



OUTREACH OF FINANCIAL SERVICES IN SRI LANKA

A look at the Demand-side from a Microfinance Perspective



Ministry of
Finance and
Planning



gtz

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Impressum

Coordination and Editing: Roshini Fernando, Cristina Modoran (ProMiS)

Design: Markolf Maczek

Printed by: Softwave Printing & Packaging (Pvt) Ltd.

Colombo, 2008

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Acknowledgments

On an initiative of the Ministry of Finance and Planning, GTZ (German Technical Cooperation) commissioned an island wide survey to determine the outreach of financial services in Sri Lanka with a special focus on the microfinance perspective.

We wish to thank Ms. Ganga Tilakaratna and Ms. Ramali Perera of the Institute of Policy Studies (IPS) for carrying out the challenging task of conducting the survey and preparing this report.

Thanks are also due to the following: Professor S.S Colombage of the Open University of Sri Lanka and Ms. Roshini Jayaweera of IPS for the support provided in designing the questionnaire and training the enumerators for the study; Mr. P.A Nandasena and his team, the team at Supporters.com, Kalmunai, Dr. Nithya Tharmaseelan, Mr. James Robinson and the team at the University of Jaffna, for their co-operation in successfully conducting the survey in all provinces of Sri Lanka, although unfortunately, some districts in the North had to be excluded due to the prevailing security situation.

The co-operation of the staff of the Department of Census and Statistics in designing the survey sample is acknowledged and greatly appreciated.

Further, we wish to thank the German government which provided the funding for this study through the German Federal Ministry for Economic Cooperation and Development (BMZ).

Finally, thanks go to the staff of the Development Finance Department of the Ministry of Finance and Planning for their support and assistance, and Ms. Roshini Fernando and Ms. Cristina Modoran of the Promotion of the Microfinance Sector (ProMiS) programme, for their substantial input in finalising this document.

It is hoped that the information contained in this report will help to meet the long expressed need for an encompassing picture of the outreach of financial services in Sri Lanka in general and the extent of microfinance outreach in particular.



Dr. Dirk Steinwand
Programme Coordinator
GTZ ProMiS

April 2008

List of Abbreviations

BDS	Business Development Services
CBO	Community Based Organisation
CGAP	Consultative Group to Assist the Poor
CRB	Co-operative Rural Bank
DCS	Department of Census and Statistics
DS	Divisional Secretariat
FI	Financial Institution
GN	Grama Niladhari
GTZ	German Technical Cooperation
HH	Household
MFI	Microfinance Institution
MPCS	Multi Purpose Co-operative Society
NDTF	National Development Trust Fund
NGO	Non Governmental Organisation
P.A.	Per Annum
ProMiS	Promotion of the Microfinance Sector
PSU	Primary Sampling Unit
RDB	Regional Development Bank
ROSCA	Rotating Savings and Credit Association
SDB	Sanasa Development Bank
SME	Small and Medium Enterprise
TCCS	Thrift and Credit Co-operative Society

Executive Summary

Key Findings

Demand for microfinance

The Sri Lankan financial market is essentially a micro-finance market with over 80% of households having total borrowings below Rs. 100,000. Disparities do exist across sectors, regions and income groups. In the urban sector, 67.9% of households have total borrowings less than Rs. 100,000 compared to 100% in the estate sector.

Outreach of financial services

Outreach is fairly extensive with 82.5% of households having accessed financial institutions for their savings and credit needs. The estate sector has fairly low outreach compared to the rural and urban sectors.

There is a strong savings culture in Sri Lanka with nearly 75% of households having saved in a financial institution. However, the estate sector lags behind, with a

Institutional preferences

State banks are generally more popular for savings with over 75% of households saving in these banks (especially the People's Bank and Bank of Ceylon). This is mainly due to the fact that these banks are seen as reliable and safe.

Accessibility is a prime factor influencing the choice of institution for borrowing. Here too, state banks are comparatively more popular than other financial institutions.

Informal credit

There is a fairly active market for informal credit in the country with nearly 20% of households having accessed informal sources of finance. The percentage of households using informal credit is highest in the estate sector.

Only about a fifth of the total value of informal loans

Microfinance institutions (RDBs, CRBs, Sanasa, Samurdhi Banks, NGOs and CBOs) play an important role in the country with over 60% of households having accessed these institutions. Institutions such as the Samurdhi Banks are particularly important for the lower income groups.

figure of 68.5% and provinces such as the Northern, Eastern and North Western have a savings rate of approximately 65%.

82% of savings accounts are found to be earning interest rates of less than 10.0% p.a.. With official inflation rates in double digits since 2005, savers are earning negative returns on their accounts.

Domestic private banks (such as HNB, Seylan Bank and Commercial Bank of Sri Lanka) play a fairly significant role especially in the case of savings.

In the case of the lower income groups Samurdhi Banks seem to be the main source of finance with over 50% accessing these institutions for their credit needs and approximately 38% for their savings needs.

is taken from money lenders. This is in contrast to the common perception that money lenders play a very significant role in the informal sector.

Easy access, ability to obtain funds speedily and the absence of collateral requirements play a key role in motivating households to use informal sources.

Barriers to access and suggestions for service improvement

There is still an unmet demand for financial services, particularly credit, with over 50% of households claiming to be in need of a loan, indicating that there is scope for expansion in outreach.

Collateral requirements, excessive documentation, rigid terms and conditions and long processing periods are key barriers faced by households when accessing formal institutions for credit. For savings, the key bar-

riers cited are long transaction times, low rates of interest, lack of knowledge of services on offer, excessive documentation and distance to institution.

Simple and quick loan procedures, reduced documentation, greater information dissemination and a customer friendly environment are the key suggestions for service improvement in financial institutions.

Insurance services

Over 31% of households in the country have obtained some form of insurance. However, there is a large disparity between income groups. There are no house-

holds in the 1st quintile who have insurance compared to over 40% in the top quintile.

Impact of financial services

A considerable proportion of households feel that their utilisation of financial services has a positive impact on factors such as household income, housing conditions, employment opportunities, overall standard of living and the ability to cope with vulnerability and risks. Low income groups derive fewer benefits from utilising financial services compared to higher income

groups. A much larger proportion of households (over one fourth) in the poorest quintile utilise their loans for consumption and various emergency purposes (medical treatment, deaths, births etc.) compared to the richest quintile where a larger proportion of loans are used for productive purposes or for purposes where benefits can be derived over a period of time.

Conclusions and Outlook

The survey provides evidence of a mismatch between supply and demand. Customers complain of high transaction costs and the fact that providers lack the flexibility they need. Despite financial institutions having a rather extensive coverage, there is still a large unmet demand for credit.

Another striking finding of this study is the clear preference of customers for government financial institutions. The large outreach of state-owned financial institutions is an added justification for the introduction of market-oriented reforms which would boost the efficiency of these institutions and the financial sector as a whole.

Regulating and supervising microfinance providers would go a long way in improving public and investor confidence in these institutions. The data indicates that microfinance providers are accessed by a fair number of households therefore, licensing large MFIs and

authorizing them to mobilise deposits would enable them to expand operations and increase outreach to lower income groups and free them from the limitations of dependence on donor funding.

Despite the fact that Sri Lanka's financial market is mostly a microfinance market, the advances in terms of poverty alleviation seem to be rather modest. The development in terms of quantity and quality of 'credit plus' services tailored especially to the needs of the poor could prove useful in enhancing the benefits they derive from access to financial services.

The study finds a relatively low utilisation of insurance services. Increasing outreach of insurance services is important, particularly to low income households which can be dragged into poverty by sudden sickness or death. However, a greater acceptance of insurance services among the general population is required before micro insurance can be developed and expanded.

ස්තූතිය

මෙම සමීක්ෂණය ජර්මානු තාක්ෂණ සහයෝගිතාවය (GTZ) අනුග්‍රහයෙන්, ශ්‍රී ලංකා මුදල් හා ක්‍රම සම්පාදන අමාත්‍යාංශයේ මග පෙන්වීම යටතේ, ක්‍ෂුද්‍ර මූල්‍යකරණය විෂය කරුණු කොටගෙන ශ්‍රී ලංකාවේ මූල්‍ය සේවාවන්ගේ ව්‍යාප්තිය හිඟවිය කරගැනීම උදෙසා පවත්වන ලදී.

සමීක්ෂණය මෙහෙයවීමෙන්, වාර්තාව පිළියෙල කිරීමෙන් භාරදුර කාර්යය ඉටු කළ ශ්‍රී ලංකා ප්‍රතිපත්ති අධ්‍යයන ආයතනයේ (Institute of Policy studies of Sri Lanka [IPS]) ගංගා තිලකරත්න සහ රමලී පෙරේරා යන අයට අපගේ විශේෂ ස්තූතිය හිමිවෙයි. තවද ශ්‍රී ලංකා විවෘත විශ්ව විද්‍යාලයේ මහාචාර්ය එස්. එස්. කොළඹගේ මහතාටත් ප්‍රශ්නාවලිය සැලසුම් කිරීමෙන් සහ සමීක්ෂකයන් පුහුණු කිරීමෙන් දායකත්වය ලබාදුන් ශ්‍රී ලංකා ප්‍රතිපත්ති අධ්‍යයන ආයතනයෙහි රෝමීනි ජයවීරටත්, පී. ඒ. නන්දසේන මහතා ඇතුළු කණ්ඩායමටත්, කල්මුනේ Supporters.com කණ්ඩායමටත්, යාපනය විශ්ව විද්‍යාලයේ ආචාර්ය නිතසා නාර්මසිලන්, ජේමිස් රොබින්සන් මහතා ඇතුළු කණ්ඩායමටත්, අපගේ ස්තූතිය පලකිරීමට කැමැත්තෙමු.

උතුරු පළාතේ පවතින අනාරක්ෂිත වාතාවරණය නිසා දිස්ත්‍රික්ක කිහිපයක මෙම සමීක්ෂණය පැවැත්වීමට නොහැකි වුවත්, දිවයිනේ අනෙකුත් සියළු දිස්ත්‍රික්කවල මෙම සමීක්ෂණය සාර්ථකව පැවැත්වීමට සහාය ලබාදුන් සැමටත් ස්තූතිවන්ත වෙමු.

ශ්‍රී ලංකා ජන හා සංඛ්‍යා ලේඛන දෙපාර්තමේන්තුවේ නිලධාරීන්ගෙන් මෙම සමීක්ෂණය සාර්ථක කර ගැනීම උදෙසා ලැබුණු සහයෝගය ද මෙහිදී අගය කොට සලකමු.

තවද ජර්මානු ආර්ථික සහයෝගිතා සහ සංවර්ධන අමාත්‍යාංශය (BMZ) හරහා මෙම සමීක්ෂණයට අවශ්‍ය මූල්‍ය ප්‍රතිපාදන ලබාදුන් ජර්මන් රජයටත් අපගේ ස්තූතිය හිමිවෙයි.

මෙම සියළු කට්තව්‍යයන් උදෙසා ශ්‍රී ලංකා මුදල් හා ක්‍රම සම්පාදන අමාත්‍යාංශයේ සංවර්ධන මූල්‍ය දෙපාර්තමේන්තු කාර්ය මණ්ඩලය අප වෙත ලබාදුන් සහයෝගයට ස්තූතිවන්ත වෙමු. එසේම Promotion of Microfinance Sector (ProMiS) හි රෝමීනි ප්‍රනාන්දු සහ ක්‍රිස්ටිනා මොඩරන් යන අයවලුන් මේ සඳහා ලබාදුන් අගනා දායකත්වය කෘතඥ පූර්වකව සිහිපත් කරමු.

ශ්‍රී ලංකාවේ මූල්‍ය සේවාවන් හා විශේෂයෙන් ක්‍ෂුද්‍ර මූල්‍ය සේවාවන් පිළිබඳව මෙම වාර්තාවෙහි ඉදිරිපත් කර ඇති තොරතුරු මගින් එම වෙළඳ පොළ පිළිබඳවත් විශේෂයෙන් එහි පැතිරීම පිළිබඳවත් නිසි අවබෝධයක් ලබාග

ැනීමට හැකි වනු ඇතැයි බලාපොරොත්තු වෙමු.

ආචාර්ය. ඩබ්ල් ස්ටීෂන් වාන්ඩි
වැඩසටහන් සම්බන්ධීකාරක
GTZ ProMiS, අප්‍රේල 2008

විධායක සාරාංශය

මූලික සොයාගැනීම්

ක්ෂුද්‍ර ණය සඳහා ඇති ඉල්ලුම

ශ්‍රී ලංකාවේ මූල්‍ය වෙළඳ පොළ ගත්කල අවශ්‍යයෙන්ම ක්ෂුද්‍ර මූල්‍ය වෙළඳ පොළක් බව පෙනී යන අතර කුටුම්භයන්ගෙන් 80% ට වැඩි ප්‍රමාණයක් සතුව පවතින්නේ රු. 100,000 ට වඩා අඩු ණය මුදලක් බව පෙනීයයි. ආංශික, ප්‍රාදේශීය සහ ආදායම් කාණ්ඩ වශයෙන් සැලකීමේදී ණය අවශ්‍යතාවයන්හි විෂමතා දැකිය හැකි වන අතර වතුකරයේ පවුල් ඒකක 100% ප්‍රමාණයකගේම ඇත්තේ රු. 100,000 ට අඩු ණය අවශ්‍යතාවයකි. නාගරික පවුල් අතර 67.9% ක

ප්‍රමාණයක් රු. 100,000 ට අඩු ලාභීන් බව පෙනීයයි.

මේ සම්බන්ධයෙන් ගත් කල ලංකාවේ කුටුම්භ 60% කට වඩා වැඩි පිරිසකට තම මූල්‍ය අවශ්‍යතා සපුරා ගැනීමේ පහසුකම් සපයා දෙමින් ක්ෂුද්‍ර මූල්‍ය ආයතන (ග්‍රාමීය සංවර්ධන බැංකු, සමුපකාර ග්‍රාමීය බැංකු, සභාස, සමෘද්ධි බැංකු, රාජ්‍ය නොවන සංවිධාන සහ පුජා මූල සංවිධාන) ඉතා වැදගත් කාර්යභාරයක් ඉටුකරයි. විශේෂයෙන්ම අඩු ආදායම්ලාභී පවුල් වෙත ක්ෂුද්‍ර මූල්‍ය පහසුකම් සැපයීම සැලකීමේදී, සමෘද්ධි බැංකුව වැනි ආයතන මගින් ඉටුකරනු ලබන සේවය ඉතා වැදගත් වෙයි.

මූල්‍ය සේවාවන්ගේ පැතිරීම

ශ්‍රී ලාංකික කුටුම්භයන්ගෙන් 82.5% ක පිරිසකට තම මූල්‍ය අවශ්‍යතා සපුරා ගැනීමට මූල්‍ය ආයතන වෙත ළඟාවීමේ අවස්ථාව ලැබී ඇති අතර, නාගරික සහ ග්‍රාමීය අංශ සමග සැසඳීමේදී වතුකරය පහළ අගයක් පෙන්නුම් කරයි.

වතුකරයේ ජනතාව අතර මෙය 68.5% ක් ද, උතුර - නැගෙනහිර හා වයඹ පළාත්වල මෙම අගය 65% ක් ද පමණ වේ.

ඉතා ශක්තිමත් ඉතුරුම් සංස්කෘතියකට හිමිකම් කියන ශ්‍රී ලාංකික ජනතාවගෙන් 75% ක ප්‍රමාණයක් මූල්‍ය ආයතනවල සිය ඉතිරි කිරීම් පවත්වාගෙන යයි. එනමුත්

තවදුරටත් ඉතුරුම් ගිණුම් 82% ක ප්‍රමාණයකගේ වාර්ෂික සඵල පොලී අනුපාතිකය 10.0 % ට වඩා අඩු අගයක් ගන්නා අතර වර්ෂ 2005 සිට පවතින ඉහළ උද්ධමන අනුපාතය හිසා ඉතුරුම් ගිණුම් සඳහා ලැබෙන සපල ඉපැයීම් සෘණ අගයක පවතී.

මූල්‍ය ආයතන සඳහා ඇති කැමැත්ත

මුදල් තැන්පතු සඳහා 75% කට අධික පිරිසක් තෝරාගෙන ඇත්තේ රාජ්‍ය බැංකු විම විශේෂයකි. (මහජන බැංකුව හා ලංකා බැංකුව) මෙයට මූලික ලෙසම හේතුපාදක වී ඇත්තේ රාජ්‍ය බැංකු වඩා සුරක්ෂිත සහ විශ්වාසනීය බව සැලකීමයි.

ලක්ෂණයකි.

මේ අතර දේශීය පෞද්ගලික බැංකු (හැටන් නැෂනල් බැංකුව, සෙලාන් බැංකුව සහ කොමර්ෂල් බැංකුව) ඉතුරුම් ඒකරාශීකරණයේදී සැලකිය යුතු කාර්ය භාරයක් ඉටු කරයි.

කෙසේවෙතත් ණය ලබාගැනීම සඳහා මූල්‍ය ආයතනයක් තෝරාගැනීමේ මූලිකම සාධකය ලෙස එම ආයතන වෙත ළඟාවීමේ ඇති පහසුව සලකා බැලෙන බව පෙනී යයි. මෙහිදී ද රාජ්‍ය බැංකුවලින් ණය ලබාගැනීම සඳහා සාපේක්ෂව වැඩි නැඹුරුවක් ඇති වීම විශේෂ

අඩු ආදායම්ලාභී කණ්ඩායම් ගත්කල ඔවුන්ගෙන් 50% කට අධික පිරිසක් සිය ණය අවශ්‍යතා සඳහා ද, 38% කට ආසන්න පිරිසක් මුදල් තැන්පතු සඳහා ද සමෘද්ධි බැංකුව වෙත යොමු වී ඇති බව දැකිය හැකිය.

අවිධිමත් ණය

සමස්තයක් ලෙස ගත්කල මුළු කුටුම්භ ප්‍රමාණයෙන් 20% ක පමණ පිරිසක් සිය මූල්‍ය අවශ්‍යතා සඳහා අවිධිමත් මූලාශ්‍ර වෙත යොමු වී ඇති බව දැකිය හැක. වතුකරය සැලකීමේදී මෙම අගය මීට වඩා ඉහළ අගයක් ගනී.

මුදල් පොලියට දෙන පුද්ගලයින්ගෙන් ණය ලබාගැනීම සඳහා යොමුවී ඇත්තේ අවිධිමත් මූලාශ්‍ර වෙත යොමු වී ඇති මුළු පිරිසෙන් 20% ක් පමණි. මෙය මුදල් පොලියට දෙන පුද්ගලයින්, මූල්‍ය වෙළඳ පොළෙහි

වැදගත් කාර්යභාරයක් ඉටුකෙරෙහි යැයි යනුවෙන් පවතින සාමාන්‍ය අදහසට වඩා වෙනස් තත්ත්වයක් බව පැහැදිලි වෙයි.

ගෘහස්ථ අවශ්‍යතා සඳහා අවිධිමත් මූලාශ්‍ර වෙත යොමුවීමට හේතුවී ඇති කරුණු අතරින් ළඟා වීමේ පහසුව, මුදල් ඉක්මණින් ලබාගත හැකි බව සහ සුරැකුම් ඉදිරිපත් කිරීමේ අවශ්‍යතාවයක් නොමැති බව වැදගත් වෙයි.

මූල්‍ය සේවා වෙත ලගාවීම සඳහා ඇති බාධක සහ සේවා දියුණු කිරීමට යෝජනා

සැපිරිය නොහැකි වූ ඉල්ලුමක් තවමත් මූල්‍ය වෙළඳ පොළ තුළ පවතී. විශේෂයෙන්ම කුටුම්භයන්ගෙන් 50% ක පමණ ප්‍රමාණයක් ණය සඳහා වන අවශ්‍යතාවයෙන් යුක්ත වෙයි. මෙමගින් පෙන්නුම් කරන්නේ ක්‍ෂුද්‍ර මූල්‍ය ආයතන වලට තම සේවා තව දුරටත් ව්‍යප්ත කිරීමට හැකියාවක් ඇති බවයි.

ණය අත්තිකාරම් ලබා ගැනීම සඳහා විධිමත් මූල්‍ය ආයතන වෙත ඉල්ලුම්කරුවන් හට ළඟාවීමට ඇති මූලික බාධාවන් වී ඇත්තේ සුරැකුම් (ඇප) ඉදිරිපත් කිරීමට ඇති අපහසුතාවය, ඉදිරිපත් කළ යුතු ලියකියවිලි වල අධික ප්‍රමාණාත්මක භාවය, දැඩි හිඟ සහ කොන්දේසි ද, ණය නිදහස් කිරීමේ පටිපාටියට ගතවන දීර්ඝ කාලය යන කරුණුය.

ගනුදෙනු සඳහා ගතවන දීර්ඝ කාලය, අඩු පොලී අනුපාතික, මූල්‍ය ආයතන මගින් ලබා දෙන සේවාවන් පිළිබඳ නොදැනුවත්කම, අධික ලියකියවිලි සහ මූල්‍ය ආයතනය පිහිටා ඇති ස්ථානයට ඇති දුර යන කරුණු ඉතාමත් සඳහා ඇති ඉල්ලුමට ඇති ප්‍රධාන බාධක ලෙස දැක්විය හැකිය.

සරල සහ පහසු ණය නිදහස් කිරීමේ ක්‍රියාවලියක් හඳුන්වා දීම, ලියකියවිලි අවම කිරීම, තොරතුරු පුළුල් ලෙස ප්‍රචාරණය, ගනුදෙනුකරුවාට හිතවාදී වටපිටාවක් ගොඩනැංවීම සහ මූල්‍ය ආයතන මගින් සපයන සේවාවන් වැඩිදියුණු කිරීම සඳහා වන මූලික යෝජනා වේ.

රක්ෂණ සේවාවන්

ලංකාවේ පවුල් වලින් 31% ට වැඩි පිරිසක් කිසියම් ආකාරයක රක්ෂණ ආවරණයක් ලබාගෙන ඇත. කෙසේ නමුත් විවිධ ආදායම්ලාභී කාණ්ඩ තුළ මෙම අගය විෂමව දැකිය හැකිය. අඩුම ආදායම්ලාභී කොටස තුළ

රක්ෂණ ආවරණයක් ලබාගත් පවුල් දැකිය නොහැකි නමුත් ඉහළම ලාභී කොටස තුළ 40% ක ප්‍රතිශතයක් දැකගත හැකිවේ.

මූල්‍ය සේවාවන්හි බලපෑම

සැලකිය යුතු පවුල් ඒකක සංඛ්‍යාවක් ඔවුන් භාවිතා කරන මූල්‍ය සේවාවන්හි හිතකර බලපෑමක් ඇති බව විශ්වාස කරයි. ගෘහ ඒකකයේ ආදායම, පවුලේ තත්ත්වය, රැකියා අවස්ථා, පවුලේ සමස්ත පීඩන තත්ත්වය සහ ඉදිරියේදී ඇති විය හැකි උපද්‍රව සහ අවදානමට මුහුණ දීමට ශක්තිය ද ඔවුන් භාවිතා කරන ලද මූල්‍ය සේවාවන් නිසා වර්ධනය වූ බව විශ්වාස කරයි. වැඩි ආදායම් ලබන කණ්ඩායම් සමග සැසඳීමේදී අඩු ආදායම්ලාභී කණ්ඩායම් මූල්‍ය සේවාවන් තුළින් ලබාග

න්නා ප්‍රතිලාභ අඩු මට්ටමක පවතී. කෙසේවෙතත් අඩු ආදායම් ලබන්නන්ගෙන් සැලකියයුතු කොටසක් (හතරෙන් එකකට වඩා) ඔවුන්ගේ ණය මුදල් පරිභෝජනය සහ විවිධ හදිසි අවශ්‍යතා සපුරාගැනීම (උපන්, මරණ, අසනීප ආදී) සඳහා යොදා ගන්නා අතර වැඩි ආදායම්ලාභීන්ගෙන් වැඩි කොටසක් ඔවුන් ගන්නා ණය මුදල් ආර්ථිකමය වශයෙන් ඵලදායී හෝ දීර්ඝ කාලයක් පුරා ප්‍රතිලාභ ලැබිය හැකි දෙයක් වෙත යොමු කරයි.

නිගමන සහ අනාගත අවස්ථා

ශ්‍රී ලංකාවේ මූල්‍ය සේවාවන්ගේ ඉල්ලුම සහ සැපයුම අතර නොගැලපීමක් ඇති බවට මෙම සමීක්ෂණය සාක්ෂි සපයයි. නවද නමන්ට අවශ්‍ය නම්‍යශීලීත්වය එම සේවාවන්හි නොමැති බවත් ඉහළ ගනුදෙනු පිරිවැය පිළිබඳවත් ගනුදෙනුකරුවන් මැසිවිලි නගයි. මූල්‍ය ආයතන පුළුල්ව පැතිරී ඇතත් තවමත් සපුරාලීමට නොහැකි වූ විශාල ඉල්ලුමක් ණය සඳහා ඇති බව දැකිය හැක.

මෙම සමීක්ෂණයෙන් දැකගත හැකි නවත් වැදගත් කරුණක් වූයේ රජයේ මූල්‍ය ආයතන සමග කටයුතු කිරීමට ගනුදෙනුකරුවන්ගේ ඇති කැමැත්තයි. වෙළඳ පොළ ඉලක්ක කරගෙන දීප ව්‍යාප්තව පැතිරී ඇති රාජ්‍ය මූල්‍ය ආයතනවල ශාඛා සමස්ත මූල්‍ය වෙළඳ පොළෙහිම කාර්යක්ෂමතාවය ඉහළ නැංවීමට දායක වී ඇත. සමස්ත මූල්‍ය අංශයේ කාර්යක්ෂමතාවය වර්ධනය කිරීම සඳහා වන වෙළෙඳ පොළ පදනම් කරගත් ප්‍රතිසංස්කරණ හඳුන්වාදීමේදී රාජ්‍ය මූල්‍ය ආයතනයන්හි පුළුල් ව්‍යාප්තිය වැදගත් සාධකයක් ලෙස සැලකිය හැකි වෙයි.

