			8.3		25.0	66.7	**100.0**
%			100.0		60.0	57.1	**33.3**
Rupandehi	2	2		4	2	2	**12**
%	16.7	16.7		33.3.0	16.7	16.6	**100.0**
%	66.7	25.0		66.7	40.0	14.3	**33.4**
Total	**2**	**8**	**1**	**6**	**5**	**14**	**36**
%	**5.6**	**22.2**	**2.8**	**16.7**	**13.9**	**38.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table -10: Community and Economic Reason

District	Community and Economic Reason No Response	Total
Bara	12	**12**
%	100.0	**100.0**
%	33.	**33.3**
Chitwan	12	**12**
%	100.0	**100.0**
%	33.3	**33.3**
Rupandehi	12	**12**
%	100.0	**100.0**
%	33.4	**33.4**
Total	**36**	**36**
%	**100.0**	**100.0**
%	**100.0**	**100.0**

Table - 11: Other Reasons

District	Distance	No Training	No Need of Loan	Family Head going Abroad	Inability to work	Family Member working in NUBL	No Response	Total
Bara							12	**12**
%							100.0	**100.0**
%							50.0	**33.3**
Chitwan	1	1	1				9	**12**
%	8.3	8.3	8.4				75.0	**100.0**
%	100.0	100.0	100.0				41.7	**33.3**
Rupandehi				1	1	1	9	**12**
%				8.3	8.3	8.4	75.0	**100.0**
%				100.0	100.0	100.0	8.3	**33.4**
Total	**1**	**1**	**1**	**1**	**1**	**1**	**30**	**36**
%	**2.8**	**2.8**	**2.8**	**2.8**	**2.8**	**2.7**	**83.3**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 12: Most Important Reason for Dropout

| District | Most Important Reason for Dropout | | | | | otal |
	Programm Related (policy, Staff Behavior, Other source)	Problem in Group (internal conflict, group pressure, frequent meeting)	No need of Capital (sufficient capital, big loan from other Sources)	Unprofitable Enterprise	External Reason Beyond the Control of Client	
Bara	3			3	6	**12**
%	25.0			25.0	50.0	**100.0**
%	50.0			66.7	31.6	**33.3**
Chitwan	3	3	2		4	**12**
%	25.0	25.0	16.7		33.3	**100.0**
%	50.0	75.0	100.0		21.0	**33.3**
Rupandehi		1		2	9	**12**
%		8.3		16.7	75.0	**100.0**
%		25.0		33.3	47.4	**33.4**
Total	**6**	**4**	**2**	**5**	**19**	**36**
%	**16.7**	**11.1**	**5.5**	**13.9**	**52.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 13: Use of Last Loan

| District | Use of Last Loan | | | | | | | | | Total |
	Initiation of New Enterprise	Change of Enterprise	Purchase of Additional Stuffs	Purchase of Tools/ Materials	School Fee	Expenses on Health and Death	Other	Don't Like to Answer	Don't Know	
Bara	1		2	1			3	2	3	**12**
%	8.3		16.7	8.3			25.0	16.7	25.0	**100.0**
%	25.0		14.3	100.0			42.8	100.0	100.0	**33.3**
Chitwan	1	1	9				1			**12**
%	8.3	8.3	75.0				14.4			**100.0**
%	25.0	50.0	64.3				20.0			**33.3**
Rupandehi	2	1	3		1	2	3			**12**
%	16.7	8.3	25.0		8.3	16.7	25.0			**100.0**
%	50.0	50.0	21.4		100.0	100.0	42.8			**33.4**
Total	**4**	**2**	**14**	**1**	**1**	**2**	**7**	**2**	**3**	**36**
%	**11.1**	**5.6**	**38.8**	**2.8**	**2.8**	**5.6**	**19.4**	**5.6**	**8.3**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table -14: Usefulness of Last Loan to the Family

| District | Usefulness of Last Loan to the Family | | Total |
	No	Yes	
Bara	4	8	**12**
%	33.3	66.7	**100.0**
%	40.0	30.8	**33.3**
Chitwan	3	9	**12**
%	25.0	75.0	**100.0**
%	30.0	34.6	**33.3**
Rupandehi	3	9	**12**
%	25.0	75.0	**100.0**
%	30.0	34.6	**33.4**
Total	**10**	**26**	**36**
%	**27.8**	**72.2**	**100.0**
%	**100.0**	**100.0**	**100.0**