ක්ෂුද්‍ර මූල්‍ය ආයතන විධිමත්කරණය සහ සුපරීක්ෂණය ජනතාව සහ ආයෝජකයන් ක්ෂුද්‍ර මූල්‍ය ආයතන කෙරෙහි තබා ඇති විශ්වාසය තව දුරටත් වැඩි දියුණු කිරීමට හේතුවනු ඇත. සැලකිය යුතු පවුල් ඒකක සංඛ්‍යාවක් ක්ෂුද්‍ර මූල්‍ය ආයතන මගින් සිය මූල්‍යමය අවශ්‍යතා

ඉටුකර ගැනීමට යොමුවී ඇති බව දත්ත පෙන්වා දෙයි. මේ නිසා විශාල ක්ෂුද්‍ර මූල්‍ය ආයතන බලපත්‍රගතකර (Licensed) ඉතුරුම් ඒකරාශීකරණයට බලය ලබාදීම මගින් එම ආයතනවල සේවා කටයුතු පුළුල් කිරීමටත්, අඩු ආදායම්ලාභී පවුල් වෙත සපයන සේවා වැඩි දියුණු කිරීමටත්, දේශීය හෝ විදේශීය ආධාර අරමුදල් මත යැපීම අඩු කිරීමටත් අවස්ථාව සැලසෙයි.

ශ්‍රී ලංකාවේ මූල්‍ය වෙළඳ පොළ විශාල වශයෙන්ම ක්ෂුද්‍ර මූල්‍ය වෙළඳ පොළකින් සමන්විත වුවත් දුප්පත්කම තුරන් කරලීම සඳහා ණය මුදල් සැපයීමේ බලපෑම පවතින්නේ සාමාන්‍ය මට්ටමක බව පෙනී යයි. අඩු ආදායම්ලාභීන්ගේ අවශ්‍යතා සපුරාලීම සඳහා වන මූල්‍යමය හා මූල්‍යමය නොවන සේවාවන් ප්‍රමාණාත්මකව මෙන්ම ගුණාත්මකව -ද වර්ධනය කිරීම තුළින් ඔවුන් මූල්‍ය සේවාවකින් ලබා ගන්නා ප්‍රතිලාභ තව දුරටත් වැඩි කළ හැක.

රක්ෂණ සේවාවන්හි භාවිතය සාපේක්ෂකව අවම මට්ටමක පවතින බව අධ්‍යයනය මගින් පෙන්නුම් කරයි. හදිසි ලෙඩරෝග හෝ මරණය මගින් දැඩි බවට පත්විය හැකි අඩු ආදායම්ලාභී පවුල් වෙත රක්ෂණ සේවා ව්‍යාප්ත කිරීම ඉතාමත් වැදගත් වනු ඇත. කෙසේ වෙතත් ක්ෂුද්‍ර රක්ෂණ සේවාවන් දියුණු කිරීමට සහ ව්‍යාප්ත කීමට පෙර ක්ෂුද්‍ර රක්ෂණ (Microinsurance) සේවාවන් පිළිබඳව වඩා හොඳ පිළිගැනීමක් මහජනයා අතර ඇති කිරීම අවශ්‍යවන බව තවදුරටත් පෙනීයයි.



நிறைவேற்று சுருக்கம்

முக்கிய பெறுபேறுகள்

நுண்நிதிக்கான கேள்வி

இலங்கையின் நிதிச் சந்தையானது குறிப்பாக 80% க்கு மேற்பட்ட வீட்டுத்துறையினர் ரூபா 100,000 க்கும் குறைவான மொத்த கடன்களை கொண்ட வகுதியினரை உள்ளடக்கிய ஓர் நுண்நிதி சந்தை ஆகும். சமீபத்தையானது துறைகள், பிரதேசங்கள், வருமான குழுக்களிடையே காணப்படுகின்றது. 100% ஆக காணப்படும் பெருந்தோட்ட துறையுடன் ஒப்பிடும் போது நகர வகுதியில் 67.9% ஆன வீட்டுத்துறையினர் ரூபா 100,000 க்கு குறைவான மொத்த கடன்களை கொண்டுள்ளனர்.

நிதிச் சேவைகளின் வெளி அடைவு

82.5% ஆன வீட்டுத் துறையினர் தமது சேமிப்புகளிற்காகவும் கடன் தேவைகளிற்காகவும் நிதி நிறுவனங்களை நாடுகின்ற அளவுக்கு வெளி அடைவு ஆனது நியாயமான அளவு விரிவடைந்து காணப்படுகின்றது. பெருந்தோட்டத் துறையானது கிராம, நகர துறையுடன் ஒப்பிடும்போது ஓரளவு குறைந்த வெளி அடைவினையே கொண்டுள்ளது.

இலங்கையில் பலமான சேமிப்பு கலாசாரம் காணப்படுவதால் கிட்டத்தட்ட 75% ஆன வீட்டுத்துறையினர் நிதி நிறுவனங்களில் சேமிப்புகளைக் கொண்டுள்ளனர். இருந்தபோதும்,

நிறுவனத்தியான முன்னுரிமைகள்

பொதுவாக அரசு வங்கிகள் சேமிப்பிற்கு மிகவும் பிரபல்யமானதாகக் காணப்படுவதுடன் 75% இற்கு மேற்பட்ட வீட்டுத்துறையினர் அவ்வங்கிகளிலேயே சேமிப்பினை கொண்டுள்ளனர். (குறிப்பாக மக்கள் வங்கியிலும், இலங்கை வங்கியிலும்). அதற்குக் காரணம் அவை நம்பகத் தன்மையும் பாதுகாப்பு உடையவை என்பதனாலாகும்.

கடனிற்காக நிறுவனத்தினை தெரிவு செய்வதில் அடையக்கூடிய தன்மை முக்கிய காரணியாக செல்வாக்கு செலுத்துகின்றது. இங்கேயும் கூட அரசு வங்கிகள் ஏனைய நிதி நிறுவனங்களுடன் ஒப்பிடும்போது மிகவும் பிரபல்யமானதாகக்

நுண்நிதி நிறுவனங்கள் (பிராந்திய அபிவிருத்தி வங்கிகள், கூட்டுறவு கிராமிய வங்கிகள், சனச, சமுர்த்தி வங்கிகள், அரசு சார்பற்ற நிறுவனங்கள், சமூகம் சார் நிறுவனங்கள்) நாட்டில் முக்கிய பங்கு வகிக்கின்றன. 60% க்கு மேற்பட்ட வீட்டுத்துறையினர் இந்நிறுவனங்களை அடைந்துள்ளமையை காணக்கூடியதாக உள்ளது. சமுர்த்தி வங்கிகள் போன்ற நிறுவனங்கள் விசேடமாக குறைந்த வருமான குழுவினருக்கு முக்கியம் பெறுகிறது.

பெருந்தோட்டத்துறை 68.5% ஆக பின்தங்கிய நிலையில் உள்ளது. அதேபோல் வடக்கு, கிழக்கு, வடமேற்கு மாகாணங்களிலும் சேமிப்பு வீதம் அண்ணளவாக 65% ஆகும்.

82% ஆன சேமிப்புக் கணக்குகள் வருடத்திற்கு 10% ற்கும் குறைவான வட்டி வீதத்தினையே உழைக்கின்றன. எனினும் 2005 இலிருந்து உத்தியோகபூர்வ பணவீக்கவீதம் இரண்டு எண்களில் இருப்பதுடன் சேமிப்பவர்களும் தமது கணக்குகளிலிருந்து எதிர்மறையான வருமானத்தினையே உழைக்கின்றனர்.

காணப்படுகின்றது.

உள்நாட்டு தனியார் வங்கிகள் (ஹற்றன் நஷனல் வங்கி, செலான் வங்கி, இலங்கை வர்த்தக வங்கி) விசேடமாக சேமிப்பை பொறுத்தளவில் முக்கிய பங்கினை வகிக்கின்றன.

குறைந்த வருமான குழுவினரை பொறுத்தவரை சமுர்த்தி வங்கிகள் முக்கிய நிதிமூலமாக காணப்படுகின்றன. 50% க்கு மேற்பட்டோர் தமது கடன்தேவைகளுக்கும் அண்ணளவாக 38% ஆனோர் தமது சேமிப்பு தேவைகளுக்கும் இவ்வங்கிகளை நாடுகின்றனர்.

முறைசாராக் கடன்கள்

நாட்டில் முறைசாரா கடன்களிற்கு ஓரளவு சுறுசுறுப்பான சந்தை காணப்படுவதுடன் ஏறக்குறைய 20% ஆன வீட்டுத்துறையினர் முறைசாரா நிதிமூலங்களை அடைந்துள்ளமையையும் காணக்கூடியதாக உள்ளது. முறைசாராக் கடன்களை பயன்படுத்தும் வீட்டுத்துறைகளில் பெருந்தோட்டத்துறை உயர்ந்த விகிதாசாரத்தைக் கொண்டுள்ளது.

முறைசாராக் கடன்களின் மொத்தப் பெறுமதியில் ஏறக்குறைய 1/5 பகுதி பணத்தினை கடன் கொடுப்பவர்களிடமிருந்து எடுத்துக் கொள்ளப்படுகிறது.

அடைவிலான தடைகளும் சேவை முன்னேற்றத்திற்கான இன்றும் நிதிச்சேவைகளிற்கான கேள்வியானது பூர்த்தி செய்யப்படாது காணப்படுவதுடன் குறிப்பாக 50% க்கு மேற்பட்ட வீட்டுத்துறையினர் கடன்களிற்கான தேவையினை கோருகின்றனர். இது வெளி அடைவு விரிவாக்கத்திற்கான வாய்ப்பினை சுட்டிக்காட்டுகிறது.

பிணைத்தேவைப்பாடுகள், அதிகளவான ஆவணப்படுத்தல், இறுக்கமான விதிகளும் நிபந்தனைகளும், நீண்ட செய்முறைப்படுத்தல் காலம் போன்ற காரணிகள் வீட்டுத் துறையினர் முறைசார்ந்த நிறுவனங்களில் கடனிற்கு அணுகுகின்றபோது முகங்கொடுக்கும் முக்கிய

காப்புறுதிச் சேவைகள்

நாட்டிலே 31% க்கு மேற்பட்ட வீட்டுத் துறையினர் ஏதோ ஓர் வகையான காப்புறுதியினைப் பெறுகின்றனர். இருந்தபோதும் வருமான குழுக்களிடையே சமமின்மை பெரியளவில் நிலவுகிறது. உயர் காலணை

நிதிச்சேவைகளின் தாக்கம்

ஓர் குறிப்பிடத்தக்களவு விகிதாசாரமான வீட்டுத்துறையினர் நிதிச்சேவைகளில் தமது பயன்பாடானது வீட்டுத்துறை வருமானம், வீட்டு நிலைமைகள், வேலைவாய்ப்பு சந்தர்ப்பங்கள், மொத்த வாழ்க்கைத்தரம், ஆபத்து, பலவீனம் என்பவற்றுடன் இணைந்து போகும் திறமை, போன்ற காரணிகளில் நேரான விளைவினைக் கொண்டுள்ளதாக உணர்கின்றனர்.

உயர்ந்த வருமான வகுப்பினருடன் ஒப்பிடும் போது தாழ்ந்த வருமான வகுப்பினர் நிதிச் சேவைகளின்

இது பணத்தினை கடன் கொடுப்பவர்கள் முறைசாராப் பிரிவில் முக்கிய பங்கு வகிக்கின்றார்கள் என்ற பொதுவான கருத்திற்கு முரண்பட்டதாக அமைகின்றது.

இலகுவாக அடைய முடிதல், விரைவாக நிதியைப் பெற்றுக் கொள்ளுவதற்கான இயலுமை, பிணை தேவைப்பாடுகள் இல்லாமை போன்ற காரணிகள் வீட்டுத்துறையினர் முறைசாரா மூலங்களை பயன்படுத்துவதனை ஊக்கப்படுத்தவதில் முக்கிய பங்கு வகிக்கின்றன.

ஆலோசனைகளும்

தடைகளாக காணப்படுகின்றன. சேமிப்புக்களை பொறுத்தவரை நீண்ட கொடுக்கல் வாங்கல் நேரம், குறைந்த வட்டிவீதம், வழங்கப்படுகின்ற சேவைகள் தொடர்பான அறிவு குறைவாக இருத்தல், அதிகளவான ஆவணப்படுத்தல், நிறுவனங்களை அடைவதிலான தூரம் என்பன முக்கிய தடைகளாக கருதப்படுகின்றது.

இலகுவானதும், விரைவானதுமான கடன்நடைமுறைகள், குறைந்தளவான ஆவணப்படுத்தல், அதிகளவான தகவல் பரிமாற்றல், வாடிக்கையாளருடனான நட்புறவான சூழல் போன்றன நிதி நிறுவனங்களின் சேவை முன்னேற்றத்திற்கான முக்கிய ஆலோசனைகளாகும்.

வகுப்பில் 40% க்கு மேற்பட்டோர் காப்புறுதியினைக் கொண்டுள்ளனர். அவர்களுடன் ஒப்பிடுமிடத்து 1 வது காலணை வகுப்பில் எந்தவொரு வீட்டுத்துறையும் காப்புறுதியைக் கொண்டிருக்கவில்லை.

பயன்பாட்டில் இருந்து குறைவான நன்மைகளையே பெற்றுக் கொள்கின்றனர். உயர் வருமான (செல்வந்த) காலணை வகுப்பினுள் அதிக விகிதாசாரமான கடன்கள் பயனளிக்கக்கூடிய நோக்கங்களுக்காக அல்லது நீண்டகாலத்திற்கு பயன்பெறக்கூடிய நோக்கங்களில் பயன்படுத்தப்படுகிறபோது தாழ் வருமான (வறிய) காலணை வகுப்புக்குள் இருக்கின்ற அதிகூடிய விகிதாசாரமான வீட்டுத் துறையினர் (1/4 பங்கிற்கு மேல்) நுகர்வுக்கும் வேறு அவசர நோக்கங்களுக்கும் (மருத்துவ சிகிச்சை, இறப்பு, பிறப்பு, போன்ற.....) தமது கடன்களை பயன்படுத்துகின்றனர்.

முடிவுரையும் வெளிப்பார்வையும்

இவ்வாய்வு கேள்விக்கும், நிரம்பலுக்கும் இடையில் பொருத்தப்பாடினமை காணப்படுவதற்கான சான்றினை வழங்குகின்றது. வாடிக்கையாளர்கள் உயர்வான கொடுக்கல் வாங்கல் செலவுடன் வழங்குனர்கள் அவர்களது தேவைக்கேற்ப நெகிழ்வுத் தன்மையின்மை கொண்டிருக்கவில்லையெனவும் முறையீடு செய்கின்றனர். நிதி நிறுவனங்கள் விசாலமாக பரந்து இருப்பினும். இன்றும் கடன்களிற்கான பூர்த்தி செய்யப்படாத பெருமளவு கேள்வி காணப்படுகின்றது.

இவ்வாய்வினுடைய இன்னும் ஓர் முக்கிய முடிவு வாடிக்கையாளர்கள் அரசநிதி நிறுவனங்களுக்கே பூரணமாக முன்னுரிமை அளிக்கின்றனர். அரசஉடமை நிதிநிறுவனங்களின் பாரிய வெளிஅடைவு சந்தைசார் மீள் உருவாக்கத்தின் அறிமுகத்திற்கான மேலதிகமான ஓர் நியாயப்படுத்தலாகும். இந்த சந்தைசார் மீள் உருவாக்கமானது இந்நிறுவனங்களின் பயன் உறுதி தன்மையினையும் முழுஅளவிலான நிதித்துறையினையும் தூண்டுவதாக இருக்கும்.

நுண்நிதி வழங்குனர்களை ஒழுங்குபடுத்துவதும் மேற்பார்வை செய்வதன் ஊடாகவும் நிதிநிறுவனங்களில் முதலீட்டாளரும் பொதுமக்களும் கொண்டுள்ள நம்பிக்கையினை விருத்தி செய்வதற்கு நீண்டதூரம் செல்ல வேண்டி உள்ளது. ஓர் நியாயமான எண்ணிக்கை உடைய வீட்டுத்துறையினர் நுண்நிதி வழங்குனர்களை அடையக்கூடியதாக இருப்பதாக தரவு சுட்டிக் காட்டுகின்றது. எனவே அதிகளவான நுண்நிதி நிறுவனங்களை அனுமதியளித்தலும்

அவர்களை வைப்புக்களை திரட்ட அதிகாரமளித்தலும் அந்நிறுவனங்களின் விரிந்த செயற்பாட்டிற்கு வழிவகுப்பதுடன் தாழ்ந்த வருமான வகுப்பினரது வெளிஅடைவை அதிகரிப்பதுடன் நன்கொடையாளர் நிதிகளில் தங்கியிருக்கும் வரையறைகளிலிருந்து அவர்கள் இலகுவாக விடுபடவும் முடியும்.

இலங்கையின் நிதிச்சந்தையானது பெருமளவில் நுண்நிதிச்சந்தையாக இருப்பினும் வறுமையினை ஒழிப்பதிலான முன்னேற்றம் குறைந்த அளவானதாகவே காணப்படுகிறது. தரத்திலும், அளவிலும் 'கடனுடன் இணைந்த சேவைகளின்' அபிவிருத்தி சிறப்பாக வறியவர்களின் தேவைகளை நிவர்த்தி செய்வதுடன் அவர்கள் நிதிச்சேவை சார் அடைவுகளில் பெற்றுக் கொள்ளும் நன்மைகளில் அதிகரிப்பினையும் உறுதி செய்ய முடிகிறது.

இவ் ஆய்விலிருந்து காப்புறுதி சேவைகளின் பயன்பாடு ஒப்பீட்டளவில் குறைவாக உள்ளது என வெளிப்படுகிறது. காப்புறுதி சேவைகளின் அடைவு அதிகரித்தல் முக்கியமானது. குறிப்பாக குறைந்த வருமானத்தை உடைய வீட்டுத்துறையினர் திடீரென ஏற்படும் நோயினால் அல்லது மரணத்தினால் வறுமைக்குத் தள்ளப்படுகின்றனர். இருந்தபோதும் நுண்காப்புறுதியின் அபிவிருத்திக்கும், விரிவாக்கத்திற்கும் முன்னர், பொதுமக்கள் மத்தியில் காப்புறுதி சேவையினை அதிகளவில் ஏற்றுக்கொள்ளும் தன்மை வேண்டப்படுகிறது.

1. Background, Methodology and Sample Profile

1.1 Background

Access to financial services has long been accepted as an important means of improving income generating opportunities and overall living conditions among households. A wide range of financial institutions (FIs) have been involved in providing various financial services to households in Sri Lanka over many decades. However, it was only in the last quarter of the 20th century that consideration was given to the need for lower income groups to have access to financial services. During this period, an increasing number of new institutions entered the financial sector as providers of microfinance, while some existing institutions re-positioned themselves to offer services to the active poor thus complementing the service offering of the formal financial sector which had hitherto focused on the higher income groups. Although the microfinance movement in Sri Lanka dates as far back as 1906 with the establishment of the Thrift and Credit Cooperative Societies (TCCSs), the movement was really activated by the revival of the cooperative movement (SANASA) and the establishment of new types of institutions (NGOs, government programs, specialised banks) a couple of decades ago. Specialised microfinance providers in Sri Lanka today include the co-operatives, Non-Governmental Organisations (NGOs), Community-Based Organisations (CBOs) and the Government's Samurdhi Savings and Credit Programme. Sri Lanka has at present one of the most diversified microfinance sectors in the region. A study of the supply of microfinance which was commissioned by GTZ ProMiS and which is due to be published in early 2008 indicates around 9,000 access points throughout the country whilst the World Bank's CGAP, in a study conducted in 2006, indicates 14,000 access points¹.

Despite the large number of FIs in Sri Lanka, the popular perception is that a large number of poor households have low access to financial services, particularly in rural and estate areas. The truth is hard to establish as research on access to financial services in Sri Lanka is very limited. Only a few studies have been carried out which cover the entire financial sector. CGAP¹ assessed the effectiveness and accountability of aid in building financial systems for the poor, pointing out that despite the fact that Sri Lanka has a diversified mi-

crofinance sector with over 14,000 access points there are numerous challenges in developing an inclusive financial system in the country. The link between microfinance and poverty reduction is also explored in a study by Tilakaratna et al. (2005), in a household-level analysis of microfinance. The study shows that even though microfinance institutions have reached the poor, the ultimate users of microfinance services are mainly households in the middle quintiles. The study also finds that informal providers of finance continue to have widespread operations in Sri Lanka. The extent of availability of services in Sri Lanka from a supply-side perspective has been explored by Durrant et al. (2004) for the North and East and Gant et al. (2002) island-wide. Both studies report a broad coverage, with high levels of microfinance supply in all regions except the North and East.

In light of the limited research available on the question of access to financial services in Sri Lanka, the Promotion of Microfinance Sector (ProMiS) Programme, implemented by the Ministry of Finance in collaboration with the German Technical Cooperation (GTZ) on behalf of the German government, commissioned two nation-wide studies, (1) a household level (demand-side) study and (2) an institutional level (supply-side) study², to obtain a comprehensive picture on the outreach of financial services in Sri Lanka. The objective of the household level (demand-side) study is to analyse the extent to which households have utilised financial services, specifically loans, savings and insurance and explore any disparities across sectors, geographical regions and income groups. In addition, the study explores the volume of loans and savings at household level, expectations from, and preferences among, financial institutions, barriers to access and the extent to which households use informal sources of finance. The study does not focus on microfinance exclusively, but a fairly accurate picture of the microfinance sector can be drawn using the information provided. The advantage of this approach is that microfinance is thus integrated into the overall financial sector.

The study was conducted by the Institute of Policy Studies of Sri Lanka (IPS).

1 CGAP (2006) Country-Level Effectiveness and Accountability Review.

2 To be published in early 2008.

1.2 Methodology

The study is based on a survey conducted in 2,945 households covering all districts of the country except Kilinochchi, Mannar and Mullaittivu which could not be covered due to security reasons. Data collection took place during the period October 2006 to February 2007. The sample selection uses a stratified sampling approach, i.e., each district is stratified into rural, urban and estate sectors based on the sectoral distribution of population. The number of households selected from each district is proportionate to the district population with a minimum sample of 30 households selected from each district.

The 'Census Blocks' identified by the Department of Census and Statistics (DCS) for the Census of Population and Housing of 2001 are the Primary Sampling Units (PSU) of this survey. These Blocks are specific geographical areas demarcated by the DCS to facilitate its surveys. Accordingly, each Grama Niladhari (GN) division is divided into several Census Blocks, each covering around 60-80 households. The survey uses a sample of about 10 households from each selected Census Block. In the districts of Jaffna and Vavuniya, for which Census Blocks are not available, GN divisions are the sampling unit and households are randomly selected from these GN divisions.

Census Blocks (instead of GN divisions) are used as the PSU in this survey mainly due to three reasons. First, the Census Blocks are located explicitly either in a rural, urban or estate sector, whereas some GN divisions

comprise more than one sector. As such, GN divisions are not appropriate for sectoral level analysis. Second, GN divisions generally cover large geographical areas consisting of a large number of households, making it difficult to select a small representative sample. Third, it is a common practice adopted by the DCS as well as the Central Bank of Sri Lanka to use Census Blocks for their household surveys.

Sample selection comprises two stages: (1) In the first stage, Census Blocks from rural, urban and estate sectors are selected randomly from each district based on the sectoral share of population with a minimum of 2 Blocks from the relevant sector in each district. (2) In the second stage, a random sample of about 10 households is chosen from each selected Census Block.

For example, the district of Colombo accounts for approximately 12% of the total population (of which 55% live in the urban sector and 45% in the rural sector). In the first stage, a sample of 357 households from Colombo is selected, accounting for 12% of the total sample, with 196 households from the urban sector and 162 households from the rural sector, based on the sectoral proportions. Accordingly, 20 and 16 Census Blocks are selected randomly from the urban and rural sectors within the Colombo District. Using the respective household name lists of DCS, around 10 households are selected randomly from each selected Census Block, forming a total sample of 357 households from the Colombo District.

1.3 Nature and Distribution of the Household Sample

The total sample for the survey comprises:

- 2,945 households
- 12,918 individuals

Sectoral, provincial and district level distribution of households in the sample are shown in Tables 1.1, 1.2 and 1.3 respectively.

Table 1.1 - Distribution of Households by Sector

Sector	HHs	%
Rural	2,302	78.2
Urban	513	17.4
Estate	130	4.4
Total	2,945	100.0

Table 1.2 - Distribution of Households by Province

Province	HHs	%
Western	858	29.1
Central	389	13.2
Southern	365	12.4
North Western	347	11.8
North Central	176	6.0
Uva	187	6.4
Sabaragamuwa	286	9.7
Northern	110	3.7
Eastern	227	7.7
Total	2,945	100.0

Table 1.3 - Distribution of Households by District

District	HHs	%
Colombo	357	12.1
Gampaha	331	11.2
Kalutara	170	5.8
Kandy	206	7.0
Matale	71	2.4
Nuwara Eliya	112	3.8
Galle	159	5.4
Matara	122	4.1
Hambantota	84	2.9
Jaffna	80	2.7
Vavuniya	30	1.0
Batticaloa	78	2.7
Ampara	93	3.2
Trincomalee	56	1.9
Kurunegala	233	7.9
Puttalam	114	3.9
Anuradhapura	118	4.0
Polonnaruwa	58	2.0
Badulla	126	4.3
Moneragala	61	2.1
Ratnapura	161	5.5
Kegalle	125	4.2
Total	2,945	100.0

It is important to note that the proportion for the Northern Province is under-represented here as 3 of its 5 districts, namely, Kilinochchi, Mannar and Mullaitivu, are not included in the sample. In this study, data for the Northern Province represents only the districts of Jaffna and Vavuniya.

2. Outreach of Financial Services

This section analyses the extent of outreach of financial services in Sri Lanka and examines disparities across sectors, regions and income groups in terms of utilisation of financial services by households. In addition, it looks at borrowers and savers by gender in order to ascertain whether there are any gender disparities in access to financial services.

It is important to understand that in this context “financial services” refer to credit and/or savings facilities

from formal or semi-formal financial institutions including private and state owned commercial banks, development banks, finance and leasing companies, co-operatives, NGOs, CBOs and programmes such as the Samurdhi Savings and Credit Programme (implemented through Samurdhi Banks). Credit facilities refer to all loans in the formal sense of the word and take into account pawning and leasing but exclude hire purchase and credit card transactions.

2.1 Outreach by Sector, Province, District and Income Group

Outreach of financial services is analysed in terms of utilisation of credit and/or savings facilities by households. This analysis excludes insurance which has been

considered separately later in this report. However, including insurance would have only a marginal impact on the overall picture.