Table - 15: Help from Loan

District	Help from Loan									Total
	Larger Amount of and Better Food	Education of Client Herself and Children	Improvement in Household Status	Increase in Medical Expenses	Clothes	Purchase of Household Stuffs/ Furniture	Other	Not Applicable	Don't Know	
Bara	1		5		1			4	1	**12**
%	8.3		41.7		8.3			33.3	8.3	**100.0**
%	50.0		55.6		100.0			50.04	100.0	**33.3**
Chitwan		2	2	2		1	2	3		**12**
%		16.7	16.7	16.7		8.3	16.7	25.0		**100.0**
%		40.0	22.2	28.6		100.0	100.0	37.5		**33.3**
Rupandehi	1	3	2	5				1		**12**
%	8.3	25.0	16.7%	41.7				8.3		**100.0**
%	50.0	60.0	22.2	71.4				12.5		**33.4**
Total	**2**	**5**	**9**	**7**	**1**	**1**	**2**	**8**	**1**	**36**
%	**5.6**	**13.8**	**25.0**	**19.4**	**2.8**	**2.8**	**5.6**	**22.2**	**2.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table -16: Loan Repayment Status

District	Loan Repayment Status					Total
	Difficult to repay `Loan	Loan Repayment within the Capacity	Loan Insufficient for Enterprise but Simple Repayment Process	Other	No Response	
Bara	9	2	1			**12**
%	75.0	16.7	8.3			**100.0**
%	60.0	15.4	50.0			**33.3**
Chitwan	2	6	1	2	1	**12**
%	16.7	50.0	8.3	16.7	8.3	**100.0**
%	13.3	46.2	50.0	40.0	100.0	**33.3**
Rupandehi	4	5		3		**12**
%	33.3	41.7		25.0		**100.0**
%	26.7	38.5		60.0		**33.4**
Total	**15**	**13**	**2**	**5**	**1**	**36**
%	**41.7**	**36.1**	**5.6**	**13.9**	**2.7**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 17: Income from Enterprise during Last Loan Period

District	Income from Enterprise during Last Loan Period					Total
	Increased	Remained constant	Decreased somewhat	Decreased largely	Don't Know	
Bara	5	4	1		2	**12**
%	41.7	33.3	8.3		16.7	**100.0**
%	25.0	40.0	50.0		66.7	**33.3**
Chitwan	7	4		1		**12**
%	58.3	33.3		8.3		**100.0**
%	35.0	40.0		100.0		**33.3**
Rupandehi	8	2	1		1	**12**
%	66.7	16.7	8.3		8.3	**100.0**
%	40.0	20.0	50.0		33.3	**33.3**
Total	**20**	**10**	**2**	**1**	**3**	**36**
%	**55.6**	**27.8**	**5.6**	**2.8**	**8.3**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 18: Benefit from being the Group Member

District		Benefit from being the Group Member		Total
		No	**Yes**	
Bara		4	8	**12**
	%	33.3	66.7	**100.0**
	%	80.0	25.8	**33.3**
Chitwan		1	11	**12**
	%	8.3	91.7	**100.0**
	%	20.0	35.5	**33.3**
Rupandehi			12	**12**
	%		100.0	**100.0**
	%		38.	**33.3**
Total		**5**	**31**	**36**
	%	**13.9**	**86.1**	**100.0**
	%	**100.0**	**100.0**	**100.0**