Table 2.1a – Outreach of Financial Services: Sector

Sector	Utilisation of Financial Services								
	Loans and/or Savings		Loans		Savings		No loans or savings		Total no. of HHs
	HHs	%	HHs	%	HHs	%	HHs	%	
Rural	1,898	82.5	1,140	49.5	1,708	74.2	404	17.5	2,302
Urban	434	84.6	206	40.2	401	78.2	79	15.4	513
Estate	97	74.6	39	30.0	89	68.5	33	25.4	130
Total	2,429	82.5	1,385	47.0	2,198	74.6	516	17.5	2,945

Percentages are calculated out of the total sample population of the respective sector.

82.5% of households in the country have utilised financial services from Financial Institutions (FIs), indicating a considerably high outreach of financial services at the national level. In comparing savings and credit, it is seen that nearly 75% of households have saved as compared to only 47% that have borrowed from FIs. However, considerable disparities are observed across sectors and regions as shown in Tables 2.1a- 2.1c.

Lowest outreach is in the estate sector compared to the urban and rural sectors. Approximately 75% of households have utilised financial services in this sector compared to around 82-85% in the other two sectors. This is particularly noticeable with regard to the utilisation of credit which is considerably lower in the estate sector. Further, it is noteworthy that 25% of households in the estate sector have neither loans nor savings.

No substantial difference exists between urban and rural sectors with regard to overall outreach of financial services from FIs. However, with regard to credit, the difference is relatively high. Households that have taken loans in the urban sector are about 40% compared to about 50% in the rural sector. It is noted that hire purchase and credit card transactions have not been included in this study and might be a factor accounting for the apparently lower utilisation of credit in the urban sector compared to the rural sector.

Disparities in outreach are very apparent across districts. For example, the percentage of households utilising financial services varies from 60.7% in Trincomalee to over 95% in the Matara and Matale Districts and 98% in the Polonnaruwa District. Nevertheless, in a majority of districts, over 75% of households report utilising financial services from FIs.

¹ Expenditure quintiles are based on the per capita expenditure of households.

Trincomalee records the lowest utilisation of credit while Vavuniya is the lowest for savings. In the Trincomalee District around 18% of households have obtained loans from FIs, which is less than half the percentages of the other two districts in the Eastern Province (i.e., Ampara and Batticaloa) and the national average. In Vavuniya, only one-third of households have saved with FIs compared to around 79% in Jaffna and 75% at the national level. (Information on the utilisation of financial services at the provincial level is available in Annex 2).

In looking at the extent of outreach of financial services to different income groups, (i.e., the extent to which the households of different income strata have utilised financial services), expenditure quintiles¹ are used as a proxy for income groups, as expenditure data is considered to be more reliable than income data (income figures are

usually under-reported). In the analysis, the 1st quintile refers to the lowest income group (consisting of the poorest 20% of the households in the sample) while the 5th quintile refers to the highest income group (richest 20% of the households).

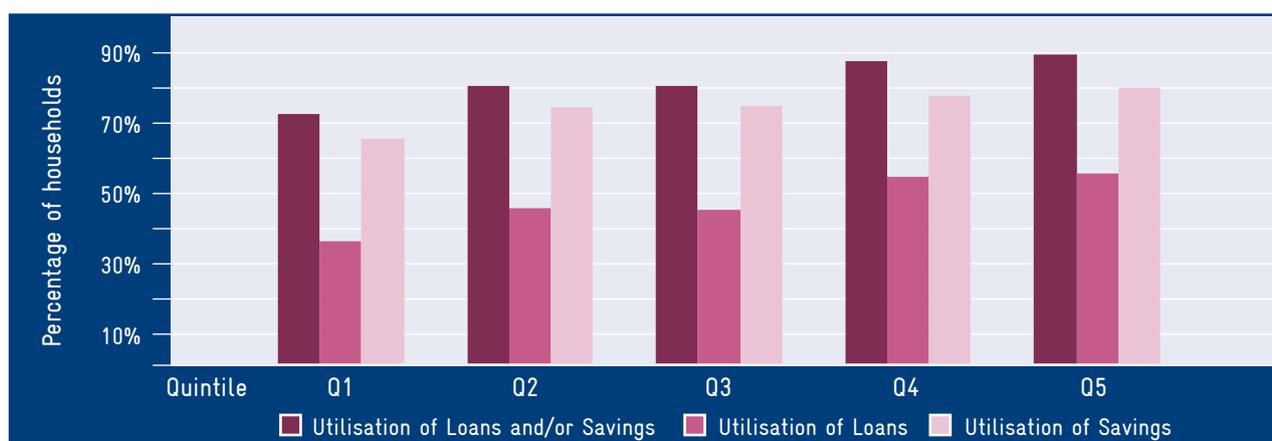
In all the income groups, over 70% of households have utilised financial services. As expected, outreach is greater among higher income groups compared to lower income groups. For example, in the 5th quintile, nearly 90% of households have utilised financial services compared to about 73% in the 1st quintile. Similar trends can be observed with regard to credit and savings facilities separately. The difference is more visible in the case of credit where almost 20% more households in the 5th quintile have obtained loans compared to the 1st quintile (see Figure 2.1).

Table 2.1b – Outreach Of Financial Services: District

District	Utilisation of Financial Services								
	Loans and/or Savings		Loans		Savings		No loans or savings		Total no. of HHs
	HHs	%	HHs	%	HHs	%	HHs	%	
Colombo	308	86.3	133	37.3	291	81.5	49	13.7	357
Gampaha	268	81.0	143	43.2	229	69.2	63	19.0	331
Kalutara	144	84.7	47	27.6	142	83.5	26	15.3	170
Kandy	180	87.4	130	63.1	169	82.0	26	12.6	206
Matale	68	95.8	52	73.2	65	91.5	3	4.2	71
Nuwara Eliya	84	75.0	39	34.8	75	67.0	28	25.0	112
Galle	108	67.9	74	46.5	89	56.0	51	32.1	159
Matara	119	97.5	81	66.4	118	96.7	3	2.5	122
Hambantota	68	81.0	54	64.3	59	70.2	16	19.0	84
Kurunegala	184	79.0	121	51.9	141	60.5	49	21.0	233
Puttalam	77	67.5	35	30.7	73	64.0	37	32.5	114
Anuradhapura	101	85.6	76	64.4	94	79.7	17	14.4	118
Polonnaruwa	57	98.3	44	75.9	57	98.3	1	1.7	58
Badulla	98	77.8	49	38.9	98	77.8	28	22.2	126
Moneragala	45	73.8	22	36.1	43	70.5	16	26.2	61
Ratnapura	147	91.3	92	57.1	134	83.2	14	8.7	161
Kegalle	107	85.6	40	32.0	105	84.0	18	14.4	125
Jaffna	73	91.3	40	50.0	63	78.8	7	8.8	80
Vavuniya	20	66.7	17	56.7	10	33.3	10	33.3	30
Ampara	80	86.0	51	54.8	67	72.0	13	14.0	93
Trincomalee	34	60.7	10	17.9	31	55.4	22	39.3	56
Batticaloa	59	75.6	35	44.9	45	57.7	19	24.4	78

Percentages are calculated out of the total sample population of the respective district.

Figure 2.1 – Outreach of Financial Services: Income Group



2.2 Number of Financial Institutions Accessed

The use of multiple institutions to obtain financial services indicates both the extent of outreach of financial

services and also the choices available to households in meeting their financial needs.

Table 2.2a – Number of Institutions Accessed: Sector

Sector	Number of Institutions Accessed								
	Loans and/or Savings (i)			Loans (ii)			Savings (iii)		
	1	2	More	1	2	More	1	2	More
Rural	48.2%	32.2%	19.6%	77.0%	18.6%	4.4%	57.6%	29.7%	12.7%
Urban	53.0%	27.2%	19.8%	85.0%	12.6%	2.4%	56.9%	26.9%	16.2%
Estate	66.0%	24.7%	9.3%	79.5%	17.9%	2.6%	69.7%	25.8%	4.5%
Total	49.8%	31.0%	19.2%	78.3%	17.7%	4.0%	57.9%	29.1%	13.0%

Percentages are calculated out of the total households in the respective sector (i) that have borrowed and/or saved, (ii) that have borrowed and (iii) that have saved.

Of those households that have utilised financial services from FIs, about 50% have accessed multiple institutions, with about 19% accessing more than two FIs. A higher percentage of households have accessed multiple institutions for savings compared to credit facilities. Overall, only about 22% of households have taken loans from multiple institutions compared to over 40% who have savings with multiple institutions.

Sectoral level disparities exist, with the estate sector having the lowest percentage of households accessing multiple institutions. While approximately 50% of ru-

ral and urban households have accessed multiple FIs, the comparable figure is only 34% in the estate sector. Moreover, nearly 20% of rural and urban households have accessed more than two FIs while the respective figure for the estate sector is less than 10%.

With regard to credit facilities, only 15% of households in the urban sector have approached multiple FIs whereas the figure is over 20% in both the rural and estate sectors. One reason for this is that particularly in the rural sector, a considerable proportion of households borrow from Samurdhi Banks, Co-operatives

and RDBs where loan amounts are relatively small and are often given using a progressive lending method². Therefore these households have to access many institutions to meet their credit needs. The types of institutions accessed and their average loan amounts are looked at in detail in Chapter 3.

The percentage of households accessing multiple FIs varies between 30-74% across provinces. In the Central and North Central Provinces nearly 75% of households have accessed multiple FIs, whilst this is around one-third of households in the Eastern and Uva Provinces (see Table 2.2b).

Table 2.2b – Number of Institutions Accessed: Province

Province	Number of Institutions Accessed								
	Loans and/or Savings (i)			Loans (ii)			Savings (iii)		
	1	2	More	1	2	More	1	2	More
Western	53.8%	27.5%	18.7%	82.1%	14.5%	3.4%	57.4%	27.0%	15.6%
Central	36.4%	38.3%	25.3%	67.0%	26.2%	6.8%	49.5%	36.6%	13.9%
Southern	49.8%	28.5%	21.7%	80.9%	14.8%	4.3%	56.8%	27.4%	15.8%
North Western	53.6%	32.2%	14.2%	86.5%	9.7%	3.8%	61.2%	27.6%	11.2%
North Central	26.0%	36.7%	37.3%	64.2%	28.3%	7.5%	39.7%	39.7%	20.6%
Uva	66.4%	26.6%	7.0%	84.5%	14.1%	1.4%	70.9%	27.7%	1.4%
Sabaragamuwa	39.8%	37.4%	22.8%	73.3%	23.6%	3.1%	52.3%	34.7%	13.0%
Northern	58.0%	32.3%	9.7%	91.2%	8.8%	0.0%	80.8%	11.0%	8.2%
Eastern	70.5%	23.1%	6.4%	85.3%	14.7%	0.0%	80.4%	17.5%	2.1%

Percentages are calculated out of the total number of households in the respective province (i) that have borrowed and/or saved, (ii) that have borrowed and (iii) that have saved.

Table 2.2c – Number of Institutions Accessed: Income Group

Quintile	Number of Institutions Accessed								
	Loans and/or Savings (i)			Loans (ii)			Savings (iii)		
	1	2	More	1	2	More	1	2	More
1	59.2%	30.3%	10.5%	86.1%	11.0%	2.9%	65.1%	28.6%	6.3%
2	51.6%	31.0%	17.4%	79.0%	19.9%	1.1%	60.1%	28.9%	10.9%
3	52.1%	29.6%	18.3%	79.9%	16.7%	3.4%	59.8%	26.4%	13.8%
4	46.5%	31.1%	22.4%	78.4%	18.1%	3.4%	55.0%	30.1%	14.8%
5	41.4%	32.9%	25.7%	71.1%	20.6%	8.3%	51.3%	31.0%	17.7%

Percentages are calculated out of the total households in the respective income group (i) that have borrowed and/or saved, (ii) that have borrowed and (iii) that have saved. As mentioned previously expenditure quintiles have been used as a proxy for income groups.

Access to multiple FIs is greater among higher income households. Almost 60% of households in the 5th quintile have accessed multiple FIs compared to around 40% in the 1st quintile. The disparity across quintiles is particularly high when looking at the percentage of households that have accessed more than

2 FIs for credit and /or savings facilities (25.7% in the 5th quintile as against 10.5% in the 1st quintile). However, when comparing loans and savings, a greater number of households remain with one institution for their credit needs. This is apparent across all income groups. In the higher income groups it could be at-

² This is a method used by many microfinance institutions to achieve high loan repayment rates. According to this method, FIs begin by lending small loan amounts to their clients and gradually increase the loan size upon satisfactory repayments.

tributed to FIs rewarding their existing loan customers with various incentives such as preferential rates on additional loans, larger future loans and customised loan products. In the lower income groups it may be due to limited access to institutions such as large banks

which impose stringent conditions (such as collateral requirements, request for guarantors and minimum income levels) for obtaining a loan, thus restricting households to a few institutions which can meet their credit needs.

2.3 Outreach of Financial Services: Individual Borrowers/ Savers

Further analysis of the sample aims to determine whether households have multiple borrowers and savers. Furthermore, the gender of the borrowers/savers and any disparities across sectors/provinces are also factors which are considered. Within the household sample are 1,606 individual borrowers and 3,584 savers.

Provincial level data also shows a **relatively higher share of male borrowers for the majority of provinces** except the Southern and Northern Provinces where females account for a marginally higher share. Furthermore, in the Southern and North Western Provinces, there are a greater percentage of female savers compared to males.

Table 2.3a – Borrowers/ Savers per Household

Borrowers/ Savers per HH	% of HHs	
	Borrowers	Savers
1	85.2	65.2
2	13.8	17.5
3	0.9	9.5
4 & above	0.1	7.8

Approximately 15% of households have multiple borrowers while 35% have multiple savers. Moreover, nearly 8% of households have 4 or more savers, reflecting Sri Lanka's strong savings culture.

Disaggregating data by gender shows a **higher percentage of males among borrowers and savers**. This pattern is common for all three sectors, though in the estate sector as much as two-thirds of borrowers and savers are male – 12% to 15% higher than in the urban and rural sectors.

Table 2.3b – Borrowers and Savers by Gender

Sector/ Province	Borrowers		Savers	
	Male	Female	Male	Female
Rural	53.3%	46.7%	51.1%	48.9%
Urban	52.7%	47.3%	52.2%	47.8%
Estate	65.9%	34.1%	66.4%	33.6%
Western	52.1%	47.9%	51.5%	48.5%
Central	53.6%	46.4%	55.2%	44.8%
Southern	49.8%	50.2%	42.7%	57.3%
North Western	55.6%	44.4%	45.1%	54.9%
North Central	58.9%	41.1%	55.6%	44.4%
Uva	59.8%	40.2%	67.4%	32.6%
Sabaragamuwa	50.7%	49.3%	52.6%	47.4%
Northern	46.8%	53.2%	61.6%	38.4%
Eastern	59.8%	40.2%	54.5%	45.5%
Total	53.6%	46.4%	51.8%	48.2%

3. Financial Institutions Accessed

Sri Lanka's financial sector consists of a wide range of institutions including commercial banks (both state owned and private), development banks, finance and leasing companies, co-operatives, NGOs, CBOs and

Samurdhi Banks which are a part of the state run Samurdhi Programme. This section provides a detailed picture of the types of financial institutions accessed by households to fulfil their financial needs.

3.1 Financial Institutions Accessed by Sector, Province and Income Group

State banks play a leading role in providing financial services. Of the households that have utilised financial services from FIs, 72% have accessed state banks. 75% of households with savings have saved with state

banks. This is also evident across all three sectors (see Table 3.1b) where over 70% of those with savings have saved with the state banks.

Table 3.1a – Financial Institutions Accessed: Overall

Type of Institution	Loans and/or Savings (i)	Loans (ii)	Savings (iii)
State Banks*	72.0%	30.9%	75.3%
People's Bank	47.2%	21.0%	48.4%
Bank of Ceylon	34.5%	8.3%	36.3%
National Savings Bank	13.3%	2.6%	14.1%
SME Bank	0.2%	0.4%	0.0%
Domestic private banks	30.1%	9.7%	30.4%
Foreign banks	0.1%	0.1%	0.1%
Regional Development Banks (RDBs)	13.8%	13.4%	11.7%
Co-operative Rural Banks (CRBs)	6.9%	5.2%	6.1%
Samurdhi Banks	24.9%	26.1%	21.1%
Sanasa (both SDB & TCCSs)	9.4%	11.3%	7.9%
NGOs/CBOs/ Co-ops ¹ /other MFIs	8.9%	13.0%	4.7%
Finance and leasing companies	1.7%	2.6%	0.4%
Other	7.7%	11.4%	2.4%

Percentages in the three columns are calculated out of the total households (i) that have borrowed and/or saved, (ii) that have borrowed and (iii) that have saved. Percentages do not add to 100% vertically as some households have accessed multiple FIs.

* The breakdown of individual state banks is specified but it should be noted that the sum of these numbers will not equal the state bank sum as households could have accessed more than one state bank.

Among the state banks, People's Bank plays a dominant role with regard to both credit and savings. Domestic private banks are important with regard to savings but their importance as lenders is relatively low; less than 10% of borrowing households have obtained loans from these banks.

Samurdhi Banks also have high outreach and are particularly important for credit facilities. Around 25% of the households that have utilised FIs have been served by Samurdhi Banks. With regard to credit, even though state banks as a group have been accessed by a higher percentage of households, Samurdhi is still the single institution that has been accessed by the highest share of households (26%), followed by People's Bank (21%).

¹ These refer to Co-operatives such as Farmers Co-operatives \ Fishermen's Co-operatives etc. These are separate to the Co-operative Rural Banks which are the banking arm of the Multi Purpose Co-operative Societies.

Over 60% of households that have utilised financial services, have accessed institutions such as Samurdhi, RDBs, CRBs, Sanasa, NGOs and CBOs underlining

the important role played by MFIs in the financial sector in Sri Lanka. This is more visible in the case of credit.

Table 3.1b – Financial Institutions Accessed: Sector

Type of Institution	Loans and/or Savings (i)			Loans (ii)			Savings (iii)		
	Rural	Urban	Estate	Rural	Urban	Estate	Rural	Urban	Estate
State Banks	58.4%	76.7%	72.2%	30.0%	34.0%	41.0%	74.2%	80.3%	74.2%
People's Bank	47.3%	49.1%	37.1%	20.4%	21.8%	33.3%	48.3%	51.4%	36.0%
Bank of Ceylon	33.8%	35.5%	44.3%	8.2%	8.7%	7.7%	35.4%	37.4%	47.2%
National Savings Bank	11.9%	21.4%	4.1%	2.3%	4.9%	0.0%	12.6%	22.4%	4.5%
SME Bank	0.3%	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%	0.0%	0.0%
Domestic private banks	21.8%	47.2%	24.7%	8.9%	15.5%	2.6%	26.5%	47.9%	27.0%
Foreign banks	0.10%	0.2%	0.0%	0.1%	0.5%	0.0%	0.1%	0.2%	0.0%
Regional Development Banks	12.5%	5.8%	22.7%	14.0%	6.8%	28.2%	12.6%	5.5%	21.3%
Co-operative Rural Banks (CRBs)	6.8%	2.5%	1.0%	5.6%	3.9%	0.0%	7.3%	2.2%	1.1%
Samurdhi Banks	24.0%	8.3%	15.5%	29.3%	10.7%	15.4%	24.9%	6.5%	13.5%
Sanasa (both SDB & TCCSs)	7.9%	10.4%	1.0%	11.1%	15.0%	0.0%	8.4%	7.2%	1.1%
NGOs/CBOs/Co-ops/other MFIs	7.5%	8.1%	8.2%	13.0%	14.6%	5.1%	4.6%	5.0%	9.0%
Finance and leasing companies	1.3%	2.3%	1.0%	2.4%	3.9%	2.6%	0.2%	1.0%	0.0%
Other	6.6%	5.3%	12.4%	11.2%	9.2%	28.2%	2.3%	1.7%	5.6%

Percentages in each sector are calculated out of the total households: (i) that have borrowed and/or saved (ii) that have borrowed and (iii) that have saved. Percentages do not add to 100% vertically as some households have accessed multiple FIs.

Domestic private banks are more important among urban households while Samurdhi Banks are more important among rural households. While domestic private banks have a strong presence in all three sectors with regard to savings, these banks have been accessed to a much higher level by urban households. Nearly 48% of those with savings in the urban sector have saved in these banks, compared to around 27% in the

rural and estate sectors. On the other hand, Samurdhi Banks are accessed to a higher level by rural households - almost equally for savings and credit. They are also an important source of credit among estate households, though less important compared to state banks and RDBs. The relative importance of RDBs in the estate sector could be due to the low coverage of this sector by other institutions.

Table 3.1c – Financial Institutions Accessed: Province²

Type of Institution	Financial Institutions Accessed: Province ²								
	Western	Central	Southern	North Western	North Central	Uva	Sabara-gamuwa	Northern	Eastern
State Banks	72.2%	82.8%	50.2%	66.7%	84.8%	93.0%	63.0%	73.1%	78.6%
People's Bank	41.8%	61.4%	31.5%	42.9%	52.5%	50.3%	44.9%	49.5%	70.5%
Bank of Ceylon	36.1%	40.1%	20.3%	29.9%	49.4%	67.1%	22.4%	36.6%	24.3%
National Savings Bank	19.9%	12.0%	10.8%	11.1%	11.4%	0.7%	11.8%	18.3%	6.9%
SME Bank	0.3%	0.0%	0.0%	0.8%	1.3%	0.0%	0.0%	0.0%	0.0%
Domestic private banks	38.6%	34.3%	21.4%	16.5%	26.6%	14.0%	20.5%	54.8%	39.3%
Foreign banks	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional Development Banks	8.9%	21.4%	19.7%	23.4%	13.9%	7.7%	17.7%	0.0%	1.7%
Co-operative Rural Banks (CRBs)	5.6%	3.6%	21.7%	4.2%	5.7%	1.4%	11.4%	0.0%	0.6%
Samurdhi Banks	14.0%	22.0%	29.5%	31.8%	33.5%	28.0%	48.4%	11.8%	19.1%
Sanasa (both SDB & TCCs)	12.9%	3.6%	12.2%	13.8%	9.5%	4.2%	8.3%	6.5%	1.7%
NGOs, CBOs, Co-ops/other MFIs	5.8%	7.5%	12.5%	5.0%	16.5%	9.1%	7.5%	17.2%	14.5%
Finance and leasing companies	1.8%	3.3%	2.7%	0.0%	0.0%	1.4%	1.2%	0.0%	1.7%
Other	6.0%	13.0%	5.1%	6.5%	15.8%	2.1%	8.7%	5.4%	7.5%

Percentages are calculated out of the number of households in the province that have saved and/or borrowed.

State banks dominate even at the provincial level but there are some regional variations. In the Uva Province, 93% of those who have utilised financial services have accessed state banks compared to only 50% in the Southern Province where various microfinance providers such as RDBs, CRBs, Samurdhi, Sanasa, NGOs and CBOs, have jointly played a bigger role (see Table 3.1c).

Relative importance of domestic private banks is much higher in the Northern Province (followed by the Eastern Province) compared to other regions. Hatton National Bank, Seylan Bank and the Commercial Bank of Sri Lanka are the key private players (see Annex 4). Limited outreach of many other institutions such as CRBs, RDBs, Sanasa and finance companies in these

two provinces can partly explain this situation. Moreover, outreach of Samurdhi is also relatively low in both the Northern and Eastern Provinces.

In the Sabaragamuwa Province, Samurdhi Banks have been accessed by almost half the households that have utilised financial services. Compared to other provinces, the relative importance of Samurdhi is notably higher in this province, both in terms of credit and savings.³

The type of institution accessed for financial needs, also varies across income groups. Table 3.1d below shows the institutions accessed by households of different income groups⁴ for their credit and savings needs separately.

² See Annex 3 for a break up of loans and savings.

³ For details on the types of institutions accessed by households for credit and savings needs separately by province, refer to Annex 3.

⁴ As mentioned previously expenditure quintiles are used a proxy for income groups.

Table 3.1d – Financial Institutions Accessed for Loans and Savings: Income Group

Type of Institution	Loans (i)					Savings (ii)				
	1st quintile	2nd quintile	3rd quintile	4th quintile	5th quintile	1st quintile	2nd quintile	3rd quintile	4th quintile	5th quintile
State Banks	23.0%	25.5%	30.3%	31.3%	40.6%	69.3%	71.1%	72.9%	79.5%	82.3%
People's Bank	16.7%	17.2%	22.0%	21.3%	25.8%	46.1%	44.2%	49.7%	53.3%	48.1%
Bank of Ceylon	5.7%	6.4%	6.8%	8.4%	12.6%	32.8%	35.1%	36.6%	34.7%	41.4%
National Savings Bank	0.0%	2.2%	1.9%	2.2%	5.5%	7.3%	9.6%	11.7%	17.9%	22.4%
SME Bank	0.5%	1.1%	0.4%	0.3%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%
Domestic private banks	2.9%	3.7%	6.4%	11.9%	19.7%	15.9%	23.0%	29.6%	35.8%	44.5%
Foreign banks	0.5%	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%	0.0%	0.4%
Regional Development Banks	14.8%	13.1%	15.5%	12.8%	11.4%	11.7%	12.3%	14.4%	10.0%	10.1%
Co-operative Rural Banks (CRBs)	1.0%	4.5%	6.4%	6.3%	6.5%	5.2%	9.3%	6.5%	5.2%	4.4%
Samurdhi Banks	54.5%	37.8%	25.4%	19.1%	5.8%	38.5%	31.2%	22.8%	13.1%	3.6%
Sanasa (both SDB & TCCSs)	5.7%	11.6%	12.1%	12.5%	12.9%	6.8%	8.4%	7.2%	8.7%	8.0%
NGOs/CBOs/Co-ops/ other MFIs	9.1%	13.9%	13.6%	15.3%	12.0%	3.6%	5.2%	5.0%	6.3%	4.0%
Finance and leasing companies	0.0%	1.1%	1.1%	2.2%	7.1%	0.0%	0.0%	0.0%	0.7%	1.1%
Other	5.7%	9.0%	11.4%	13.4%	15.1%	1.8%	2.7%	2.7%	2.4%	2.1%

Percentages are calculated out of the number of households in the respective quintile that have: (i) borrowed or (ii) saved. Percentages do not add to 100% vertically as some households have accessed multiple FIs.