Table - 19: Benefit from Group Membership

District	Benefit s								Total
	Loan Repayment	**Personal Help and Suggestion in time of Need**	**Business Ideas and Contacts**	**New Friends**	**Development of Leadership Capacity**	**Other**	**Don't Know**	**No Response**	
Bara		5		1		1	3	2	**12**
%		41.7		8.3		8.3	25.0	16.7	**100.0**
%		41.7		10.0		33.3	100.0	66.7	**33.3**
Chitwan		2	3	5		1		1	**12**
%		16.7	25.0	41.7		8.3		8.3	**100.0**
%		16.7	100.0	50.0		33.3		33.3	**33.3**
Rupandehi	1	5		4	1	1			**12**
%	8.3	41.7		33.3	8.3	8.4			**100.0**
%	100.0	41.7		40.0	100.0	33.3			**33.4**
Total	**1**	**12**	**3**	**10**	**1**	**3**	**3**	**3**	**36**
%	**2.9**	**33.3**	**8.3**	**27.7**	**2.9**	**8.3**	**8.3**	**8.3**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 20: Most Liked Features of NUBL

District	Most Liked Features							Total
	Sufficient Loan	**Suitable Loan Repayment Period**	**Low Interest Rate**	**Savings Program**	**Collateral Free Loan**	**Opportunity to Read and Write**	**Don't Know**	
Bara	10				1		1	**12**
%	83.4				8.33		8.33	**100.0**
%	58.8				9.0		50.0	**33.3**
Chitwan		1	1		5	2	1	**12**
%	16.7	8.3	8.3		41.7	16.7	8.3	**100.0**
%	11.8	100.0	50.0		45.5	100.0	50.0	**33.3**
Rupandehi	5		1	1	5			**12**
%	41.7		8.3	8.3	41.7			**100.0**
%	29.4		50.0	100.0	45.5			**33.4**
Total	**17**	**1**	**2**	**1**	**11**	**2**	**2**	**36**
%	**47.2**	**2.7**	**5.6**	**2.7**	**30.6**	**5.6**	**5.6**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 21: Most Disliked Features of NUBL

District	Most Disliked Features	Total

	Unsuitable Loan Repayment Period	High Interest Rate	Staff Behavior	Loan not Available in Time	Wastage of Time in Meeting	Insufficient Loan	Fine	Don't Know	
Bara		2					3	7	**12**
%		16.7					25.0	58.3	**100.0**
%		33.3					75.0	38.9	**33.3**
Chitwan		4		1	2			5	**12**
%		33.3		8.3	16.7			41.7	**100.0**
%		66.7		33.3	100.0			41.7	**33.3**
Rupandehi	1		3			1	1	6	**12**
%	8.33		25.0			8.33	8.4	50.0	**100.0**
%	100.0		100.0			100.0	25.0	33.3	**33.4**
Total	**1**	**6**	**3**	**1**	**2**	**1**	**4**	**18**	**36**
%	**2.8**	**16.7**	**8.3**	**2.8**	**5.5**	**2.8**	**11.1**	**50.0**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 22: Suggestions for Making NUBL's Program Better

District	Suggestions						Total
	Lower Interest Rate	Skill Training	Simple Procedure	Increase Loan Size	Don't Know	No Response	
Bara	3			1	4	4	**12**
%	25.0			8.34	33.3	33.3	**100.0**
%	42.9			25.0	30.8	44.4	**33.3**
Chitwan	4	1				7	**12**
%	33.3	8.34				58.3	**100.0**
%	57.1	100.0				53.8	**33.3**
Rupandehi			4	4	2	2	**12**
%			33.3	33.3	16.7	16.7	**100.0**
%			100.0	75.0	15.4	55.6	**33.4**
Total	**7**	**1**	**4**	**5**	**6**	**13**	**36**
%	**19.4**	**2.8**	**11.1**	**13.9**	**16.7**	**36.1**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 23: Willingness to Rejoin NUBL

District	Willingness					Total
	Yes	Possible	No	In case of Some Changes	Don't Know	
Bara	5	2	3		2	**12**
%	41.6	16.7	25.0		16.7	**100.0**
%	45.5	28.6	23.1		50.0	**33.3**
Chitwan	4	1	4	1	2	**12**
%	33.3	8.3	33.3	8.4	16.7	**100.0**
%	36.4	14.3	30.8	100.0	50.0	**33.3**
Rupandehi	2	4	6			**12**
%	16.7	33.3	50.0			**100.0**
%	18.1	57.1	46.1			**33.4**
Total	**11**	**7**	**13**	**1**	**4**	**36**
%	**30.1**	**19.4**	**36.1**	**3.3**	**11.1**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 24: Changes Needed to Rejoin NUBL