State banks are utilised by households in all income groups but are more important in higher income groups. As can be seen from Table 3.1d, the state banks are the most utilised by all income groups when it comes to savings. Nevertheless, for credit, state banks are more important among the richer quintiles. Domestic private banks also have been accessed to a greater extent by households in higher income groups and this is common for both credit and loans.

Credit for the poorest groups is dominated by Samurdhi. Over half of the households that have borrowed in the lowest quintile have accessed Samurdhi for their credit needs. Further, it is interesting to note that these banks have also been accessed by households in richer groups (4th and 5th quintiles) for their credit needs suggesting the need to improve targeting of these institutions/programs. Samurdhi Banks are also important for savings among low income groups. About one-third of households with savings in the first two quintiles have saved in Samurdhi Banks.

3.2 Share of Loans and Savings by Financial Institutions

This section examines the importance of each of the institutions accessed by households.

Table 3.2 – Share of Loans and Savings

Type of Institution	Loans		Savings		Average size	
	Value (%)	Number of loans (%)	Value (%)	Number of deposits (%)	Loan (Rs.)	Deposit (Rs.)
State Banks	34.1	26.7	55.1	52.4	107,332	22,774
People's Bank	20.9	17.9	24.6	28.9	97,931	18,502
Bank of Ceylon	8.8	6.7	15.6	14.3	110,207	23,731
National Savings Bank	4.4	1.7	14.8	9.2	209,343	34,682
SME Bank	0.0	0.3	0.0	0.0	10,000	3,600
Domestic private banks	26.6	9.0	29.2	16.2	248,373	39,151
Foreign banks	2.1	0.1	1.0	0.1	1,760,000	262,500
Regional Development Banks	6.6	10.2	3.0	7.6	54,129	8,624
Co-operative Rural Banks (CRBs)	2.2	4.2	1.3	4.0	43,470	7,253
Samurdhi Banks	3.7	19.1	1.7	11.1	16,385	3,375
Sanasa (both SDB & TCCSs)	5.6	9.1	3.0	4.6	51,249	13,852
NGOs/ CBOs/Co-ops/ other MFIs	2.8	10.1	1.0	2.4	23,195	8,679
Finance and leasing companies	7.5	1.7	3.2	0.1	361,214	485,929
Other	8.8	9.6	1.5	1.4	77,315	22,430
	100.0	100.0	100.0	100.0		

Average loan size in a household is calculated as (average total value of loans per household)/(average total number of loans per household).

Average deposit size in a household is calculated as (average total value of deposits per household)/(average total number of deposits per household).

State banks account for 34% of the total value of borrowings and 55% of the value of savings of households. People's Bank, in particular, plays an important role with regard to both loans and savings. However, compared to Table 3.1a which shows a high access of People's Bank in regard to savings (over 48% of households), its share of value is not proportionate, reflecting smaller average deposit size (Rs. 18,502).

Domestic private banks account for over one-fourth of the total value of borrowings and savings of households. However, in terms of the number of loans obtained, these banks account for less than 10% which is explained by the larger average loan sizes obtained from these banks (Rs. 248,373).

Importance of Samurdhi Banks, though high in terms of the number of loans, is much lower in terms of value. Samurdhi Banks account for about 19% of the total number of loans taken from FIs. Nevertheless, in terms of the total value of loans, their share is only 3.7% indicating relatively small sized loans. In terms of savings, the share of Samurdhi Banks in the total value of savings is only 1.7% despite 11% of the total number of deposits being with these banks. This is also a reflection of the notably small size of an average deposit (Rs. 3,375).

NGOs, CBOs, Co-ops and other MFIs account for 10.1% of the total number of loans but only 2.4% of deposits. This could be attributed to the fact that many of the institutions in this category are not legally permitted to mobilise savings from their members.

3.3 Financial Institutions Accessed by Gender

The analysis of outreach by institutional type was extended to the gender factor to determine whether there is any

variation in the type of institution accessed by individuals according to the gender of the borrower/saver.

Table 3.3 – Type of Institution Accessed by Gender

Institution	Borrowers			Savers		
	Overall (i)	Male	Female	Overall (ii)	Male	Female
State Banks	29.3%	63.5%	36.5%	55.7%	54.2%	45.8%
People's Bank	20.0%	62.4%	37.6%	30.7%	55.5%	44.5%
Bank of Ceylon	7.7%	67.5%	32.5%	15.6%	55.9%	44.1%
National Savings Bank	2.3%	61.1%	38.9%	9.4%	47.0%	53.0%
SME Bank	0.3%	20.0%	80.0%	0.0%	0.0%	0.0%
Domestic private banks	9.0%	70.1%	29.9%	16.6%	59.6%	40.4%
Foreign private banks	0.1%	50.0%	50.0%	0.1%	66.7%	33.3%
Regional Development Banks	12.1%	62.9%	37.1%	7.9%	53.6%	46.4%
Co-operative Rural Banks (CRBs)	4.6%	56.2%	43.8%	5.1%	45.3%	54.7%
Samurdhi Banks	22.9%	33.3%	66.7%	12.6%	39.8%	60.2%
Sanasa (both SDB & TCCSs)	10.4%	41.6%	58.4%	5.2%	34.2%	65.8%
NGOs/ CBOs/ Co-ops/other MFIs	11.6%	35.1%	64.9%	2.4%	33.7%	66.3%
Finance and leasing companies	2.3%	66.7%	33.3%	0.2%	100.0%	0.0%
Other	10.3%	66.7%	33.3%	1.5%	44.2%	55.8%
Not specified	0.3%	40.0%	60.0%	0.1%	100.0%	0.0%

Overall figures are calculated as a percentage of the total number of (i) borrowers and (ii) savers.

Formal banks, including state and private banks, RDBs and finance and leasing companies are largely accessed by males. Around two-thirds of the borrowers of these banks are male (a notable exception is the SME Bank which, although small in overall terms, reports 80% female borrowers). Savers of these institutions are also largely male though the shares are somewhat lower than the comparable shares for borrowers in many cases.

Microfinance providers such as Samurdhi, Sanasa, NGOs and CBOs serve a predominantly female clientele. Females account for nearly two-thirds of the borrowers/savers of these institutions.

4. Borrowings and Savings of Households

In this chapter the average borrowings and savings of households are examined in order to get a more representative picture of borrowing and savings patterns. In this section “borrowings” refer to loans taken over the last three years. However, due to the difficulty of ob-

taining accurate information on savings volumes, “savings” here refer to the total savings of households (total outstanding savings balance) at the time of conducting the survey.

4.1 Borrowings and Savings by Sector, Province and Income Group

Table 4.1 – Average Household Borrowings and Savings: Sector and Province

Sector/ Province	Average Borrowings			Average Savings		
	Value (Rs.)	Loans per HH (Number)	Loan size (Rs.)	Value (Rs.)	Deposits per HH (Number)	Deposit size (Rs.)
Total	121,631	1.4	84,145	48,235	2.2	21,925
Rural	102,316	1.5	69,511	40,023	2.2	18,192
Urban	247,044	1.3	189,892	89,251	2.2	40,569
Estate	23,782	1.4	16,562	21,029	2.0	10,515
Western	226,396	1.4	161,783	74,663	2.2	33,938
Central	90,683	1.6	55,515	49,252	2.6	18,943
Southern	128,634	1.4	91,444	50,125	2.4	20,885
North Western	92,907	1.3	70,700	28,734	2.1	13,683
North Central	50,568	1.9	27,090	22,466	2.6	8,641
Uva	59,908	1.2	48,890	20,733	1.7	12,196
Sabaragamuwa	60,214	1.5	39,941	28,867	2.3	12,551
Northern	117,719	1.2	100,149	85,173	1.8	47,318
Eastern	93,057	1.2	79,057	17,200	1.7	10,118

Average borrowings and savings are calculated on only those households that have borrowed and saved respectively.

Loan size is calculated as (average total borrowings per HH)/(average number of loans per HH)

Deposit size is calculated as (average savings per HH)/(average number of deposits per HH)

Considerable disparities exist with regard to household borrowings across sectors and provinces, with much higher amounts in the urban sector and Western Province. The average borrowings of an urban household over the past three years are more than twice that of a rural household and more than 10 times that of an estate household. In addition, average household borrowings in the Western Province are 2-3 times higher than most provinces and more than four times that of the North Central Province.

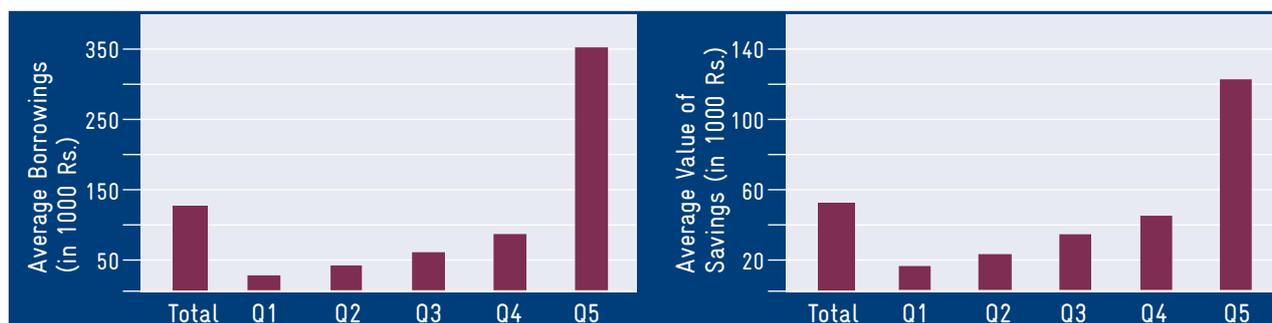
Average savings of an urban household are also notably higher than that of a rural or estate household, though disparities are relatively low compared to borrowings. Moreover, provincial level data shows that average household savings for the Western and Northern

Provinces are 4-5 times higher than that of the Eastern Province and about 3-4 times as high as that of the Uva, North Central, North Western and Sabaragamuwa Provinces.

Average borrowings and savings per household in the Northern Province are high; in fact, this is highest among the provinces for savings while it is the third highest for borrowings. However, it should be noted that these figures include data for Jaffna and Vavuniya Districts only and are clearly more representative of Jaffna. The figures for Jaffna are remarkably high compared to those for Vavuniya. This is particularly significant for household savings where the figure for Jaffna is nearly 10 times that for Vavuniya.¹

¹ For district-wise data, refer to Annex 5.

Figure 4.1 – Household Borrowings and Savings: Income Group



As expected there is an increasing trend in the average borrowings and savings per household when moving from poorer to richer groups. A household in the lowest income group (1st quintile) has borrowed Rs. 22,589 on average while the corresponding amount for

a household in the highest income group (5th quintile) is more than fifteen times higher. A somewhat similar pattern can be observed with regard to average savings per household, though the disparity is not as high.

4.2 Value of Household Borrowings and Savings

Table 4.2a – Value of Borrowings: Sector and Province

Sector	HH borrowings (Rs)				Total in %
	≤10,000	10,000–50,000	50,000–100,000	>100,000	
Total	19.8%	44.5%	16.6%	19.1%	100.0
Rural	19.8%	46.8%	16.0%	17.4%	100.0
Urban	15.0%	32.0%	20.9%	32.1%	100.0
Estate	43.6%	43.6%	12.8%	0.0%	100.0
Western	14.2%	37.8%	14.9%	33.1%	100.0
Central	19.0%	41.6%	22.7%	16.7%	100.0
Southern	16.3%	48.8%	16.3%	18.6%	100.0
North Western	24.4%	44.2%	17.3%	14.1%	100.0
North Central	25.0%	44.2%	19.2%	11.6%	100.0
Uva	21.1%	52.1%	16.9%	9.9%	100.0
Sabaragamuwa	37.9%	40.9%	14.4%	6.8%	100.0
Northern	14.0%	56.1%	7.1%	22.8%	100.0
Eastern	11.5%	58.3%	13.5%	16.7%	100.0

Borrowings refer to cumulative loans over 3 years.

Almost 20% of total household borrowings are less than Rs. 10,000, while almost two thirds are below Rs. 50,000. However, the picture varies across sectors and provinces. Households with borrowings less than Rs. 50,000 in total are almost 90% in the estate sector compared to less than 50% in the urban sector. The

rural sector is more representative of the national average. Another interesting observation is that there are no borrowings above Rs. 100,000 in the estate sector, while this is nearly one-third in the urban sector. At the provincial level, about one-third of households in the Western Province have borrowings over Rs.100,000

compared to less than 10% in the Uva and Sabaragamuwa Provinces. It is noteworthy that in the Sabaragamuwa Province nearly 40% of households have borrowings less than Rs. 10,000 and close to 80% have less than Rs. 50,000.

Not surprisingly, households in the higher income groups tend to borrow larger amounts. Almost half the households with borrowings in the 5th quintile have total borrowings in excess of Rs. 100,000 compared to only 1% in the 1st quintile. (See Figure 4.2a).

Figure 4.2a - Value of Borrowings (in Rs.) - Income Group



As can be seen from Table 4.2b, there are sectoral and provincial level variations in savings amount per household. 74.2% of households in the estate sector have savings below Rs. 10,000 while this is around 50% for

the urban and rural sectors. In general, the urban and rural sectors have somewhat similar savings patterns though the urban sector shows a much higher percentage of households with savings above Rs. 100,000.

Table 4.2b - Value of Savings: Sector and Province

Sector/ Province	HH Savings(Rs)				Total in %
	<=10000	10,000- 50,000	50,000-100,000	Above 100,000	
Total	52.8%	30.0%	8.2%	9.0%	100.0
Rural	52.0%	31.9%	8.1%	8.0%	100.0
Urban	51.1%	25.4%	9.5%	14.0%	100.0
Estate	74.2%	15.7%	4.5%	5.6%	100.0
Western	49.7%	28.2%	8.8%	13.3%	100.0
Central	49.5%	35.9%	9.4%	5.2%	100.0
Southern	48.9%	39.1%	6.4%	5.6%	100.0
North Western	56.1%	31.8%	7.5%	4.6%	100.0
North Central	57.0%	32.4%	6.0%	4.6%	100.0
Uva	70.9%	21.3%	7.8%	0.0%	100.0
Sabaragamuwa	52.3%	32.6%	8.4%	6.7%	100.0
Northern	28.8%	28.8%	20.5%	21.9%	100.0
Eastern	69.2%	21.0%	6.3%	3.5%	100.0

Provincial level figures show that in the Uva and Eastern Provinces, approximately 70% of households have savings below Rs, 10,000 and over 90% below Rs, 50,000. In the Uva Province, there are no households with savings over Rs. 100,000. In comparison, in the Northern Province around 22% of households have savings in excess of Rs. 100,000 – considerably higher compared to other provinces but probably overstated due to the relatively higher level of savings among households in Jaffna and the exclusion of 3 districts.

In the Jaffna District, about 25% of household savings are above Rs. 100,000 (see Annex 6 for more details). The value of savings per household increases with household income. Over 70% of households in the 1st quintile have total savings below Rs. 10,000 whereas the corresponding figure for the 5th quintile is 34.2%. In contrast, in the 5th quintile, nearly 34% of households have savings above Rs. 50,000 compared to less than 10% for households in the 1st quintile.

Figure 4.2b - Value of Savings (in Rs.) - Income Group



4.3 Borrowings and Savings Patterns by Gender

This section analyses the borrowings and savings of individuals to determine whether the amount of borrowings/savings varies by gender and whether further differences exist across sectors/provinces in relation to gender.

It is interesting to find that the average amount borrowed by a male is almost 2.5 times higher than that of a female borrower. Borrowings of males are higher

than that of females in all sectors and provinces; however, the extent of disparity varies. As can be seen from Table 4.3a, gender disparities in borrowings are highest in the urban sector and in the Western Province where the average amount borrowed by a male is 4.8 times higher than that of a female borrower. Gender differences in terms of borrowings are lowest in the North Central and Eastern Provinces.

Table 4.3a - Average Borrowings by Gender, Sector and Province

Sector/Province	Per borrower (Rs.)	Per male borrower (Rs.)	Per female borrower (Rs.)	Male/ Female borrowings
Total	104,894	145,439	59,074	2.5
Rural	88,031	120,591	51,798	2.3
Urban	214,730	312,704	105,384	3.0
Estate	21,080	25,983	11,600	2.2
Western	200,345	322,638	67,570	4.8
Central	71,832	92,255	48,702	1.9
Southern	112,960	142,936	84,185	1.7
North Western	83,296	102,753	61,763	1.7
North Central	40,101	44,615	33,621	1.3
Uva	51,872	66,837	29,652	2.3
Sabaragamuwa	52,384	73,526	31,680	2.3
Northern	108,226	144,483	76,364	1.9
Eastern	86,733	95,033	75,280	1.3

Average borrowings among males are higher than that of females in all income groups. However, the disparity is greater in the higher income groups. In the 4th and 5th

quintiles, the average amount borrowed by a male borrower is more than twice that of a female borrower, whilst this is 1.3 times in the 1st quintile (see Table 4.3b).

Table 4.3b - Average Borrowings by Gender and Income Group

Quintile	Per borrower (Rs.)	Per male borrower (Rs.)	Per female borrower (Rs.)	Male / Female borrowings
1	20,983	23,895	18,434	1.3
2	32,281	36,099	29,271	1.2
3	48,899	62,614	33,664	1.9
4	68,227	91,107	41,675	2.2
5	282,883	353,522	167,973	2.1

In addition, as shown in Table 4.3c below, the average amount saved by a male is about 1.3 times higher than that of a female. However, unlike in the case of borrowings, differences between male and female savings show a somewhat mixed picture across sectors and provinces. In both the urban and rural sectors, the amount of savings for males is higher than that for

females. In contrast, in the estate sector, the average amount of savings for a male is only half the amount for a female. Moreover, provincial level figures show that the amount of savings among females is higher than that of males in the North Western, North Central, Uva and Sabaragamuwa Provinces.

Table 4.3c – Average Savings by Gender, Sector and Province

Sector/Province	Per saver (Rs.)	Per male saver (Rs.)	Per female saver (Rs.)	Male / Female savings
Total	25,468	28,934	21,916	1.3
Rural	21,245	23,682	18,835	1.3
Urban	46,274	55,734	36,189	1.5
Estate	9,972	7,653	14,554	0.5
Western	41,938	48,847	34,790	1.4
Central	19,314	23,742	13,994	1.7
Southern	25,182	31,486	20,549	1.5
North Western	16,403	14,950	17,883	0.8
North Central	10,500	9,896	11,254	0.9
Uva	12,110	11,722	12,912	0.9
Sabaragamuwa	14,043	12,918	15,314	0.8
Northern	65,979	80,242	45,466	1.8
Eastern	11,919	14,333	9,024	1.6

Table 4.3d shows gender disaggregated data on savings for different income groups. An interesting observation here is that in the lower income groups (1st and

2nd quintiles), females save more than males while in higher income groups (4th and 5th quintiles) males tend to have higher savings.

Table 4.3d – Average Savings by Gender and Income Group

Quintile	Per saver (Rs)	Per male saver (Rs)	Per female saver (Rs)	Male / Female savings
1	8,115	7,646	8,621	0.9
2	10,919	8,512	13,276	0.6
3	17,350	17,645	17,166	1.0
4	21,598	22,870	20,318	1.1
5	62,224	76,134	47,145	1.6

4.4 Purpose of Borrowing

Construction/housing is the main purpose of borrowing by households, both in terms of the value and number of loans. These loans account for about 41% of the total value and about 29% of the number of loans taken by households. Construction/housing loans are equally important in all three sectors, i.e., urban, rural and estate.

Furthermore, nearly 30% of the total loan amounts have been taken for some form of livelihood or income generation activity such as a business enterprise or agriculture, livestock and fisheries. Nevertheless, it is interesting to note that loans for agriculture and related

activities, even though they account for about 19% of the total number of loans taken by households, are only about 6% in terms of value. This is explained by the relatively small size of loans taken for these activities (see Table 4.4a).

It is interesting to find that loans for consumption, emergencies and loan resettlement purposes account for less than 10% of borrowings in terms of value while almost 85% of the borrowings have been for income generation or investment purposes, i.e., housing and purchasing assets.

Table 4.4a – Purpose of Borrowing

Purpose	Number of loans (%)	Value of loans (%)	Average loan size (Rs.)
Agriculture, livestock & fisheries	18.8	5.8	25,995
Business/enterprise	16.7	22.6	113,973
Construction/housing	28.8	40.6	118,392
Assets/durables	8.0	16.4	173,163
Consumption	3.3	1.5	39,054
Emergencies *	16.7	6.3	31,768
Settlement of loans	4.1	1.6	32,416
Other **	3.6	5.2	120,049
	100.0	100.0	

* Includes medicinal, ceremonial and ritual and other emergency purposes.

** Includes any other category and also a very small number of loans where a purpose was not stated.

Considerable disparities can be observed across sectors with regard to purpose of borrowings (see Table 4.4b). In the estate sector, 46% of the loans taken (amounting to about one-third of the loan value) have been obtained for emergency purposes. A further 10% of loans have been taken for settling existing loans. However, borrowing for emergencies and repaying loans is much lower in the rural and urban sectors. As expected, in the estate sector, where most individuals in the household are employed on the plantations, business/

enterprise related loans are rare, accounting for only 1% of the loan value in the estate sector, while this is over 23.4% and 21.2% in the rural and urban sectors respectively.

Purpose of borrowing shows somewhat similar patterns between urban and rural sectors, both in terms of value and number of loans. The exception is agriculture related loans that are, not surprisingly, much lower in the urban sector.

Table 4.4b – Purpose of Borrowing: Sector

Purpose of Loans	Rural		Urban		Estate	
	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)
Agriculture, livestock & fisheries	21.0	7.7	7.1	1.5	10.7	11.4
Business/enterprise	16.3	23.4	22.0	21.2	1.8	1.0
Construction/housing	28.4	38.0	33.6	46.4	17.9	37.1
Assets/durables	7.9	17.5	10.1	14.2	0.0	0.0
Consumption	3.3	1.2	3.0	2.2	7.1	2.3
Emergencies*	15.7	6.3	16.8	6.0	46.4	32.7
Settlement of loans	4.1	2.0	2.6	0.5	10.7	3.0
Other **	3.4	3.9	4.9	8.0	5.4	12.5
	100.0	100.0	100.0	100.0	100.0	100.0

* Includes medicinal, ceremonial and ritual and other emergency purposes.

** Includes any other category and also a very small number of loans where a purpose was not stated.

The importance of agricultural and emergency loans is clearly higher among lower income groups while loans for purchasing assets/durables become more important as household income increases. Nevertheless, housing/construction loans are the most important in terms of

value among all the quintiles. This is to be expected as construction usually involves a larger value requirement. Further, borrowings for business/enterprise are high across the quintiles, though highest in the 5th quintile.

Table 4.4c – Purpose of Borrowing: Income Group

Purpose of Loans	1st Quintile		2nd Quintile		3rd Quintile		4th Quintile		5th Quintile	
	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)	Number of loans (%)	Value of loans (%)
Agriculture, livestock & fisheries	25.1	22.1	16.7	11.6	16.8	8.0	22.2	11.3	15.3	3.1
Business/enterprise	14.6	19.8	14.8	15.8	17.6	11.9	15.4	15.0	19.3	26.4
Construction/housing	22.5	27.8	28.7	42.0	30.9	42.6	27.9	45.0	31.4	39.7
Assets/durables	2.2	2.7	7.0	11.1	6.5	12.3	8.0	13.4	12.5	18.7
Consumption	5.2	3.0	4.2	1.1	3.0	1.1	2.9	1.7	2.5	1.5
Emergencies*	21.0	17.6	22.8	12.8	18.7	17.0	15.2	7.0	10.3	3.8
Settlement of loans	7.5	3.8	3.3	2.4	2.7	1.8	5.3	3.2	2.5	1.0
Other**	1.9	3.3	2.5	3.2	3.8	5.4	3.1	3.5	6.1	5.8
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

* Includes medicinal, ceremonial and ritual and other emergency purposes.

** Includes any other category and also a very small number of loans where a purpose was not stated.

4.5 Terms and Conditions on Loans and Savings.

This section looks briefly at the terms/conditions attached to credit and savings facilities obtained by households in this sample.

4.5.1 Collateral Requirements

As shown in Table 4.5a, the most common forms of collateral used in obtaining loans are personal and group guarantees that have been used respectively for about 30% and 26% of the total loans obtained. Furthermore, nearly 20% of loans have been obtained by using jewellery as collateral (pawning), while approxi-

mately 12% have been obtained using other assets such as land, buildings, vehicles and other durables. However, it should be noted that due to the social stigma associated with pawning (mainly collateral of jewellery), the figure given for jewellery could well be under reported.

Table 4.5a - Collateral Requirements for Loans: Income Group

Collateral Type	Of total loans	1st quintile	2nd quintile	3rd quintile	4th quintile	5th quintile
No collateral	6.05%	2.6%	4.5%	5.2%	8.8%	6.7%
Land	7.7%	1.5%	3.6%	4.3%	7.0%	16.7%
Building/property	1.8%	0.0%	0.3%	0.8%	2.7%	3.8%
Jewellery	18.6%	20.6%	22.6%	20.4%	19.7%	12.6%
Vehicle/other durables	1.6%	0.5%	1.8%	1.6%	1.1%	2.8%
Personal guarantee	29.9%	21.3%	25.1%	32.9%	31.8%	33.5%
Group guarantee	26.3%	47.9%	34.9%	26.6%	20.7%	14.2%
Savings	4.3%	3.7%	4.7%	4.1%	4.7%	4.0%
Other	1.7%	0.8%	1.7%	2.2%	1.7%	1.9%
No Response	2.1%	1.1%	0.8%	1.9%	1.8%	3.8%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

An interesting observation is that types of collateral vary across income groups. Group guarantees play an important role among the lower income groups; nearly one-half of the loans obtained by individuals in the lowest income group are based on group guarantee.

4.5.2 Interest Rates

An interesting observation in this study is that borrowers and savers have a poor knowledge of the applicable interest rates on their loans/savings accounts. In the case of about 42% of loans taken, and about 67% of savings/deposit accounts, the exact rates of interest were not known by the households. One reason for this, particularly with regard to loans, is that the details of all loans taken over the past three years are included in this study, and many households are not able to recall the interest rate details of past loans. For savings, the knowledge/awareness on interest rates is also poor, particularly with regard to compulsory savings.

Table 4.5b shows details of interest rates on loans and savings/deposits of households for which information is available.

Approximately 31% of the loans have been obtained at an annual interest rate of 10% or less. As current market

rates are much higher than 10%, it is likely that these are concessionary rates provided for various reasons (e.g., loans given to tsunami affected households). However, personal guarantees are used to a greater extent in higher income groups. Usage of jewellery as collateral is common to all, though more popular in lower income groups. Other assets such as land are used largely in the richer groups.

rates are much higher than 10%, it is likely that these are concessionary rates provided for various reasons (e.g., loans given to tsunami affected households).

Table 4.5b - Interest Rates: Loans and Savings

Rate of Interest (% P.A)	% of loans	% of savings accounts
<= 10	30.7	81.7
>10 <=15	27.4	13.6
>15 <=20	27.5	3.8
>20 <=30	11.8	0.8
> 30	2.6	0.1
	100.0	100.0

However, over 55% of loans have an annual interest rate between 10% and 20%. With regard to savings, over 80% of the accounts receive an annual interest of 10% or less.

4.5.3 Loan Processing, Frequency of Payments and Repayment Period

It is interesting to note that 17.5% of the loans have been obtained immediately/on request. However, about 45% of loans taken involve a processing period of over 2 weeks. This is a fairly lengthy period of time and as will be seen in the following sections, a long processing period is seen by many as a barrier to obtaining loans and is one of the reasons for households choosing to obtain credit from informal sources.

Table 4.5c - Loan Processing Period

Period	% of loans
On request / immediately	17.5
Within 1 day	5.9
Less than 3 days	4.7
Within one week	10.4
1-2 weeks	13.1
More than 2 weeks	45.4
No response	3.0
	100.0

Two-thirds of loans taken involve monthly payments.

Table 4.5d - Frequency of Payments

Frequency	% of loans
Weekly	3.1
Fortnightly	0.3
Monthly	66.7
Quarterly	2.5
Twice a Year	1.6
Once a Year	3.1
When Possible	0.7
Other	9.0
No response	12.8
	100.0

Table 4.5e - Loan Repayment Period

Loan repayment	% of loans
1 year or less	35.4
> 1 <= 2	18.1
> 2 <= 5	31.5
> 5	4.9
No response	10.1
	100.0

35% of loans taken have a repayment period of one year or less and 31.5% have a repayment period between 2 and 5 years.

5. Informal Credit

Despite the widespread use of credit and savings facilities from FIs (i.e., formal financial sector), informal sources also play an important role in meeting the credit needs of households. This section provides a detailed picture of the informal credit market, i.e., various sources of informal credit, the extent and purpose

for which informal credit is used by households and the reasons for accessing the informal financial sector. Informal credit here refers to credit obtained from non-institutional sources that include friends/relatives/neighbours, money lenders, traders, landlords, and Rotating Savings and Credit Associations (ROSCAS).

5.1 Utilisation of Informal Credit

Table 5.1a - Utilisation of Informal Credit by Sector and Province

Sector/Province	HHs using informal credit (%)	HHs using only informal credit (%)	HHs using both formal & informal credit (%)
Total	18.3	8.6	9.7
Rural	18.5	8.2	10.3
Urban	16.6	9.2	7.4
Estate	20.8	12.3	8.5
Western	14.1	8.2	5.9
Central	26.0	7.5	18.5
Southern	14.0	5.0	9.0
North Western	18.7	11.8	6.9
North Central	25.6	5.7	19.9
Uva	18.2	13.9	4.3
Sabaragamuwa	23.1	10.5	12.6
Northern	22.7	9.1	13.6
Eastern	13.7	8.0	5.7

Overall, 18.3% of households have utilised informal credit and nearly half of them (8.6% of households) have accessed only informal sources for their credit needs. These figures provide some indication of the extent of credit demand by households that has not been met by the formal financial sector.

Sectoral level disparities with regard to use of informal credit are not large. The estate sector has the highest percentage households that have utilised informal credit (20.8%) while the urban sector has the lowest

(16.6%). However, at provincial level, the number of households that have used informal credit varies from about 14% in the Eastern, Southern and Western Provinces to almost 26% in the Central and North Central Provinces. When looking at households that have used only informal sources, Uva Province has the highest figure. This further supports the finding in earlier sections that only 38% of households in Uva Province have accessed the formal financial sector for their credit needs - one of the lowest among the provinces.

Table 5.1b – Utilisation of Informal Credit: Income Group

Quintile	HHs using informal credit (%)	HHs using only informal credit (%)	HHs using both formal & informal credit(%)
1	17.8	10.8	7.0
2	21.7	11.0	10.7
3	18.3	9.2	9.1
4	18.5	5.9	12.6
5	15.1	5.8	9.3

Utilisation of informal credit is highest in the 2nd to 4th quintiles. However, it is interesting to note that the proportion of households that have accessed **only informal sources of credit** is higher among the lower quintiles. For example, in the 1st quintile 17.8% of households have utilised informal credit, of which over 60% have

used only informal sources, accounting for about 10.8% of households in this income group. In the higher quintiles, the percentage of households using only informal credit is about 6% (accounting for 30-40% of those using informal credit in the higher income groups).

5.2 Sources of Informal Credit

The principal sources of informal credit are: (a) non-commercial sources such as friends, relatives and neighbours and (b) commercial sources such as money lenders, traders/shopkeepers, landlords/employers. In addition, Rotating Savings and Credit Associa-

tions (ROSCAS), which are often known as ‘Seettu’ or ‘Cheettu’, are another source of informal finance. Table 5.2 shows the relative importance of each of these sources in terms of the value and number of loans taken.

Table 5.2a – Sources of Informal Credit

Source	Number of loans (%)	Value of loans (%)	Average loan size (Rs.)
Relatives/friends/neighbours	62.0	72.9	37,252
Money Lender	26.4	20.5	24,649
Trader/shopkeeper	3.0	1.5	15,563
Landlord/employer	5.3	3.2	19,064
ROSCAS	2.2	1.6	22,752
Other	1.1	0.3	8,429
	100.0	100.0	31,673

Non-commercial sources such as friends, relatives and neighbours play a dominant role in the informal credit market, accounting for about 73% of the total value, and 62% of the number, of loans obtained from informal sources. Money lenders are the **second most important source**, accounting for 20.5% of the value and about

26% of the number of loans. An interesting finding is that the average size of a loan obtained from the money lender is about Rs. 25,000 and is smaller than an average loan from friends/relatives/neighbours (around Rs. 37,000). The importance of other sources such as traders, landlords/employers and ROSCAS is relatively low.

Non-commercial sources dominate in the higher income groups. In the 3rd to 5th quintiles, around 70% of the value, and over 60% of the number, of loans are from non-commercial sources (see Table 5.2b). In the 5th quintile, as much as 84% of informal credit in terms of value is from these sources. Nevertheless, among the lower income groups, commercial sources (i.e., money lenders, traders, and employer/landlords) are more important, particularly in terms of value of loans. In the 1st quintile, these commercial sources jointly account for nearly 60% of the value of informal credit. However, in terms of the number of loans, non-commercial sources such as friends and relatives still account for almost 60% in the 1st quintile. Relatively smaller size of loans obtained from these sources (c. Rs. 6,500) may be a reason for poorer households to rely on commercial sources.

The money lender is the most important of the commercial sources in all income groups. Around 20%-30% of the numbers of informal loans in all the quintiles are obtained from money lenders. However, borrowing from money lenders is notably higher in the 2nd quintile, accounting for approximately 46% of value and 32% of the number of loans.

It is observed that the average loan size from friends/relatives/neighbours as well as from money lenders is much larger in higher quintiles compared to lower quintiles. Average loan size from friends/relatives/neighbours is about Rs. 6,500 in the 1st quintile while it is over Rs. 100,000 in the 5th quintile. Similarly, the average size of a loan obtained from a money lender is around Rs. 11,810 in the 1st quintile and almost four times higher in the 5th quintile.

Table 5.2b – Source of Informal Credit: Income Group

Source	1st Quintile		2nd Quintile		3rd Quintile		4th Quintile		5th Quintile						
	No. of loans (%)	Value of loans (%)	Average loan size (Rs.)	No. of loans (%)	Value of loans (%)	Average loan size (Rs.)	No. of loans (%)	Value of loans (%)	Average loan size (Rs.)	No. of loans (%)	Value of loans (%)	Average loan size (Rs.)			
Relatives/friends/ neighbours	59.3	38.6	6,473	56.2	45.8	12,324	66.4	76.6	34,628	61.3	68.8	30,827	68.9	84.1	105,068
Money Lender	21.2	25.2	11,810	32.9	46.1	21,198	27.9	20.5	22,147	24.8	22.0	24,340	23.6	13.1	47,940
Trader/shopkeeper	3.4	4.3	12,600	2.1	1.1	7,933	1.6	0.8	14,500	5.8	5.0	23,375	1.9	0.1	2,750
Landlord/em- ployer	13.6	29.3	21,469	7.5	5.5	11,100	0.8	0.2	7,000	2.2	1.0	12,167	1.9	1.3	60,000
ROSCAS	0.8	1.9	22,000	0.7	0.1	3,000	2.5	1.8	22,333	5.8	3.2	15,191	0.9	1.2	105,000
Other	1.7	0.7	4,250	0.7	1.4	30,000	0.8	0.1	3,000	0.0	0.0	-	2.8	0.2	5,833
	100.0	100.0	9,939	100.0	100.0	15,116	100.0	100.0	30,032	100.0	100.0	27,460	100.0	100.0	86,005

Figure 5.2a – Source of Borrowings by Income: Value

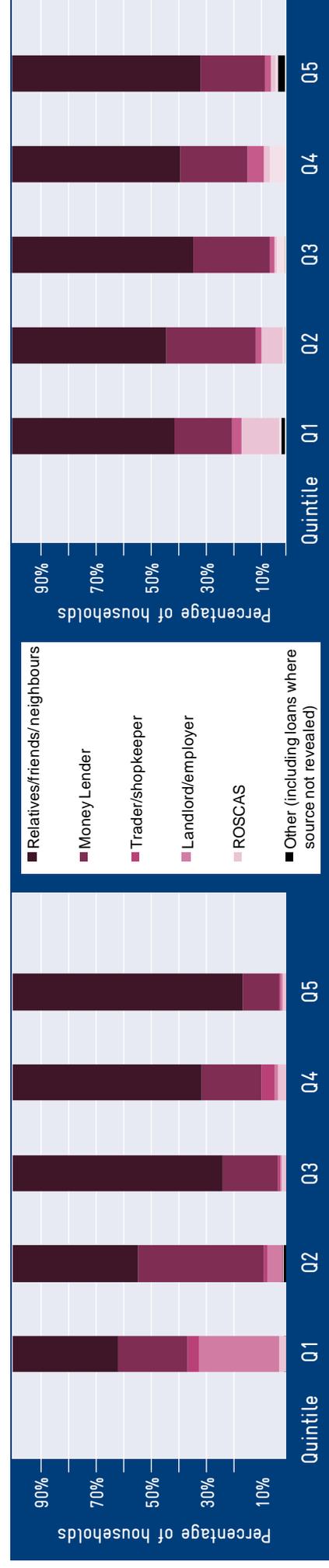
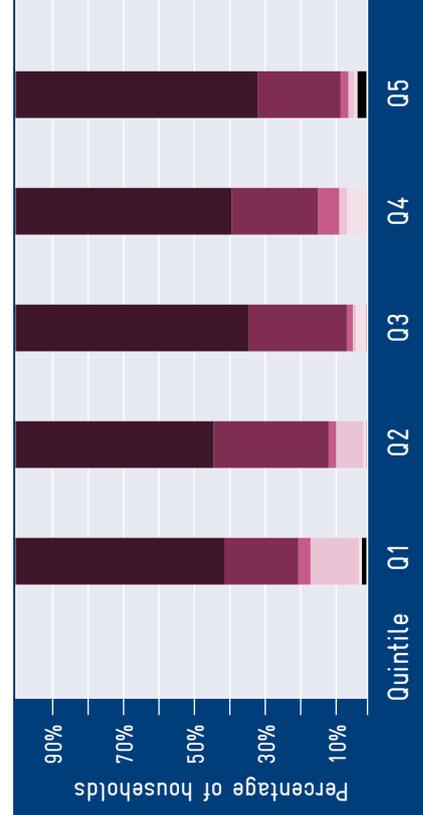


Figure 5.2b – Source of Borrowings by Income: Number of Loans



5.3 Purpose of Borrowing

Households borrow from the informal credit market for various purposes such as consumption, emergen-

cies, investment, income generation/livelihoods and settling past loans.

Table 5.3 – Informal Credit by Purpose

Purpose	Number of loans (%)	Value of loans (%)	Average loan size (Rs.)
Agriculture, livestock & fisheries	8.9	6.9	24,670
Business/enterprise	9.5	25.6	84,875
Construction/housing	7.6	20.6	85,344
Assets/durables	4.6	5.3	36,562
Consumption	10.8	2.9	8,492
Emergencies*	45.0	22.1	15,561
Settlement of loans	7.3	5.0	21,778
Other**	6.2	11.6	59,189
	100.0	100.0	

* Includes medicinal, ceremonial and ritual and other emergency purposes.

** Includes any other category and also a very small number of loans where a purpose was not stated.

Approximately 58% of informal credit in terms of value has been taken for income-generation (i.e. business or agriculture related) or investment (i.e., housing or purchasing assets) purposes. Nevertheless, in terms of the number of loans these account only for about 30%, indicating relatively larger size loans are obtained for these purposes. In particular, business and construction/housing loans account for 25.6% and 20.6% respectively, of the total value of informal borrowings. Further, as can be seen from Table 5.3, the average size of a loan taken for these purposes is about Rs 85,000.

45% of the total number of loans from informal sources has been taken for emergencies. However, these loans account for only about 22% of the total value of informal borrowings.

It is interesting to note that nearly one-third of loans

from the formal sector and nearly one fourth of loans from informal financial sources have been taken for income generation activities such as business and agriculture. Nevertheless, the average size of loans taken for these purposes from the formal FIs is larger compared to those from informal sources. In addition, there is less reliance on the informal credit for purposes such as construction. Loans from the formal sector for construction/housing account for about 41% of the total value of loans from FIs. This is about twice as high as the share of construction loans from informal sources. Similarly, loans taken for purchase of assets constitute about 16% of the value of loans taken from the formal sector but only around 5% of the value of loans taken from informal sources. In contrast, emergency loans account for a significantly higher share - both in terms of value and number of loans - in the informal sector as compared to the formal financial sector.

5.4 Collateral Requirements

Nearly 70% of loans from informal sources require no collateral. This can be justified by the earlier finding that a larger share of informal credit (about 62%) comes from non-commercial sources such as friends, relatives and neighbours.

Only around 5% of loans from the informal sector have been taken using various assets/durables as collateral. Further, it should be noted that collateral requirements for 17.6% of the loans obtained were not mentioned; this may be partly due to unwillingness to reveal such information.

Table 5.4 - Type of Collateral: Informal Credit

Collateral	Number of loans (%)
No collateral	69.6
Land	3.5
Building/property	0.6
Jewellery	0.8
Household items	0.6
Personal guarantee	3.3
Group guarantee	0.5
Past loan record	0.5
Other	3.0
No response	17.6
	100.0

5.5 Reasons for Accessing Informal Sector

There are a number of possible reasons which explain why households borrow from informal sources despite the considerable outreach of FIs in Sri Lanka.

Easy access/ ability to borrow quickly and absence of collateral requirements are highlighted as key reasons for using informal credit by a majority of households. Flexibility in terms and conditions and simple loan procedure are also important reasons identified by over one-fourth of households that have utilised informal credit. This supports the earlier finding that 45% of the loans taken from the informal sector are for emergency purposes. Not surprisingly, quick and easy access, lack of collateral requirements and flexibility are important factors in an emergency situation.

It is also important to point out that 20% of households state that they use informal sources of finance as they are not able to access formal FIs.

Table 5.5 - Reasons for Accessing Informal Financial Sector

Reasons	% of HHs
Can borrow quickly /easy access	75.0
Collateral is not required	67.0
Flexibility in terms and conditions	33.6
No need to fill loan application forms/ loan procedure is simple	26.5
There are no restrictions on the loan use	21.0
Lack of access to formal institutions	20.0
Can borrow any amount/large amounts	18.0
No enforced savings	10.6
Low interest rate	8.0
Other	2.8

Multiple responses allowed per household. Percentages are calculated out of those who took informal finance and therefore do not add to 100%.

6. Insurance Facilities

Insurance facilities are an important component of financial services and are generally seen as the next step after savings as they can be used as a buffer against unforeseen risks and also as an investment. However, for the purpose of this study insurance has been looked at separately from other financial services such as credit and savings facilities. The main reason for this is that credit and savings facilities have been looked at in terms of their utilisation from financial institutions and from the informal sector, whereas in the case of insurance this is not possible as insurance facilities are obtained through many different channels, ranging from providers of insurance such as the specialised insurance companies, to other financial institutions, employers, the Government and various societies such as the Funeral Aid Societies which are common in Sri Lanka.

The purpose of this chapter is to examine the extent to which households in Sri Lanka have obtained insurance facilities, the types of insurance obtained and the institutions, both formal and informal, through which such insurance facilities are obtained.

In Sri Lanka, the insurance sector is regulated and supervised by the Insurance Board of Sri Lanka (IBSL) and comes under the purview of the Regulation of Insurance Industry Act No.43 of 2000. Currently there are 14 companies licensed under this Act, 11 of which are composite companies, i.e., providing both life and general insurance¹. However, there are various MFIs/societies such as the Yasiru Mutual Provident Society, SEEDS², and Samurdhi that offer insurance services to their clients who are largely from low-income groups. Some of these MFIs/societies such as SEEDS act as retailers of insurance selling the insurance policies of registered companies to the MFI clients. In addition, in-

urance services are also provided by the State through the Agriculture and Agrarian Insurance Board and also through the National Insurance Trust Fund.

There are also over 2,000 Funeral Aid Societies in Sri Lanka and a large number of other community based societies that deal with some aspect of social security. Funeral Aid Societies, also known as Death Donation Societies, provide assistance in the event of the death of a member or a spouse or child of the member. This is also a form of insurance though at a more informal level and is a very important form of social security in most communities (especially at the village level). In fact, the Yasiru Mutual Provident Society was based on this model and the Sanasa Insurance Company was inspired by these societies. At present the SANASA Insurance Company Limited³ (SICL) has introduced a Funeral Aid Insurance Scheme where the insurance policy is issued to the (funeral aid) society. In the event of death of a member or family member the claim is settled by the society and then reimbursed by the company.

Furthermore, many households obtain insurance through their employer and in these cases the final insurer is a licensed insurance company. The policy is issued in the company name and the claim paid to the individual by the company.

In this manner, insurance facilities provided by/channelled through MFIs, community level societies, the Government and employers also form an important part of the total insurance services provided to households in Sri Lanka. Thus, in this section, the term insurance refers not only to insurance services provided by the licensed companies but also through all the sources described above.

1 CGAP (2006), ALMAO and Yasiru Sri Lanka, CGAP Working Group on Micro insurance, Good and Bad Practices, Case Study 21.

2 Sarvodaya Economic Enterprise Development Services (Guarantee Limited).

3 Previously All Lanka Mutual Assurance Organisation (ALMAO).

6.1 Utilisation of Insurance Facilities

Over 31% of households in the country have obtained some form of insurance. However, the majority of these households have also utilised other financial services such as the credit and/or savings facilities offered by FIs.

95% of households with insurance have accessed a financial institution for at least savings or credit facilities⁴. This is consistent with the generally accepted principle that as a financial instrument, insurance is generally the next step after savings and credit.

Table 6.1 – Utilisation of Financial Services by Households with Insurance

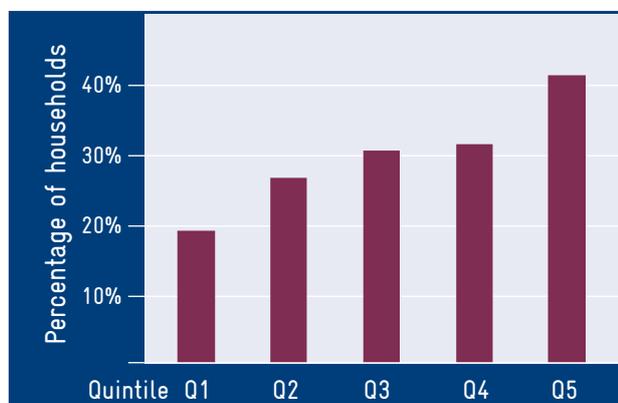
Financial Service Obtained	HHs with insurance (%)
Insurance, Credit and Savings	55.1
Insurance and Savings	34.8
Insurance and Credit	5.1
Insurance only	5.0
	100.0

6.2 Utilisation of Insurance Facilities by Sector, Province and Income Group

Nearly a third of households (32.2%) in the rural sector have obtained some form of insurance. This figure is the highest with the other two sectors having a lower

proportion of households who have obtained insurance -28% in the urban sector and 22%in the estate sector.

Figure 6.2 – Utilisation of Insurance Services: Income Group



In most provinces, approximately a third of households have obtained some form of insurance though this figure varies across provinces - from 13.4 % and 15.9 % in the Uva and Eastern Provinces respectively, to 47.9 % in the Sabaragamuwa Province. However, it should be noted that in Sabaragamuwa almost a third of the households have obtained insurance from the Samurdhi Scheme⁵ and about 13.1% from the Government.

Table 6.2 – Utilisation of Insurance Services: Sector and Province

Sector	% of HHs
Total	31.1
Rural	32.2
Urban	28.3
Estate	22.3
Western	32.8
Central	37.0
Southern	29.9
North Western	28.5
North Central	31.8
Uva	13.4
Sabaragamuwa	47.9
Northern	26.4
Eastern	15.9

There is a clear increasing trend in the utilisation of insurance across income groups with less than 20% of households in the 1st quintile having obtained insurance com-

⁴ In fact only 1.6% of the entire sample of households had obtained only insurance.

⁵ It is important to reiterate here that the Samurdhi insurance component, like its saving component, is compulsory. Also, as stated in Chapter 3 of this document, 48% of households in the Sabaragamuwa Province obtain their financial services from Samurdhi Banks.

pared to 43.1% in the 5th quintile. It is evident that even in the higher to middle income quintiles there is much scope for the expansion of insurance with less than half the households in all the quintiles having obtained in-

urance facilities. Further, the types of insurance and the sources/channels through which they are obtained vary across quintiles as we will see in subsequent sections.

6.3 Source of Insurance

As explained earlier, households obtain their insurance requirements through diverse sources such as insurance companies, MFIs, the Government, employers

and various societies. This section ascertains the importance of these different sources and the disparities across sectors, provinces and income groups.

Table 6.3a - Source of Insurance: Sector

Source	Insurance Company	Financial Institution	Government	Employer	Community based Society	Other
Total	59.4%	28.9%	6.1%	4.0%	8.0%	2.4%
Rural	56.7%	31.8%	6.7%	3.1%	9.0%	2.4%
Urban	79.3%	13.1%	4.1%	3.4%	0.7%	2.8%
Estate	27.6%	34.5%	0.0%	31.0%	17.2%	0.0%

Percentages are calculated out of the households who have obtained insurance. As some households have obtained insurance from more than one source, percentages will not sum to 100%.

Overall, insurance companies and financial institutions play a leading role in the market for insurance. 59.4% of households with insurance have obtained their insurance facilities from insurance companies and 28.9% through financial institutions. Approximately one fifth of households obtained insurance through the Government, employers and various societies such as the death donation societies. Overall country figures are largely reflective of the rural sector.

Sources of insurance vary quite substantially across

sectors. In the urban sector insurance companies play a dominant role with nearly 80% of households having obtained insurance services from these companies compared to only 28% of households in the estate sector.

Financial institutions and employers play an important role in the estate sector with about two-thirds of households having obtained insurance through these sources. Employers play only a very small role in the other two sectors.

Table 6.3 b – Source of Insurance: Province

Provinces	Insurance Company	Financial Institution	Government	Employer	Community based Society	Other
Overall	59.4%	28.9%	6.1%	4.0%	8.0%	2.4%
Western	73.7%	18.1%	3.2%	4.3%	0.7%	3.6%
Central	50.7%	31.3%	12.5%	5.6%	1.4%	4.9%
Southern	62.4%	40.4%	2.8%	0.9%	0.0%	0.9%
Northern	100.0%	0.0%	6.9%	0.0%	0.0%	0.0%
Eastern	100.0%	2.8%	0.0%	0.0%	0.0%	0.0%
North Western	62.6%	30.3%	4.0%	1.0%	16.2%	1.0%
North Central	50.0%	39.3%	3.6%	7.1%	1.8%	3.6%
Uva	40.0%	72.0%	0.0%	0.0%	0.0%	0.0%
Sabaragamuwa	22.6%	39.4%	13.1%	8.0%	38.0%	0.7%

Percentages are calculated out of the number of households that obtained insurance in each province. As some households have obtained insurance from more than one source, percentages will not sum to 100%.

In most provinces households access mainly insurance companies for their insurance requirements though the actual figure varies substantially across provinces. In the Northern and Eastern Provinces all households who obtained insurance services have accessed insurance companies, whereas, in the Sabaragamuwa Province this figure is as low as 22.6%.

In the Uva Province, nearly three fourths of households with insurance have accessed financial institutions for

their insurance requirements. Furthermore, in the Sabaragamuwa, Southern and North Central Provinces, about 40% of households have obtained insurance through FIs. However the importance of this source is negligible in the Northern and Eastern provinces.

In the Sabaragamuwa Province over a third of households obtained insurance through various community-based societies such as death donation societies.

Table 6.3c – Source of Insurance: Income Group

Quintile	Insurance Company	Financial Institution	Government	Employer	Community based Society	Other
Total	59.4%	28.9%	6.1%	4.0%	8.0%	2.4%
1	25.6%	56.4%	12.0%	5.1%	13.7%	0.9%
2	39.6%	48.2%	5.5%	3.0%	12.8%	2.4%
3	60.1%	28.7%	4.8%	3.7%	8.0%	3.2%
4	66.3%	24.4%	6.7%	6.2%	3.6%	1.6%
5	81.9%	6.3%	4.3%	2.8%	5.5%	3.1%

Percentages are calculated out of the number of households that obtained insurance in each quintile. As some households have obtained insurance from more than one source, percentages will not sum to 100%.