District	Changes Needed	Total

		Low Interest Rate	Increase Loan Size	Meeting Time	Monitoring	Livestock Training	Don't Know	No Response	
Bara		2				1	3	6	12
	%	16.7				8.3	25.0	50.0	100.0
	%	40.0				100.0	100.0	25.0	33.3
Chitwan		3		1				8	12
	%	25.0		8.3				66.7	100.0
	%	60.0		100.0				33.3	33.3
Rupandehi			1		1			10	12
	%		8.3		8.3			83.4	100.0
	%		100.0		100.0			41.7	33.4
Total		**5**	**1**	**1**	**1**	**1**	**3**	**24**	**36**
	%	**13.8**	**2.8**	**2.8**	**2.8**	**2.8**	**8.3**	**66.7**	**100.0**
	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 25: Willingness to Encourage Friends/Relatives to join NUBL in its Current State

District		Willingness to Encourage			Total
		No	Yes	Don't Know	
Bara		1	9	2	12
	%	8.3	75.0	16.7	100.0
	%	100.0	28.1	66.7	33.3
Chitwan			11	1	12
	%		91.7	8.3	100.0
	%		34.4	33.3	33.3
Rupandehi			12		12
	%		100.0		100.0
	%		37.5		33.4
Total		**1**	**32**	**3**	**36**
	%	**2.8**	**88.9**	**8.3**	**100.0**
	%	**100.0**	**100.0**	**100.0**	**100.0**

Table - 26: Opinion of Loan Officer on Authenticity of Information Given by the Client

District		Opinion of Loan Officer		Total
		Yes	No Response	
Bara		12		12
	%	100.0		100.0
	%	46.2		33.3
Chitwan		4	8	12
	%	33.3	66.7	100.0
	%	15.3	80.0	33.3
Rupandehi		10	2	12
	%	83.3	16.7	100.0
	%	38.5	20.0	33.4
Total		**26**	**10**	**36**
	%	**72.2**	**27.8**	**100.0**
	%	**100.0**	**100.0**	**100.0**

Table - 27: Difference between Respondents and Other Clients

District	Difference between Respondents and Other Clients	Total

	No	Yes	Don't Know	No Response	
Bara	12				**12**
%	100.0				**100.0**
%	48.0				**33.3**
Chitwan	1	1	2	8	**12**
%	8.3	8.3	16.7	66.7	**100.0**
%	4.0	100.0	100.0	100.0	**33.3**
Rupandehi	12				**12**
%	100.0				**100.0**
%	48.0				**33.4**
Total	**25**	**1**	**2**	**8**	**36**
%	**69.4**	**2.8**	**5.6**	**22.2**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Table - 28: Differences between Respondents and Other Clients

District	Differences between Respondents and Other Clients			Total
	Respondents		No Response	
	Poorer	Absence in Meeting		
Bara			12	**12**
%			100.0	**100.0**
%			35.2	**33.3**
Chitwan		1	11	**12**
%		8.3	91.7	**100.0**
%		100.0	32.4	**33.3**
Rupandehi	1		11	**12**
%	8.3		91.7	**100.0**
%	100.0		32.4	**33.4**
Total	**1**	**1**	**34**	**36**
%	**3.8**	**3.8**	**92.3**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**

Table - 29: Loan Officer's Suggestions

District	Suggestions						Total
	Lower Interest Rate	No Transfer of Staff	Skill Training	Relief for Good Clients	Loan to Staff	No Response	
Bara	1					11	**12**
%	8.3					91.67	**100.0**
%	100.0					39.3	**33.3**
Chitwan		2				10	**12**
%		16.7				83.3	**100.0**
%		100.0				35.7	**33.3**
Rupandehi			3	1	1	7	**12**
%			25.0	8.3	8.3	58.4	**100.0**
%			100.0	100.0	100.0	25.0	**33.4**
Total	**1**	**2**	**3**	**1**	**1**	**28**	**36**
%	**2.8**	**5.5**	**8.3**	**2.8**	**2.8**	**77.8**	**100.0**
%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**