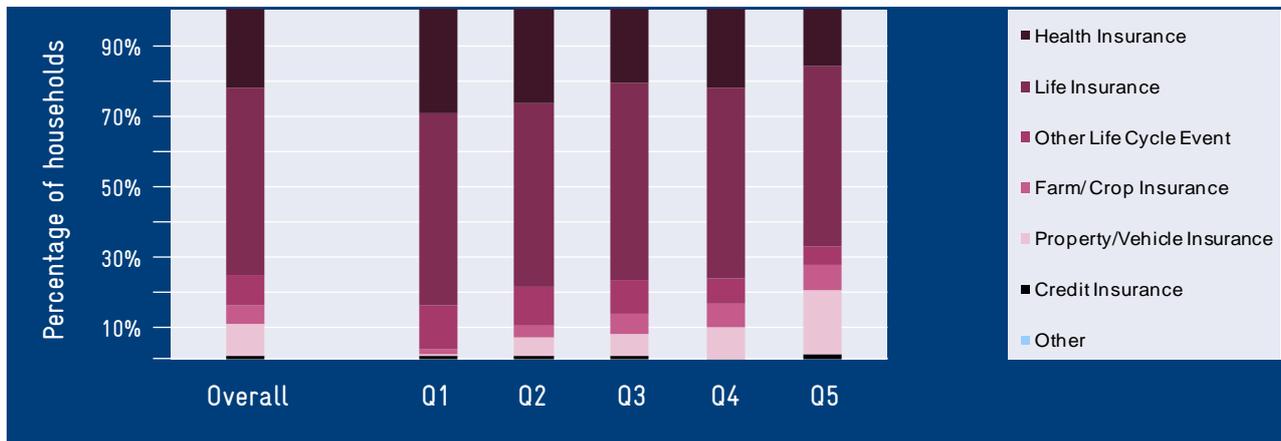
Sources accessed for insurance appear to be related to household income. It can be clearly seen from the figure above that the percentage of households who obtain insurance from insurance companies increases with income group (from 25.6% in the 1st quintile to 81.9% in the 5th quintile).

Financial institutions are utilised more by the lower income groups to obtain their insurance requirements. Just over half the households in the 1st quintile have obtained insurance from FIs compared to just over 6% in the 5th quintile.

6.4 Types of Insurance

The following figure illustrates the different forms of insurance cover obtained by households and the relative importance of each type.

Figure 6.4 - Type of Insurance



Overall, more than half the insurance obtained is life insurance. Health insurance and insurance covering life cycle events such as births and marriages together make up just over 30% of all policies. Life, health and life cycle related insurance together account for over 70% of all insurance types in all the quintiles. In the bottom quintile, this figure is over 90%.

General insurance (such as property and vehicle) is mainly obtained by households in higher income groups. In the richest quintile, property/vehicle insur-

ance account for over 20% of all insurance types while this is less than 5% in the lowest 2 quintiles.

Property, crop and farm insurance, together make up a very small percentage of policies i.e., 6.5%. Given the large agricultural community in Sri Lanka and the inherent risks of agricultural livelihoods, there remains much scope for farm and crop insurance yet to be explored.

7. 'Credit Plus' Services

'Credit Plus' services refer to non-financial services such as vocational training, marketing assistance and other business development services such as training in financial management and book keeping, which are provided with, or prior to, the provision of key financial services (mainly credit facilities), and, are mainly services that would assist entrepreneurs and the self

employed in developing their businesses. These services are increasingly being recognized as an important component of microfinance as they are important for sustainability of enterprises. Even though this is not a direct financial service, it is part of the financial package offered by a financial institution and should be looked into when studying outreach.

7.1 Receipt of 'Credit Plus' Services

Although it is believed that 'credit plus' services are provided by a number of FIs, it is important to assess what proportion of households obtaining financial services also receive these non-financial services from FIs.

'Credit plus' services are offered as an exception. Under 5.0% of households have received the non-financial services termed as 'credit plus' services from the FI they deal with.

Table 7.1 - HHs Receiving 'Credit Plus' Services

Service received	% of HHs
Vocational Training ¹	4.0
Marketing Assistance	1.0
Business Development Services*	3.0
Input Supply	1.6
Other	0.7

Percentages are calculated based on the number of households that have obtained financial services (i.e. credit/savings facilities) from a FI.

* Includes technical assistance and services such as training on business and financial management, accounts/ book keeping.

7.2 Sources of 'Credit Plus' Services

As mentioned in the introduction, 'credit plus' services are often thought to be provided by FIs providing micro-

finance or SME loans. Therefore, it is useful to identify from which FIs households have received these services.

Table 7.2 – Financial Institutions Providing ‘Credit Plus’ Services

Institution	Vocational training	Marketing assistance	Other Business Development Services*	Input supply	Other
State Banks	9%	12%	18%	10%	24%
People’s Bank	6%	12%	15%	8%	29%
Bank of Ceylon	3%	0%	3%	3%	6%
National Savings Bank	2%	8%	3%	5%	0%
Domestic private banks	4%	4%	7%	3%	18%
Foreign private banks	0%	0%	0%	0%	0%
Regional Development Banks	8%	8%	11%	10%	0%
Co-operative Rural Banks (CRBs)	0%	0%	0%	5%	0%
Samurdhi Banks	46%	40%	30%	28%	35%
Sanasa (both SDB & TCCSs)	8%	16%	18%	15%	6%
NGOs/CBOs/ Co-ops/other MFIs	25%	24%	19%	35%	6%
Finance & leasing companies	0%	0%	3%	0%	0%
Other	2%	0%	1%	0%	12%

Percentages are calculated out of those households that have obtained that particular credit plus service. Column percentages will not total to a 100% as HHs may have accessed multiple institutions for the same service.

* Includes technical assistance and services such as training on business and financial management, accounts/ book keeping.

Samurdhi Banks are the largest providers of ‘credit plus’ services. Almost half the households who have obtained vocational training have done so from Samurdhi Banks; it is a similar situation for other ‘credit plus’ services. This is due to the Samurdhi Programme being structured with a focus on community development and individual empowerment. However, it is likely that these services are delivered by other components of the Samurdhi Programme rather than the Samurdhi Banks.

NGOs, CBOs and Co-operatives, as a group, represent the second largest providers of ‘credit plus’ ser-

vices. 35% of households obtaining assistance with input supply received services from this group. Also, approximately one fourth of those receiving marketing assistance and vocational training did so from this group.

Sanasa also plays an important role in providing ‘credit plus’ services. Over 15% of households receiving input supply assistance, marketing assistance and BDS do so through Sanasa. The involvement of the state banks in this area is limited to People’s Bank which provides marketing facilities and BDS to 12% and 15% of households respectively.

1 Also includes self employment training – i.e. training on how to start your own business.

8. Barriers to Access

We have ascertained that over 80% of households have obtained either loans or savings from a financial institution with 47% having obtained loans and 74.6% having savings in an FI. It is important to know

whether these households, and particularly the remaining 20% of households that have not accessed FIs, have faced any barriers in accessing FIs.

8.1 Households with Barriers to Access

84.4% of households state that they did not face barriers to obtaining financial services, yet a considerable percentage of these households had not obtained fi-

ancial services (credit or savings facilities) from the formal sector.

Table 8.1 - Households with Barriers to Access

	HHs that have accessed FIs	HHs that have not accessed FIs	Total HHs
Faced barriers	14.4%	1.2%	15.6%
Not faced barriers	68.0%	16.4%	84.4%
	82.5%	17.5%	100.0%

17.5% of households have not obtained financial services of which 94% have not faced any barriers in access. This implies that barriers to access are not the key reason for non-utilisation of financial services.

The data was disaggregated according to income group

to determine whether a larger number of households in lower income groups faced barriers in obtaining financial services. Little difference was found between income groups though it was observed that a marginally higher proportion of households in the middle income groups faced barriers to access.

8.2 Principal Barriers to Access

Table 8.2a - Barriers to Obtaining Credit

Reason	Total	Quintile				
		1	2	3	4	5
Collateral requirements	47.5%	55.7%	57.5%	33.0%	45.4%	46.7%
Too many documents required for loan applications	41.8%	42.9%	43.4%	45.7%	36.1%	41.3%
Long time taken for transactions	31.8%	15.7%	23.6%	41.5%	40.2%	34.8%
High interest rates on loans	25.3%	30.0%	24.5%	22.3%	26.8%	23.9%
Unaware of services provided by institutions	22.4%	37.1%	18.9%	16.0%	21.6%	22.8%
Rigid terms and conditions	22.0%	14.3%	22.6%	23.4%	25.8%	21.7%
Non-availability of bank branches in close proximity	18.1%	12.9%	15.1%	27.7%	19.6%	14.1%
Unfriendly attitude of bank officers	14.6%	5.7%	9.4%	14.9%	22.7%	18.5%
Inability to understand the forms to be filled	13.1%	14.3%	13.2%	12.8%	16.5%	8.7%
Restricted banking hours and restricted days	6.1%	2.9%	7.5%	7.4%	4.1%	7.6%
Forced savings/insurance premium	4.1%	5.7%	2.8%	3.2%	4.1%	5.4%
Gifts/benefits expected by bank officers	2.6%	0.0%	1.9%	3.2%	2.1%	5.4%
Uncomfortable in the institutional environment (fear or intimidation)	0.9%	2.9%	0.0%	0.0%	2.1%	0.0%
Other (specify)	5.4%	11.4%	2.8%	6.4%	4.1%	4.3%

Percentages calculated out of the number of households that faced barriers in relevant income group. Multiple responses were permitted therefore percentages will not sum to 100%.

40%-50% of households cite collateral requirements and excessive documentation as the key barriers to obtaining credit. Long transaction time and high rates of interest are also important. However, it is interesting to note that high interest rates rank 4th in order of importance, implying that quick and easy access to credit is more important than the price of credit.

Interestingly, 22.4% of households cite lack of awareness of the services provided by FIs as a barrier to access. Rigid terms and conditions are also seen as a problem though this seems to be more of an issue for

households in the richer income groups.

Collateral requirements, high interest rates, inability to understand forms and lack of awareness of services provided are barriers that are faced to a larger extent by households in poorer income groups; whereas rigid terms and conditions and long transaction time are issues for richer households.

Lack of proximity to the institution is seen as a barrier by 18.1% of households. A higher percentage of households in the middle income groups found this a barrier to access- nearly 30% of households in the 3rd quintile.

Table 8.2b – Barriers to Saving in FIs

Barrier	Total	Quintile				
		1	2	3	4	5
Long time taken for transactions	26.6%	14.3%	22.6%	26.6%	34.0%	32.6%
Low interest rates on savings	26.6%	32.9%	31.1%	21.3%	27.8%	20.7%
Unaware of services provided by institutions	24.4%	31.4%	19.8%	25.5%	20.6%	27.2%
Too many documents required for applications	22.2%	20.0%	20.8%	22.3%	24.7%	22.8%
Non-availability of bank branches in close proximity	20.9%	17.1%	18.9%	28.7%	18.6%	20.7%
Unfriendly attitude of bank officers	14.6%	10.0%	12.3%	12.8%	17.5%	19.6%
Restricted banking hours and restricted days	12.0%	4.3%	14.2%	11.7%	12.4%	15.2%
Inability to understand the forms to be filled	10.9%	8.6%	12.3%	8.5%	13.4%	10.9%
Rigid terms and conditions for savings & loans	9.2%	8.6%	8.5%	7.4%	13.4%	7.6%
Gifts/benefits expected by bank officers	2.6%	0.0%	2.8%	1.1%	3.1%	5.4%
Uncomfortable in the institutional environment (fear or intimidation)	1.5%	1.4%	3.8%	1.1%	0.0%	1.1%
Forced savings/insurance premium	0.2%	1.4%	0.0%	0.0%	0.0%	0.0%
Other (specify)	1.7%	5.7%	0.9%	1.1%	1.0%	1.1%

Percentages calculated out of the number of households that faced barriers. Multiple responses were permitted.

Long transaction time and low interest rates are the main barriers to saving highlighted by households. As in the case of loans, households also complain of lack of awareness of the services provided by FIs acting as a barrier to access.

Long transaction time, restricted banking hours and unfriendly bank officers were seen as barriers to access by a greater proportion of households in the richer income groups. 32.6% of households in the 5th quintile cited long transaction time as a barrier compared to 14.3% in the 1st quintile. Low interest rates were seen as a barrier by a greater proportion of households in the poorer income groups.

Excessive documentation for application and non-availability of branches in close proximity are mentioned as barriers to access by over 20% of households. Proximity seems to be a bigger problem for middle income groups possibly because in other income groups there were more pressing barriers.

The key barriers are the same for both savings and credit although they vary in degree of importance.

9. Expectations, Preferences & Suggestions for Improvement

This chapter describes household expectations and suggestions for service improvement from financial institutions as well as the institutional preferences of

households. It provides good insight for financial institutions as to possible areas of improvement and expansion.

9.1 Expectations and Suggestions for Improvement

The following table describes some of the key expectations households have from financial institutions.

Further, nearly a third of households express a preference for individual loans and 17.7% cite customer friendly service as important.

Table 9.1a – Expectations from Financial Institutions

Expectation	% of HHs
Low interest rate on loans	59.8
Simple and quick loan application procedure	44.7
Easy access/proximity	40.3
Can obtain individual loans	32.7
No collateral requirements	25.1
Customer friendly bank staff	17.7
Flexible repayment	14.0
Loan size tailor made to my needs	13.2
No restrictions on loan use	12.1
Provision of advisory services/technical advice	7.2
No need to repay loan	3.1
Mobile banking services	2.9
Other	2.5
No response	24.8

Percentages are calculated out of the total sample of households. Multiple responses were permitted for each household therefore percentages will not sum to 100%.

It is not surprising that the main expectation households have from an FI is a low rate of interest on loans. This is cited by 60% of households. In addition, nearly half the households expect simple and quick loan application procedures and just over 40% expect an FI to be easily accessible or in close proximity to them. These expectations match closely with the key barriers to access cited in the previous section but the order of importance varies. E.g., while 47.5% declared collateral requirements to be a barrier to access, only 25.1% expect no collateral at all. This implies that there is a perception of over-collateralisation but a willingness to provide some form of collateral.

Table 9.1b – Suggestions for Improvement

Suggestion	% of HHs
Transaction procedures should be simplified	57.5
Number of documents required should be reduced	38.4
Information on available services should be improved	37.2
A customer friendly atmosphere should be promoted	32.0
Cost of banking transactions should be reduced	22.4
Bank branches should be established in close proximity	17.9
Time taken for processing of transactions should be reduced	16.7
Banking hours should be extended	11.9
Number of business days should be increased	6.3
A wider variety of products e.g. money transfer, insurance, training, etc., should be offered.	4.2
Other	3.1

Percentages are calculated out of the total sample of households. Multiple responses were permitted therefore the percentages will not sum to 100%.

The above table outlines some suggestions made by the respondents with regard to service improvement.

More than half the households (i.e., 57.5%) suggest simplification of transaction procedures. In addition, nearly 40% feel that the level of documentation should be reduced and that more information should be available on the services provided. This is in line with the barriers and expectations mentioned previously.

Customer service is seen as needing improvement. Approximately a third of respondents suggest that a customer friendly atmosphere should be promoted in financial institutions.

Over 20% of households suggest reducing the cost

9.2 Institutional Preferences

It is expected that institutional preferences would to a great extent depend on the coverage/outreach of these institutions in addition to other factors such as services provided, quality of services, interest rates, reliability/security, etc.

Preference of institution would also be expected to vary by type of financial product; therefore preferences for credit and savings institutions are looked at separately.

Table 9.2a - Preferred Institutions for Credit

Institution	% of HHs
State Banks	38.1
People's Bank	23.5
Bank of Ceylon	10.4
National Savings Bank	4.2
Domestic private banks	7.8
Foreign private banks	0.0
Regional Development Banks	7.1
Co-operative Rural Banks (CRBs)	2.4
Samurdhi Banks	12.6
Sanasa (both SDB & TCCSs)	5.3
NGOs/CBOs/ Co-ops/other MFIs other MFIs	3.6
Finance and leasing companies	0.2
Other	1.8
No response	21.1

Percentages are calculated out of the total sample of households therefore will not sum to 100%.

State banks as a group, and People's Bank in particular, are the most popular, with 38.1% and 23.5% of households respectively choosing these institutions as their preference for obtaining credit. The result is not surprising given the high outreach and wide banking network of People's Bank.

of banking transactions. These cost reductions could come with an improvement in efficiency and greater outreach of services but increased competition is more likely to have an impact on reducing transaction costs (such as commissions, fees for transferring funds and various other bank charges).

Samurdhi Banks are also a popular choice with 12.6% of households identifying this as their preferred institution. Overall, nearly 60% of the institutions chosen are either state run banks or programs. However, it is also noteworthy that the number of non-respondents for this question is relatively high.

Proximity to the institution is a key factor. In fact, over 60.9% of loans (See Annex 7) were obtained from institutions less than 5 kilometres away from the household.

Flexible lending, simple loan procedures, required loan size and low rates of interest are other important reasons for choosing the financial institutions mentioned. This supports the finding that rigid terms and conditions are seen by over a fifth of households as a barrier to obtaining credit (see Chapter 8.0).

Table 9.2b - Reasons for Selecting Preferred Institution

Reason	% of HHs
I can access this institution easily (proximity)	60.3
Flexible lending	37.6
Simple and quick loan application procedure	37.5
The rate of interest is low	30.1
I know the members and the staff very well	29.0
I can obtain individual loans	18.5
Customer friendly bank officers	16.8
This is the only institution in our area	15.1
Collateral is not required	10.8
Advisory services are provided as well	3.7
Mobile services	1.9
Because it is a Government institution	1.1
Other	7.0
No Response	13.5

Percentages are calculated out of the number of households which indicated a preference of FI. Multiple responses were permitted therefore percentages will not sum to 100%.

Table 9.2c – Preferred Institutions for Savings

Institution	% of HHs
State Banks	50.1
People’s Bank	29.3
Bank of Ceylon	12.1
National Savings Bank	8.7
SME Bank	0.0
Domestic private banks	12.7
Foreign private banks	0.0
Regional Development Banks	5.9
Co-operative Rural Banks (CRBs)	2.6
Samurdhi Banks	7.9
Sanasa (both SDB & TCCSs)	4.7
NGOs/CBOs/Co-ops/other MFIs	1.6
Finance and leasing companies	0.1
Other	1.0
No response	13.4
	100.0

Percentages are calculated out of the total sample of households.

Over half the households identify state banks as their preferred institutions to save in. These institutions are often seen as reliable and stable which could be key reasons for their popularity. The extensive branch network of institutions such as the People’s Bank is a factor which accounts for the differences within the group. Samurdhi Banks and Regional Development Banks are also cited as preferred institutions by 7.9% and 5.9% of households respectively.

Compared to borrowings, a higher percentage of households (12.7%) prefer to save with domestic private banks. Interest rates probably play an important

role here. Due to higher competition in the private sector, domestic private banks often offer higher rates of interest and other incentives to attract savings.

Reliability and safety of the institution are prime considerations when selecting a financial institution with which to save. This is clearly seen by the choice of institutions for savings - i.e., state banks. Ease of depositing and withdrawing funds, proximity and a high interest rate are important but secondary factors considered when choosing a savings institution.

As with the case of loans, customer service is important, with over 20% of households selecting their institution of preference due to the presence of friendly and approachable staff.

Table 9.2d – Reasons for Selecting Preferred Institution

Reason	% of HHs
It is reliable and safe	75.8
Money can be easily deposited	58.1
Money can be easily withdrawn	38.9
It is close to my home	31.6
The interest rate is high	30.0
Friendly and approachable bank staff	21.8
It forces me to save and teaches me savings discipline	12.5
Incentives/ Bonus schemes	6.4
Other	6.1
It gives me prestige to save in this institution	3.2
It is a Government institution	1.0

Percentages are calculated out of the number of households which indicated a preference of FI. Multiple responses were permitted therefore percentages will not sum to 100%.

9.3 Demand for Services from Financial Institutions

Respondents were asked to describe their additional needs in terms of financial services. More than half the households¹ were in need of a loan and of this number, 56% had already obtained a loan from a financial institution, suggesting that current levels of borrowings are not sufficient to meet household needs.

¹ Approximately 52%.

Table 4.2 shows that nearly 65% of households have total borrowings less than Rs. 50,000. However, as shown in Table 9.4 below, additional loan requirements per household indicate a greater demand for higher value loans compared to existing borrowing patterns.

Table 9.3a – Loan Requirement per Household

Total HH loan requirement	% of HHs
<= Rs. 10,000	5.5
Rs.10,000–Rs.50,000	40.1
Rs.50,000–Rs. 100,000	22.7
Above Rs. 100,000	31.7
	100.0

Percentages are calculated out of the number of households requiring a loan.

In terms of purpose, construction/housing remains the single largest category and has, in fact, a considerably higher share than in the current borrowing structure (compare Table 9.3b with Table 4.4a) and could account for the increased demand for higher value loans.

When questioned on the rate they are willing to pay on their loans, more than 50% of respondents declare they are prepared to pay commercial rates which are defined as between 15% and 25%.

9.4 Demand for Additional Products

Almost half the households (49.2%) mentioned that they would like to receive further services from their FIs. These are listed below.

87% of households require additional loan products, which is an indication of lack of flexibility in lending and implies that households perceive existing loan products as being too rigid and not tailored to their needs. It is noteworthy that there is no demand for additional savings products. However, insurance facilities and pension/retirement products are also in demand (45% of households).

There is a demand for various business development services. Skills development and training is demanded by 28% of households followed by marketing facilities (14.4% of households).

Table 9.3b – Purpose of Loan

Purpose	% of loans
Construction/housing	46.3
Business/enterprise	25.5
Agriculture, livestock & fishery	10.5
Assets/durables	6.3
Settlement of loans	4.0
Emergencies*	3.7
Consumption	0.7
Other**	3.0
	100.0

Percentages are calculated based on the number of loans required. In the case of some households multiple loans are required though for different purposes.

* Includes medicinal, ceremonial and ritual and other emergency purposes.

** Includes any other category and also a very small number of loans where a purpose was not stated.

Table 9.4 – Demand for Products: by Type

Type	% of HHs
Loan product	87.1
Skills development/ training	28.2
Insurance schemes (death/injury benefits)	26.6
Pensions / retirement products	18.1
Pawning facilities	15.7
Marketing facilities	14.4
Money transfer facilities	7.9
Book keeping / accounting services	4.6
Other	3.0

Percentages are calculated out of those households which would like to receive additional services. Multiple responses were permitted therefore the percentages do not sum to 100%.

10. Impact of Financial Services

One of the key reasons for focusing on the provision of financial services is that access to and utilisation of financial services is thought to be an important means of improving and increasing income generating opportunities and improving overall living conditions of households. This chapter attempts to assess whether access to financial services has had an impact on living

standards and income generating or employment opportunities of households in general, and of women in particular. The analysis of impact as presented here is a subjective one, based on the perceptions of the households interviewed. In this analysis, the focus is on credit as it is more often access to credit that would have a significant impact on the factors mentioned below.

10.1 Overall Impact

The following table shows the perceived overall impact of access to credit on households.

Table 10.1 - Impact of Access to Credit

	No response	Deteriorated substantially	Deteriorated somewhat	No change	Improved somewhat	Improved substantially
Household Income	5.5%	0.9%	5.2%	49.5%	36.9%	2.0%
Employment Opportunities	7.2%	0.6%	3.7%	72.1%	15.2%	1.3%
Housing Conditions	5.6%	0.4%	3.0%	46.2%	39.3%	5.4%
Asset Base	7.0%	1.1%	2.4%	60.6%	26.6%	2.3%
Savings	6.9%	1.7%	5.1%	40.8%	42.3%	3.2%
Ability to cope with risks	7.6%	0.5%	1.9%	60.6%	27.7%	1.8%
Education of Children	10.3%	0.1%	0.3%	65.9%	21.2%	2.1%
Access to health services	7.7%	0.6%	0.9%	77.2%	12.6%	0.9%
Water / Sanitary	7.8%	0.7%	1.4%	81.2%	8.4%	0.4%
Electricity	8.2%	1.3%	0.4%	80.6%	8.9%	0.5%
Skills Development	7.6%	0.9%	1.4%	75.7%	13.8%	0.6%
Business knowledge	9.0%	0.6%	1.7%	70.7%	15.5%	2.5%
Integration with villagers/society	7.2%	0.2%	0.3%	58.9%	30.7%	2.7%
Social Recognition	7.2%	0.2%	0.5%	63.4%	25.6%	3.0%
Standard of living	6.9%	0.6%	3.5%	45.8%	40.4%	2.7%

Percentages are calculated based on the number of households that have obtained loans from FIs. Each row sums to 100%.

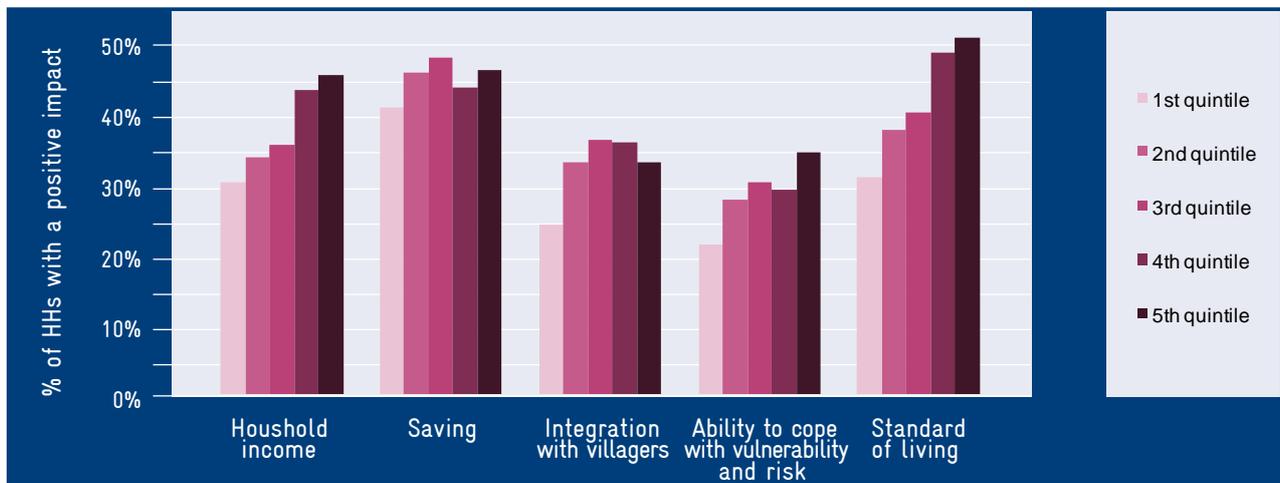
Over 40% of households who access financial institutions for credit feel that their standard of living has improved somewhat as a result. This can mainly be seen in the impact on factors such as housing conditions, household income and asset base. Access to credit also helps nearly 30% of households to cope better with various risks and vulnerabilities.

Overall impact is hard to gauge with some households not responding and the majority stating that there is no change in many of the factors. This could be due to the fact that households do not attribute changes in their living standards to their ability to access finan-

cial services. The data indicates that the majority of households are of the view that access to credit has not resulted in a change in most of the factors considered. In fact, a negative impact was seen by less than 5% of households except in the case of household income and savings where approximately 6% of households consider themselves negatively affected by having access to credit. This could be due to the fact that compulsory savings and repayment of loans reduces disposable income and the ability to save, at least temporarily. This is especially the case with loans which are not used for income generating purposes.

Figure 10.1 –
Impact of Access to Credit on Households: Income Group

The figure below presents the perceived positive impact of credit on selected factors according to income groups.



The positive impact of access to credit is more visible in the higher income groups especially in the case of household income, standard of living and household ability to cope with vulnerability and risks. Over 45% of HHs in the 5th quintile feel that there has been a positive impact on their household income as a result of accessing financial services compared to just over 30% in the lowest quintile. The disparity is especially noticeable with regard to the overall standard of living, with more than half the households in the highest quintile experiencing an improvement compared to approximately 30% in the lowest quintile. One possible reason could be the size of loans - those in higher income groups are able to obtain larger loans which are more likely to have an impact on factors such as income, business opportunities, standard of living etc.

Integration with villagers improved for over 36% of households in the 3rd and 4th quintiles as a result of access to credit. The social aspects of credit access are more relevant to households in the middle quintiles transacting with FIs such as Sanasa, RDBs and co-operatives which are structured on a community based approach. The impact is less in the case of richer income groups.

For savings, although the highest impact is seen in the 3rd quintile, there is no clear trend. It would seem that whilst richer quintiles may face a slightly higher impact, overall there is no significant difference, with between 40% and 50% of households in all income groups experiencing an improvement.

10.2 Impact of Access to Credit by Type of Loan

The following sections take a more in-depth view of the impact of different types of credit facilities on relevant factors. For example, a housing loan may affect a household's housing conditions and overall standard of living but has little or no impact on their health awareness or business knowledge. This section focuses on specific loans such as housing loans, loans for assets/durables and entrepreneurial loans as these loan types show the most impact.

Housing Loans

Table 10.2a looks at all the households that have obtained at least one housing loan (although additional loans may have been obtained for other purposes). There are 467 such households in the sample.

Table 10.2a - Impact of Housing Loans

	No response	Deteriorated substantially	Deteriorated marginally	No change	Improved marginally	Improved substantially
Housing conditions	5.6%	0.0%	2.4%	24.6%	55.9%	11.6%
Water / Sanitary	8.4%	0.4%	0.6%	79.9%	10.1%	0.6%
Electricity	8.6%	0.4%	0.6%	80.1%	9.4%	0.9%
Integration with villagers	8.4%	0.4%	0.2%	63.8%	25.7%	1.5%
Social recognition	8.1%	0.4%	0.4%	68.5%	19.5%	3.0%
Standard of living	7.9%	0.6%	3.9%	44.8%	40.5%	2.4%
Ability to cope with vulnerability and risk	8.1%	1.1%	2.4%	61.0%	25.9%	1.5%

Nearly 70% of households which have taken housing loans feel that their housing conditions have improved and over 40% state that their standard of living has improved. The added advantage of an improved ability to cope with vulnerabilities and risks is felt by over a fourth of households.

Improvement of housing conditions is also likely to have an impact on social factors, as the type of house can determine the status of a household, especially in small, rural communities. Over one fourth of households state that their integration with villagers has improved and over a fifth report an enhancement of the social recognition they enjoy in their area.

A comparison of impact of housing loans on different income groups was carried out but it was found that there were no noteworthy differences across quintiles. Impact was fairly homogenous, with slightly lower values in the lower quintiles.

Loans for Purchase of Assets and Durables

The table below looks at impact in terms of selected factors, on households that have obtained at least one loan for the purchase of assets/durables. There are 140 such households.

Table 10.2b - Impact of Loans for Purchase of Assets / Durables

	No response	Deteriorated substantially	Deteriorated marginally	No change	Improved marginally	Improved substantially
Housing conditions	5.0%	0.0%	0.7%	45.7%	45.0%	3.6%
Asset base	5.0%	0.0%	0.0%	37.9%	52.1%	5.0%
Integration with villagers	6.4%	0.0%	0.0%	50.7%	40.0%	2.9%
Social recognition	6.4%	0.0%	0.0%	54.3%	36.4%	2.9%
Access to health services	6.4%	0.0%	0.0%	74.3%	18.6%	0.7%
Ability to cope with vulnerability and risk	5.7%	0.0%	1.4%	49.3%	41.4%	2.1%
Standard of living	5.7%	0.0%	0.7%	35.0%	53.6%	5.0%

More than half these households have experienced an improvement in their asset base which is not surprising given the purpose of the loan. Furthermore, over 58%

feel that their standard of living has improved and over 40% state that they have an improved ability to cope with vulnerability and risks.

Nearly 50% of households state that housing conditions have improved. This is to be expected given that certain assets and durables (such as furniture, fridges etc.) are related to housing conditions.

There is also a positive impact on social factors such as social recognition and integration with villagers with approximately 40% of HHs observing an improvement in these areas.

The positive impact of these loans is marginally higher across richer income groups especially in the case of asset base, overall standard of living and ability to cope with vulnerability and risk. Approximately two thirds of households in the 5th quintile experience an improvement in standard of living compared to a third in the 1st quintile. It is important to note that loans for assets and durables are taken mainly by households in the richer income groups- in fact only 4% of these types of loans were taken by households in the lowest quintile compared to 39% in the richest income group.

Business Enterprise Loans

This section covers the sample of 276 households which

obtained loans for business enterprises. Given the fact that involvement in income generating activities tends to impact a variety of factors from household income and asset base to education of children and access to improved health services, the table below covers a wide range of factors.

As can be seen in the table below, 58% of households experience an improvement in household income, 52.2% in savings and 56.2% in overall standard of living. This is in line with expectations, as entrepreneurial loans should be most effective in enhancing income opportunities. This is one of the reasons why microfinance focuses on income generating activities.

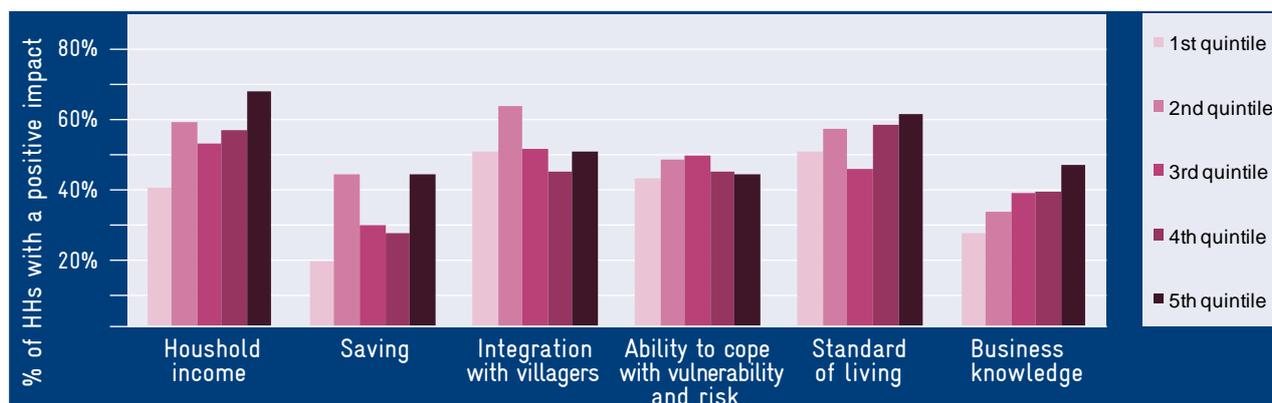
Between 30% and 40% of households state that employment opportunities and their business knowledge have improved as result of accessing financial services. Over 30% of households also state that their ability to cope with vulnerability and risks has improved.

Integration with villagers and social recognition has also improved for 30%-40% of households.

Table 10.2c - Impact of Business Enterprise Loans

	No response	Deteriorated substantially	Deteriorated marginally	No change	Improved marginally	Improved substantially
Household income	2.5%	0.4%	5.1%	34.1%	54.7%	3.3%
Employment opportunities	4.7%	1.1%	4.0%	56.2%	31.2%	2.9%
Housing conditions	3.6%	0.4%	3.6%	50.7%	39.5%	2.2%
Asset base	4.7%	1.4%	2.9%	60.5%	28.6%	1.8%
Savings	4.3%	0.4%	4.0%	39.1%	48.9%	3.3%
Water / Sanitary	6.2%	1.4%	1.1%	83.3%	7.6%	0.4%
Electricity	6.9%	1.4%	1.1%	81.5%	8.3%	0.7%
Skills development	4.3%	0.7%	2.2%	71.4%	19.6%	1.8%
Integration with villagers	4.3%	0.0%	0.0%	49.3%	43.1%	3.3%
Social recognition	4.3%	0.0%	0.4%	58.7%	31.9%	4.7%
Education of children	9.8%	0.0%	0.4%	66.7%	22.1%	1.1%
Access to health services	5.8%	0.7%	0.7%	76.4%	14.9%	1.4%
Ability to cope with vulnerability and risk	5.4%	0.0%	1.4%	57.6%	34.1%	1.4%
Standard of living	4.0%	0.4%	2.5%	37.0%	54.0%	2.2%
Health awareness	5.4%	0.4%	0.7%	77.5%	15.2%	0.7%
Business knowledge	6.9%	0.7%	0.4%	53.3%	35.1%	3.6%
Other	92.8%	0.0%	0.0%	6.9%	0.4%	0.0%

Figure 10.2 – Impact of Business Enterprise Loans: Income Group



In terms of household income, positive impact is more visible in the higher quintiles. Approximately 40% of HHs in the 1st quintile observed an improvement in household income compared to almost 70% in the 5th quintile. This could be due to the fact that those in higher income groups are able to obtain much larger loans therefore allowing a greater impact on their lives.

Interestingly, access to entrepreneurial loans seems to have a relatively high impact in the 2nd quintile (around 60% in terms of household income and standard of living, a record level of almost 65% in terms of savings and almost 50% in terms of integration with villagers). This tends to support the common perception, that while the poorest of the poor still struggle to im-

prove their lives, there is a group of active poor, which is successful in exploiting given opportunities.

When employment opportunities are looked at, large disparities between the different income groups can be observed. While less than 20% of households in the 1st quintile report an improvement in employment opportunities, the values for the 2nd and the 5th quintiles lie at almost 45%.

In the case of the other two variables, social factors such as integration with peers seem to be homogeneously influenced by utilisation of entrepreneurial loans across income groups, while business knowledge is perceived to have improved in the case of households from the higher income groups.

10.3 Impact on Women

In order to assess the impact on women we look only at the households where a female member is involved in dealing with a financial institution. 48% of households have a female member engaged in financial activities and dealing with an FI. Of these, 76.6% indicate that they have full control over their loans and savings, while in the case of 22.3% control over their savings and loans is by, or jointly with, their husbands or other family members. In nearly half the cases where women do not have full control over the money borrowed, financial activities are carried out with the husband's assistance.

Of those females carrying out financial activities with FIs, 80.7% claim they receive other benefits or services from joining these institutions. The following table describes these benefits in more detail.

Benefits appear to mainly be livelihood related. Approximately 25% said they have received training and skills development, almost 24% have received capital to start a business and 17% have received training in financial management. However other benefits such as knowledge on health and nutrition issues (11.9% of women) were also obtained by joining an FI.

Table 10.3a – Benefits of Joining a Financial Institution

Benefits	% of females
Training/ Skills Development	25.1
Capital to start business	23.9
Knowledge on Financial Management	17.0
Knowledge on health and nutrition issues	11.9
Marketing assistance	2.1
Book Keeping and Accounting knowledge	1.7
Other	14.9
No response	3.4
	100.0

Compared to the overall availability of ‘credit plus’ services at the household level, availability to females is much greater, reinforcing the earlier finding that these services are provided mostly by MFIs whose clientele consists primarily of women.

Table 10.3b – Impact of Accessing Financial Services on Women

	No response	Deteriorated substantially	Deteriorated somewhat	No change	Improved somewhat	Improved substantially
Decision making power	3.8%	0.2%	0.7%	56.8%	35.6%	2.9%
Self-confidence / independence	4.2%	0.1%	0.1%	49.3%	40.4%	5.9%
Status at home	4.1%	0.1%	0.4%	58.7%	33.3%	3.4%
Family relationships	4.4%	0.1%	0.2%	60.0%	31.4%	3.9%
Status in the community	4.4%	0.1%	0.3%	63.8%	27.8%	3.6%
Domestic violence	12.6%	3.6%	2.5%	73.4%	6.4%	1.5%
Attitude of the husband	13.5%	0.0%	0.4%	62.4%	20.5%	3.2%

Percentages are calculated based on the households where women have accessed FIs.

Following their involvement with FIs around 35% to 45% of women indicate that their decision making power, confidence and independence, status at home and family relationships have improved. However, as

in the case of overall impact, the majority of women state that there is no change in these aspects as a result of joining a financial institution.

11. Findings and Conclusions

The focus of this study is on the outreach of financial services in Sri Lanka; however, it has tried to keep a microfinance perspective by analysing utilisation of financial services in terms of volumes and by income groups. Given the National Development Trust Fund (NDTF)¹ definition of micro-credit as “loans below Rs. 100,000”, Sri Lanka seems to be essentially a mi-

crofinance market. The key objectives of the study are to analyse the extent to which households have utilised financial services and explore regional and sectoral disparities that may exist. In addition volume of loans and savings, use of informal sources of credit and barriers to accessing the formal sector were studied.

Key Findings

Demand for microfinance

The Sri Lankan financial market is essentially a microfinance market with over 80% of households having total borrowings below Rs. 100,000. Disparities do exist across sectors, regions and income groups. In the urban sector 67.9% of households have total borrowings less than Rs. 100,000 compared to 100% in the estate sector. Similarly, the Uva and Sabaragamuwa Provinces (which have higher poverty rates) have a much higher percentage of households with micro loans compared to the Western Province which is the richest province in the country. Looking at households by their income level reveals that only 1.0% of households in the 1st

quintile have borrowings above Rs. 100,000 compared to nearly half in the 5th quintile.

Microfinance institutions (RDBs, CRBs, Sanasa, Samurdhi Banks, NGOs and CBOs) play an important role in the country with over 60% of households having accessed these institutions for their financial needs. Institutions such as the Samurdhi Banks are particularly important for the lower income groups - more than 50% of households in the 1st quintile have obtained loans from Samurdhi Banks and almost 40% have saved with the same.

Outreach of financial services

Outreach is fairly extensive with 82.5% of households having accessed financial institutions for their savings and credit needs. However, disparities are observed across sectors, regions and income groups. The estate sector in particular has fairly low outreach compared to the other two sectors, but there is little disparity in outreach between the urban and rural sectors. Given that 80% of households in Sri Lanka are from the rural sector it is possible though that there are pockets of remote areas where access to finance is very low. On the provincial level, the Uva and North Western Provinces show a lower outreach compared to the national averages. Outreach is greater among higher income groups - nearly 90% of households in the 5th quintile have utilised financial services compared to approximately 73% in the 1st quintile.

There is a strong savings culture in Sri Lanka with nearly 75% of households having saved in a financial institution. However, the estate sector lags behind with a figure of 68.5% and provinces such as the Northern, Eastern and North Western having a savings rate of approximately 65%.

67% of savers are unaware of the interest rate they earn on their savings. Furthermore, 82% of savings accounts are found to be earning interest rates of less than 10.0% p.a.. With official inflation rates in double digits since 2005, savers are earning negative returns on their accounts.

¹ Apex lending institution for microfinance activities.

Institutional preferences

State banks are generally more popular for savings with over 75% of households saving in these banks (especially People's Bank and Bank of Ceylon). This is mainly due to the fact that these banks are seen as reliable and safe. The ease of depositing and withdrawing funds also plays an important role here.

Accessibility is a prime factor influencing the choice of institution for borrowing. Here too, state banks are comparatively more popular than other financial institutions. This could possibly be due to the fact that these banks, especially People's Bank, have a large branch network making them more accessible than financial institutions which have relatively limited branch networks.

Informal credit

There is a fairly active market for informal credit in the country with nearly 20% of households having accessed informal sources of finance for their credit needs. A fifth of these households state that they use informal sources of finance mainly as they are unable to access formal sources. The percentage of households using informal credit is highest in the estate sector where utilisation of credit from formal sources is lowest.

The main sources of informal credit are non-commercial sources such as relatives, friends and neighbours; only about a fifth of the total value of informal loans

Domestic private banks (such as HNB, Seylan Bank and Commercial Bank of Sri Lanka) play a fairly significant role in the Northern and Eastern Provinces especially in the case of savings. This is in marked contrast to the rest of the country and could be attributed to the limited outreach of financial institutions such as RDBs and CRBs in these areas.

In the case of the lower income groups Samurdhi Banks seem to be the main source of finance with over 50% accessing these institutions for their credit needs and approximately 38% for their savings needs.

is taken from money lenders. This is in contrast to the common perception that money lenders play a very significant role in the informal sector.

Easy access, ability to obtain funds speedily and the absence of collateral requirements play a key role in motivating households to use informal sources over formal sources. These factors are especially relevant for poor households with few assets or households in more remote areas where distance to a formal institution may be too great making it costly and inconvenient to access.

Barriers to access and suggestions for service improvement

There is still an unmet demand for financial services, particularly credit, with over 50% of households claiming to be in need of a loan, indicating that there is still scope for expansion in outreach. Approximately one fourth of these loans are required for entrepreneurial purposes and over 40% for construction and housing.

Collateral requirements, excessive documentation, rigid terms and conditions and long processing period are key barriers faced by households when accessing formal institutions for credit. Collateral is the main issue facing all households although a larger percentage of households (over half) in the lower income groups cite

this as a problem whereas rigid terms and conditions are seen as barrier by more households in the richer income group.

For savings, the key barriers cited are long transaction times, low rates of interest, lack of knowledge of services offered, excessive documentation and distance to institution. Long transaction time, restricted banking hours and unfriendly bank officers are seen as barriers to access by a greater proportion of households in the higher income groups whereas, low interest rates are seen as a barrier by a greater proportion of households in the lower income groups.

Simple and quick loan procedures, reduced documentation, greater information dissemination and a customer friendly environment are the key suggestions for service improvement in financial institutions. Many of the respondents claimed of a lack of institutions in close proximity to their homes. This could be due to the concentration of most formal institutions in and around urban centres, making access inconvenient for rural customers. The information gathered in the sur-

Insurance services

Over 31% of households in the country have obtained some form of insurance. However, the majority of these households have also utilised other financial services such as the credit and/or savings facilities offered by financial institutions. Furthermore, there is large disparity between income groups. There are no households in the 1st quintile who have insurance compared

Impact of financial services

A considerable proportion of households feel that their utilisation of financial services has a positive impact on factors such as household income, housing conditions, employment opportunities, overall standard of living and the ability to cope with vulnerability and risks. Therefore, ensuring a greater outreach and more importantly, addressing regional and sectoral disparities in outreach is important.

vey indicates that more than 50% of loans obtained are from institutions further than 5 Km away from the borrower (see Annex 7). In non-urban areas where public transport is scarce this is a very valid problem. The use of new technology such as smart cards, mobile telephone banking and alternative distribution channels such as agent banking and mobile banking could be a means of mitigating this issue.

to over 40% in the top quintile. Insurance companies and financial institutions play an important role in supplying insurance services to households. In the case of lower income groups, financial institutions such as Samurdhi Banks that have a compulsory insurance scheme for beneficiaries are important.

Low income groups derive less benefits of utilising financial services compared to higher income groups. A much larger proportion of households (over one fourth) in poorest quintile utilise their loans for consumption and various emergency purposes (medical treatment, deaths, births etc) compared to the richest quintile where a larger proportion loans are used for productive purposes or for purposes where benefits can be derived over a period of time.

Conclusions and Outlook

The findings of this study indicate that the main challenges for the microfinance sector lie not in the outreach of financial services but elsewhere. The survey provides evidence of a mismatch between supply and demand which should be food for thought to providers of financial services, whether formal or semi-formal. Customers complain of high transaction costs and the fact that providers lack the flexibility they need and search for. Despite financial institutions having a rather extensive coverage, the information gathered in the survey shows that there is still a large unmet demand for credit, which hints at some inefficiencies in the sector. Further research would be needed to better explore the causes of this mismatch.

Another striking finding of this study which has significant policy implications is the clear preference of customers for government financial institutions, which points to a bias in the market. The large outreach of state-owned financial institutions is an added justification for the introduction of market-oriented reforms which would boost the efficiency of these institutions and the financial sector as a whole. The bail-out presumption for state-owned banks, which seems to be rooted in the popular perception creates moral hazard among state-owned banks, distorts competition and causes efficiency losses for the sector. Meanwhile, private actors in the financial sector should focus more on long-term strategies that will allow them to build trust and credibility.

The relevant authorities should also do more to provide a fair and safe environment, by regulating and supervising microfinance providers in order to increase customer protection. The legitimacy and credibility attached to a licensed and regulated institution would go a long way in improving public and investor confidence in microfinance providers. The data indicates

that microfinance providers are accessed by a fair number of households and given also the fact that loan sizes indicate a strong market for microfinance, licensing large MFIs and authorising them to mobilise deposits would enable them to expand operations and increase outreach to lower income groups and free them from the limitations of dependence on donor funding.

Another important observation from the study is that poorer income groups are less able to derive the benefits of utilising financial services than richer income groups. Despite the fact that the Sri Lanka's financial market is mostly a microfinance market, the advances in terms of poverty alleviation seem to be rather modest. The development in terms of quantity and quality of 'credit plus' services tailored especially to the needs of the poor could prove useful in enhancing the benefits they derive from access to financial services.

Although insurance services have an important role to play in reducing risks and vulnerabilities faced by households, the study finds a relatively low utilisation of insurance services. Increasing outreach of insurance services is important, particularly to low income households which can be dragged into poverty by sudden sickness or death. However, a greater acceptance of insurance services among the general population is required before micro insurance can be developed and expanded.

It is hoped that this study has helped shed light on the demand for financial services in Sri Lanka and that it will be a practical guide for policy makers in their endeavour to protect customers and facilitate their access to financial services, for practitioners to improve their efficiency by catering more to the needs of the customers, their preferences and expectations and for donors to be able to channel their support more efficiently.

11. සොයා ගැනීම් සහ නිගමනයන්

මෙම සමීක්ෂණයේ මූලික අරමුණ ශ්‍රී ලංකාවේ මූල්‍ය සේවාවන්හි ව්‍යාප්තිය අධ්‍යයනය කිරීම වූ අතර විශේෂයෙන් ක්ෂුද්‍ර මූල්‍ය වෙළඳ පොළ ඉලක්ක කර ගනිමින්, විවිධ ආදායම්ලාභී කණ්ඩායම් තුළ එම සේවාවල භාවිතයන් කුමන පරිමාණයකින් සිදුවේදැයි හඳුනාගැනීම ද අරමුණු කරන ලදී. ජාතික සංවර්ධන භාරකාර අරමුදලෙහි (NDF)¹ නිර්වචනයට අනුව රු. 100,000 ට වඩා අඩු ණය, ක්ෂුද්‍ර ණය ලෙස සැලකෙයි. ඒ අනුව බලන කල ශ්‍රී ලංකාව තුළ බොහෝ දුරට පවතින්නේ ක්ෂුද්‍ර මූල්‍ය

වෙළඳ පොළක් වේ. කුටුම්භ තුළ කොතරම් දුරකට මූල්‍ය සේවාවන් භාවිතය පැතිර ඇත්ද යන්නත්, ආංශික සහ ප්‍රාදේශීය වශයෙන් මෙම සේවාවල භාවිතය වෙනස්වන ආකාරය අධ්‍යයනය කිරීමත් මෙම සමීක්ෂණයේ මූලික අරමුණ විය. මීට අමතරව ණය සහ ඉතුරුම්වල ධාරිතාවයන්, අවිධිමත් ණය මූලාශ්‍රයන් පිළිබඳවත්, විධිමත් සේවා සඳහා ළඟා වීමට ඇති බාධකයන් පිළිබඳවත් මෙහිදී අධ්‍යයනය කෙරුණි.

මූලික සොයාගැනීම්

ක්ෂුද්‍ර මූල්‍ය සේවා සඳහා ඇති ඉල්ලුම

ශ්‍රී ලංකාවේ මූල්‍ය වෙළඳ පොළ අවශ්‍යයෙන්ම ක්ෂුද්‍ර මූල්‍ය වෙළඳ පොළක් බව පෙනී යයි. ගෘහ ඒකකයන් 80% කට වැඩි ප්‍රමාණයකට අවශ්‍ය වනුයේ රු. 100,000 ට වඩා අඩු ණය මුදලකි. මෙහිදී ආංශික, ප්‍රදේශීය සහ ආදායම් කණ්ඩායම් අතර වෙනස්කම් දැකිය හැකිය.

නාගරික කුටුම්භයන්ගෙන් 67.9% ක ප්‍රමාණයක්ම රු. 100,000 ට අඩු ණය ලබාගෙන ඇති අතර වතුකරයේ මෙම අගය 100% ක් ගනී. එසේම ශ්‍රී ලංකාවේ දුර්ද්‍රතාවය අඩුම පළාත ලෙස සැලකෙන බස්නාහිර පළාත හා සැසඳීමේදී උග්‍රව සහ සබරගමුව වැනි දුර්ද්‍රතාවය ඉහළ පළාත්හි කුටුම්භයන් අතර මෙම ප්‍රතිශතය ඉහළ අගයක් පෙන්වයි. පවුල් ඒකකයන්ගේ ආදායම් තත්ත්වය අනුව බලන කල පහළම ආදායම්ලාභී පවුල් ඒකක වලින්

රු. 100,000 ට වඩා වැඩි ණය මුදලක් ලබාගෙන ඇත්තේ 1% ක් පමණක් වන අතර ඉහළම ආදායම් ලබන්නන් තුළ එය ආසන්නව 50% ක් පමණ වන බව පෙනී යයි. ලංකාවේ පවුල් ඒකක 60% කට වඩා වැඩි පිරිසකට තම මූල්‍ය අවශ්‍යතා සපුරාගැනීමේ පහසුකම සපයා දෙමින් ක්ෂුද්‍ර මූල්‍ය ආයතන (ග්‍රාමීය සංවර්ධන බැංකු, සමුපකාර ග්‍රාමීය බැංකු, සණස, සමෘද්ධි බැංකු, රාජ්‍ය නොවන සංවිධාන සහ පුජා මූල සංවිධාන) ඉතා වැදගත් කාර්ය භාරයක් ඉටුකරයි. අඩු ආදායම්ලාභී පවුල් වෙත ක්ෂුද්‍ර මූල්‍ය පහසුකම් සැපයීම සැලකීමේදී සමෘද්ධි බැංකුව වැනි ආයතන වැදගත් වෙයි. අඩුම ආදායම් ලබන කොටස තුළ සිටින පවුල් ඒකකවලින් 50% ක්ම සමෘද්ධි බැංකු වෙතින් ණය ලබාගෙන ඇති අතර 40% ක පිරිසක් එම බැංකුවෙහි තම ඉතුරුම් පවත්වා ගෙන යයි.

මූල්‍ය සේවාවන්ගේ පැතිරීම

ශ්‍රී ලාංකික පවුල් ඒකකයන්ගෙන් 82.5% ක ප්‍රමාණයකට තම ණය සහ ඉතුරුම් අවශ්‍යතා ඉටුකර ගැනීමට මූල්‍ය ආයතන වෙත ළඟාවීමේ අවස්ථාව ලැබී ඇත. කෙසේ නමුත් විවිධ අංශ, ප්‍රදේශ සහ ආදායම්ලාභී කණ්ඩායම් අතර වෙනස්කම් දැකිය හැකිය. නාගරික සහ ග්‍රාමීය ප්‍රදේශවල මූල්‍ය සේවාවල ව්‍යාප්තියෙහි දැකිය හැක්කේ සුළු වෙනසක් වන නමුත් වතුකරයේ මූල්‍ය සේවා ව්‍යාප්තියෙහි අඩුවක් දැකිය හැකිය. ශ්‍රී ලාංකීය ජනතාවගෙන් 80% ක ප්‍රතිශතයක් ග්‍රාමීය ප්‍රදේශවල ජීවත් වන නිසා ඉතා දුර බැහැර ප්‍රදේශවල ජීවත්වන ඇතැම් කොටස් සඳහා මූල්‍ය සේවාවන් වෙත ළඟාවීමේ දුෂ්කරතාවයන් ඇති බව සිතිය හැකිය. සමස්තය සමග සැසඳීමේදී උග්‍රව සහ වයඹ පළාත්වල මූල්‍ය සේවාවල ව්‍යාප්තියෙහි

අඩුවක් දැකිය හැකිවේ. ඉහළම ආදායම්ලාභී පිරිසෙන් 90% ක ප්‍රතිශතයක් මූල්‍ය සේවා භාවිත කර ඇති අතර අඩුම ආදායම්ලාභීන් අතර මූල්‍ය සේවා භාවිතය 73% ක පමණ අගයක් ගනී. ඉතා ශක්තිමත් ඉතුරුම් සංස්කෘතියකට හිමිකම් කියන ශ්‍රී ලාංකීය ජනතාවගෙන් 75% ක ප්‍රමාණයක් මූල්‍ය ආයතනවල ඉතිරි කිරීමේ පවත්වා ගෙන යයි. වතුකරයේ ජනතාව අතර මෙය 68.5% ක් ද, උතුර, නැගෙනහිර හා වයඹ පළාත්වල මෙම අගය 65% ක් ද පමණ වේ. ඉතුරුම් හිමියන්ගෙන් 67% කටම ඔවුන්ගේ ඉතුරුම් සඳහා ලැබෙන පොලී අනුපාතිකය පිළිබඳව අවබෝධයක් නොමැත. තවද ඉතුරුම් ගිණුම් හිමියන්ගෙන් 82% ක ප්‍රමාණයකගේ වාර්ෂික සල්ල

1 ක්ෂුද්‍ර ණය වැඩසටහන් සඳහා ප්‍රතිමූල්‍ය ලබාදෙන ප්‍රමුඛ රජයේ ආයතනය මෙයවේ.

පොලී අනුපාතිකය 10.0% ට වඩා අඩු අගයක් ගනී. වර්ෂ 2005 සිට පවතින ඉහළ උද්ධමන අනුපාතය

නිසා ඉතුරුම් ගිණුම් සඳහා ලැබෙන සපල ඉපැයීම් සෘණ අගයක පවතී.

මූල්‍ය ආයතන සඳහා ඇති කැමැත්ත

මුදල් තැන්පතු සඳහා 75% කට අධික පිරිසක් තෝරාගෙන ඇත්තේ රාජ්‍ය බැංකු (විශේෂයෙන්ම මහජන බැංකුව හා ලංකා බැංකුව) වන අතර මෙයට මූලික ලෙසම හේතු පාදක වී ඇත්තේ රාජ්‍ය ආයතන වඩා ආරක්ෂාකාරී සහ විශ්වාසනීය බව සැලකීමයි. මෙහිදී මුදල් තැන්පත් කිරීමේ සහ ආපසු ගැනීමේ පහසුව වැදගත් කරුණු ලෙස සැලකේ.

ණය ලබාගැනීම සඳහා මූල්‍ය ආයතනයක් තෝරා ගැනීමේ මූලිකම සාධකය ලෙස එම ආයතන වෙත ළඟාවීමේ ඇති පහසුව සලකන බව පෙනී යයි. මෙහිදී ද රාජ්‍ය බැංකුවලින් ණය ලබාගැනීමට සාපේක්ෂව වැඩි නැඹුරුවාවක් ඇති බව පෙනී යයි. විශාල ශාඛා ප්‍රමාණයකින් යුක්ත වීම නිසා එම මූල්‍ය ආයතන වලට පහසුවෙන් ළඟා විය හැකි

වීම මෙයට හේතු වේ. (උදා: මහජන බැංකුව) දේශීය පෞද්ගලික බැංකු (හැටන් නැෂනල් බැංකුව, සෙලාන් බැංකුව සහ කොමර්ෂල් බැංකුව) උතුරු සහ නැගෙනහිර පළාත්වල ඉතුරුම් ඒකරාශීකරණයේදී සැලකිය යුතු කාර්යභාරයක් ඉටුකරයි. අනිකුත් පළාත් සමග සසඳන කල මෙය පැහැදිලි වෙනසක් ලෙස පෙනී යයි. මෙම පළාත්වල ප්‍රාදේශීය සංවර්ධන බැංකුවල හා සමුපකාර ග්‍රාමීය බැංකුවල අඩු ව්‍යාප්තිය මෙයට ප්‍රධාන හේතුව ලෙස සැලකිය හැක.

අඩු ආදායම්ලාභී කණ්ඩායම්වලින් 50% කට අධික පිරිසක් සිය ණය අවශ්‍යතා සඳහාද, 38% කට ආසන්න පිරිසක් මුදල් තැන්පතු සඳහා ද, සමෘද්ධි බැංකුව වෙත යොමුවී ඇති බව දැකිය හැකිය.

අවිධිමත් ණය

අවිධිමත් ණය සඳහා සක්‍රීය වෙළඳ පොළක් පවතින අතර, සමස්තයක් ලෙස ගත්කල මුළු පවුල් ඒකක ප්‍රමාණයෙන් 20% ක් පමණ සිය ණය අවශ්‍යතා සඳහා අවිධිමත් මූලාශ්‍ර වෙත යොමුවී ඇත. මෙයින් පහෙන් එකක කොටසක් ඔවුන් අවිධිමත් මූලාශ්‍ර වෙත යොමුවීමට හේතුව ලෙස දැක්වූයේ විධිමත් මූලාශ්‍ර වෙත ළඟාවීමට ඇති නොහැකියාවයි. වතුකරය සැලකීමේදී මෙම අගය මීට වඩා ඉහළ අගයක් ගන්නා අතර විධිමත් මූලාශ්‍ර වලින් ණය ලබාගෙන ඇති පිරිස ඉතාමත් පහළ මට්ටමක පවතී. අවිධිමත් මූලාශ්‍ර වලින් ණය ලබාගැනීම සැලකීමේදී ප්‍රධාන වශයෙන් වාණිජමය නොවන මූලාශ්‍ර (ඥාති හිතමිත්‍රාදීන්, අසල්වාසීන්) වෙත යොමුවී ඇත. මුදල් පොලියට දෙන පුද්ගලයන් වෙත යොමුවී ඇත්තේ

අවිධිමත් ණය අවශ්‍ය වූවන්ගෙන් 1/5 ක කොටසක් පමණි. මෙය “ මුදල් පොලියට දෙන පුද්ගලයින්, මූල්‍ය වෙළඳ පොළෙහි වැදගත් කාර්යභාරයක් ඉටුකරයි “ යනුවෙන් පවතින සාමාන්‍ය අදහසට වඩා වෙනස් තත්ත්වයක් බව පැහැදිලි වෙයි. ගෘහස්ථ අවශ්‍යතා සඳහා අවිධිමත් මූලාශ්‍ර වෙත යොමුවීමට හේතුවී ඇති කරුණු අතරින් ළඟාවීමේ පහසුව, මුදල් ඉක්මණින් ලබාගත හැකි බව සහ සුරැකුම් ඉදිරිපත් කිරීමේ අවශ්‍යතාවයක් නොමැති බව යන සාධක වැදගත් වෙයි. විශේෂයෙන්ම මෙම කරුණු අඩු වත්කම් සහිත දුප්පත් පවුල් ඒකකයන්ටත්, විධිමත් මූලාශ්‍ර වෙත ළඟාවීමට අපහසු හා අධික පිරිවැයක් දැරිය යුතු දුෂ්කර ප්‍රදේශවල ජීවත්වන පවුල් ඒකකයන්ටත් අදාළ වේ.

ළඟාවීමට ඇති බාධක සහ සේවා දියුණු කිරීමට යෝජනා

විශේෂයෙන්ම කුටුම්භයන්ගෙන් 50% ක පමණ ප්‍රමාණයක් ණය (Credit) සඳහා වන අවශ්‍යතාවයන්ගෙන් යුක්ත වෙයි. මෙමගින් පෙන්නුම් කරන්නේ ක්ෂුද්‍ර මූල්‍ය ආයතනවලට තම සේවා තවදුරටත් ව්‍යාප්ත කිරීමට ඇති හැකියාවයි. මෙම ණය අවශ්‍යතා වලින් ආසන්න වශයෙන් හතරෙන් එකක් පමණ ව්‍යවසායික කටයුතු සඳහාත් 40% කට වැඩි කොටසක් නිවාස සහ ඉදිකිරීම් කටයුතු සඳහාත් ඉල්ලුම් කරයි.

ණය ලබාගැනීම සඳහා විධිමත් මූල්‍ය ආයතන වෙත ඉල්ලුම්කරුවන් ළඟාවීමට ඇති මූලික බාධාවන් වී ඇත්තේ සුරැකුම් (ඇප) ඉදිරිපත් කිරීමට ඇති අපහසුතාවය, අධික ලියකියවිලි ප්‍රමාණයක් ඉදිරිපත් කළ යුතු වීම, දැඩි නීති සහ ණය කොන්දේසි ද, ණය නිදහස් කිරීමේ ක්‍රියාපටිපාටියට දීර්ඝ කාලයක් ගතවීම යන කරුණුයි. අඩු ආදායම්ලාභී පවුල් ඒකකයන්ගෙන් වැඩි ප්‍රතිශතයක් (අඩකටත්

වඩා වැඩි) ප්‍රධාන බාධකය ලෙස සුරැකුම් ඉදිරිපත් කිරීමට ඇති අපහසුතාවය දක්වා ඇති අතර වැඩි ආදායම්ලාභී පවුල් ඒකක, දැඩි නීති සහ ණය කොන්දේසි ප්‍රධාන බාධකය ලෙස සඳහන් කරයි. ගනුදෙනු සඳහා ගතවන දීර්ඝ කාලය, අඩු පොලී අනුපාතික, මූල්‍ය ආයතන මගින් ලබාදෙන සේවාවන් පිළිබඳ නොදැනුවත්කම, අධික ලියකියවිලි ප්‍රමාණයක් ඉදිරිපත් කළ යුතු වීම සහ මූල්‍ය ආයතන පිහිටා ඇති ස්ථානයට ඇති දුර යන කරුණු ඉතුරුම් සඳහා ඇති ඉල්ලුමට ඇති ප්‍රධාන බාධක ලෙස දැක්විය හැකිය. වැඩි ආදායම්ලාභී පවුල් ගත් කල ගනුදෙනු සඳහා ගතවන දීර්ඝ කාලය, ගනුදෙනු සඳහා විවෘත සීමිත කාලය සහ සුහදගීලි නොවන බැංකු නිලධාරීන් ප්‍රධාන බාධක ලෙස දක්වා ඇති අතර අඩු ආදායම්ලාභී පවුල් අඩු පොලී අනුපාතික ප්‍රධාන බාධකය ලෙස දක්වයි. සරල සහ පහසු ණය නිදහස් කිරීමේ ක්‍රියාවලියක් හඳුන්වා දීම, ඉදිරිපත් කළයුතු ලියකියවිලි අවම කිරීම, තොරතුරු පුළුල් ලෙස ප්‍රචලිත කිරීම සහ ගනුදෙනුකරුවාට හිතවාදී වටපිටාවක් ගොඩ නැංවීම, මූල්‍ය ආයතන මගින් සපයන සේවාවන්

වැඩිදියුණු කිරීම සඳහා වන මූලික යෝජනාවේ. මෙම සමීක්ෂණයට සහභාගී වූවන්ගෙන් වැඩි දෙනෙකු පැවසුවේ ඔවුන් පදිංචි ස්ථානවලට ආසන්නව මූල්‍ය ආයතන පිහිටා නොමැති වීම ගැටළුවක් බවයි. මෙයට ප්‍රධාන වශයෙන් හේතුවිය හැක්කේ ග්‍රාමීය ජනතාවට පහසුවෙන් ළඟාවිය නොහැකි නාගරික ප්‍රදේශවල පමණක් නම ශාඛා පවත්වාගෙන යාමට විධිමත් මූල්‍ය ආයතන ක්‍රියා කිරීමයි. මෙම සමීක්ෂණයෙන් ලබාගත් තොරතුරුවලට අනුව ණය ලබාගත් අයගෙන් 50% කට වැඩි පිරිසක් ණය මුදල් ලබාගෙන ඇත්තේ පදිංචි ස්ථානයෙන් කි.මී. 5 කට වඩා දුරකින් ඇති ආයතන මගිනි. (ඇමුණුම් අංක 07) පොදු ප්‍රවාහන සේවා දුර්වල තත්ත්වයක පවතින නාගරික නොවන ප්‍රදේශවල මෙය ප්‍රධාන ගැටළුවක්ව පවතී. මෙම ගැටළුව අවම කිරීම සඳහා ස්මාර්ට් කාර්ඩ්ස් (Smart Cards), ජංගම දුරකථන භාවිතයෙන් බැංකු කටයුතු සිදු කිරීම (Mobile Telephone Banking), නියෝජිත බැංකු (Agent Banking) සහ ජංගම බැංකු (Mobile Banking) වැනි විකල්ප බෙදාහැරීමේ මාර්ග නව තාක්ෂණික ක්‍රම යොදාගත හැකිය.

රක්ෂණ සේවා

ලංකාවේ පවුල් වලින් 31% ට වැඩි පිරිසක් කිසියම් ආකාරයක රක්ෂණ ආවරණයක් ලබාගෙන ඇත. කෙසේ නමුත් මෙම පවුල්වලින් වැඩි පිරිසක් අනිකුත් මූල්‍ය ආයතන වලින් ණය හෝ ඉතුරුම් පහසුකම් ද ලබාගෙන ඇත. එසේම විවිධ ආදායම්ලාභී කණ්ඩායම් අතර රක්ෂණ සේවා භාවිතයෙහි විශාල විෂමතාවයන් දැකිය හැක. පහළම ආදායම් ලබන කොටස් අතර රක්ෂණ ආවරණයක් ලබාගත් පවුල් දැකිය නොහැකි නමුත් ඉහළම ආදායම් ලබන

කොටස තුළ 40% ක ප්‍රමාණයක් දැකගත හැකිවේ. පවුල් ඒකකයන්ට රක්ෂණ සේවාවන් සැපයීමේදී මූල්‍ය ආයතන හා රක්ෂණ ආයතන ඉතා වැදගත් කාර්යභාරයක් ඉටුකරයි. සමෘධි බැංකු ආදී අඩු ආදායම්ලාභී කොටස් සඳහා පවත්වාගෙන යනු ලබන මූල්‍ය ආයතන මගින් ක්‍රියාත්මක කරන අනිවාර්ය රක්ෂණ ක්‍රම එහි ගනුදෙනුකරුවන්ට ලැබෙන්නාවූ මහඟු ප්‍රතිලාභයකි.

මූල්‍ය සේවාවන්ගේ බලපෑම

සැලකිය යුතු පවුල් ඒකක සංඛ්‍යාවක් ඔවුන් භාවිත කරන ලද මූල්‍ය සේවාවන් මගින් ගෘහ ඒකකයේ ආදායම, පවුලේ තත්ත්වය, රැකියා අවස්ථා, පවුලේ සමස්ත ජීවන තත්ත්වය සහ ඉදිරියේදී ඇතිවිය හැකි උපද්‍රව සහ අවදානමට මුහුණදීමේ ශක්තිය වර්ධනය කිරීම සඳහා හිතකර ධනාත්මක බලපෑමක් ඇති කරනු ලැබූ බවට පිළිගනී. එම නිසා මූල්‍ය සේවා පුළුල් ලෙස ව්‍යාප්ත කරන අතරම ප්‍රාදේශීය සහ ආංශික විෂමතා පිළිබඳව අවධානය යොමු කිරීමද වැදගත් වෙයි. වැඩි ආදායම් ලබන කණ්ඩායම් සමග සැසඳීමේදී අඩු ආදායම්ලාභී

කණ්ඩායම් මූල්‍ය සේවාවන් තුළින් ලබාගන්නා ප්‍රතිලාභ සාපේක්ෂය අඩු මට්ටමක පවතී.

අඩුම ආදායම් ලබන්නන්ගෙන් වැඩි කොටසක් (හතරෙන් එකකට වඩා) ඔවුන්ගේ ණය මුදල්, පරිභෝජනය සහ විවිධ හඳිසි අවශ්‍යතා (උපත්, මරණ, අසනීප ආදී) සඳහා යොදාගන්නා අතර, වැඩි ආදායම් ලබන්නන්ගෙන් වැඩි කොටසක් ඔවුන් ගන්නා ණය මුදල් ආර්ථිකමය වශයෙන් ඵලදායී හෝ දීර්ඝ කාලයක් පුරා ප්‍රතිලාභ ලැබිය හැකි කටයුත්තක් වෙත යොමු කරයි.

නිගමන සහ අනාගත අවස්ථා

මෙම අධ්‍යයනයේ සොයාබැලීම් වලට අනුව පෙනී යන්නේ ක්‍ෂුද්‍ර මූල්‍ය අංශයට ඇති ප්‍රධාන අභියෝගය එහි ව්‍යාප්තිය නොව වෙනත් හේතුවක් බවයි. විධිමත් මෙන්ම අවිධිමත් මූල්‍ය ආයතනවලින් සපයන සේවාවන් සහ එම සේවාවන්ට ඇති ඉල්ලුම අතර නොගැලපීමක් ඇති බවට මෙම සමීක්‍ෂණය සාක්ෂි සපයයි. තවද තමන්ට අවශ්‍ය නම්‍යශීලීත්වය එම සේවාවන්හි නොමැති බවත්, ඉහළ ගනුදෙනු පිරිවැය පිළිබඳවත් මැසිවිලි නගන ගනුදෙනුකරුවන් වඩා යහපත් සේවාවන් පිළිබඳ විමසීමක් වෙයි. එහි අකාර්යක්‍ෂමතාවය පිළිබඳව ඉඟි දක්වමින් තවමත් සපුරාලීමට නොහැකි වූ විශාල ඉල්ලුමක් ණය සඳහා ඇති බව දැකිය හැක. මෙම නොගැලපීම ගැන වඩා හොඳින් දැන ගැනීම සඳහා තවදුරටත් අධ්‍යයනය කළ යුතුව ඇත.

මෙම සමීක්‍ෂණයෙන් දැකගත හැකි ප්‍රතිපත්තිමය වශයෙන් වැදගත් කරුණක් වන්නේ රජයේ මූල්‍ය ආයතන සමඟ කටයුතු කිරීමට ගනුදෙනුකරුවන්ගේ ඇති හැඹුරුතාවයයි. වෙළඳ පොළ ඉලක්ක කරගෙන දීප ව්‍යාප්තව පැතිරී ඇති රාජ්‍ය මූල්‍ය ආයතනවල ශාඛා සමස්ථ මූල්‍ය වෙළඳ පොළෙහිම කාර්යක්‍ෂමතාවය ඉහළ නැංවීම කෙරෙහි දායක වී ඇති බව දැකිය හැකිය. කෙසේ වෙතත් තරගකාරීත්වය අක්‍රමවත් කිරීමටත්, මූල්‍ය අංශයේ කාර්යක්‍ෂමතාවය අඩුකිරීමටත් රාජ්‍ය බැංකු කෙරෙහි ගනුදෙනුකරුවන්ගේ ඇති මෙම හැඹුරුතාවය හේතුවෙයි. මේ අතරට විශ්වාසනීයත්වය වැඩි දියුණු කර ගැනීම සඳහා පෞද්ගලික අංශයේ මූල්‍ය ආයතනද දීර්ඝ කාලීන උපාය මාර්ග කෙරෙහි අවධානය යොමුකළ යුතුවෙයි.

පාරිභෝගිකයින්ට වඩා සාධාරණ සහ ආරක්‍ෂාකාරී පරිසරයක් ගොඩ නැංවීමටත්, පාරිභෝගික ආරක්ෂාව ලබාදීම සඳහාත් ක්‍ෂුද්‍ර මූල්‍ය සේවා සපයන්නන් විධිමත් කිරීමත් , සුපරීක්‍ෂණය කිරීමත් අදාළ අධිකාරීන් විසින් කළ යුතුව ඇත. මහජනතාවගේත් ආයෝජකයන්ගේත් විශ්වාසය වර්ධනය කිරීම උදෙසා විධිමත් හා අවසරලත් ආකාරයෙන් ක්‍රියාත්මක වන විශ්වාසනීය ක්‍ෂුද්‍ර මූල්‍ය ආයතනයකට බොහෝ දේ කළ හැක. සැලකිය යුතු පවුල් ඒකක ප්‍රමාණයක් සිය මූල්‍ය අවශ්‍යතා ඉටුකර ගැනීම සඳහා ක්‍ෂුද්‍ර මූල්‍ය ආයතන වෙත යොමුවී ඇති බව දන්න පෙනවා දෙයි. විශාල ක්‍ෂුද්‍ර මූල්‍ය ආයතන බලපත්‍රගතකර(Licensed) ඉතුරුම් ඒකරාශීකරණයට බලය ලබාදීම මගින්

එම ආයතනවල සේවා කටයුතු පුළුල් කිරීමටත්, අඩු ආදායම්ලාභී පවුල් වෙත සපයන සේවා වැඩි දියුණු කිරීමටත්, ආධාර අරමුදල් මත යැපීම අඩු කිරීමටත් අවස්ථාව සැලසෙයි.

මෙම අධ්‍යයනයේදී දැකගත හැකි වූ තවත් වැදගත් කරුණක් වූයේ වැඩි ආදායම්ලාභී කොටස් සමඟ සසඳන කල අඩු ආදායම්ලාභී කොටස්, ඔවුන් ගන්නා මූල්‍ය සේවාවන්ගෙන් ලබාගන්නා වූ ප්‍රතිලාභ පහළ මට්ටමක පවතින බවයි. ශ්‍රී ලංකාවේ මූල්‍ය වෙළඳ පොළ විශාල වශයෙන්ම ක්‍ෂුද්‍ර මූල්‍ය වෙළඳ පොළකින් සමන්විත වූවත් දුප්පත්කම තුරන් කරලීම සඳහා ණය මුදල් සැපයීමේහි බලපෑම පවතින්නේ සාමාන්‍ය මට්ටමකය. අඩු ආදායම්ලාභීන්ගේ අවශ්‍යතා සපුරාලීම සඳහා විශේෂයෙන් සකස් කළ හා මූල්‍යමය නොවන සේවාවන් ප්‍රමාණාත්මකව මෙන්ම ගුණාත්මකව ද වර්ධනය කිරීම මගින් ඔවුන් මූල්‍ය සේවාවකින් ලබාගන්නා ප්‍රතිලාභ තවදුරටත් වැඩි කළ හැක.

කුටුම්භයන්ගේ අවදානම හා අනතුරට භාජනය වීමේ හැකියාව අඩු කිරීමට රක්‍ෂණ සේවාවන් වැදගත් දායකත්වයක් ලබාදෙයි. නමුත් රක්‍ෂණ සේවාවන්හි භාවිතය සාපේක්‍ෂව අවම මට්ටමක පවතින බව මෙම අධ්‍යයනය මගින් පෙන්නුම් කරයි. හදිසි ලෙඩ රෝග හෝ මරණය මගින් දැනී බවට පත්විය හැකි අඩු ආදායම්ලාභී පවුල් වෙත රක්‍ෂණ සේවා ව්‍යාප්ත කිරීම ඉතාමත් වැදගත් වනු ඇත. කෙසේ වෙතත් ක්‍ෂුද්‍ර රක්‍ෂණ සේවාවන් දියුණු කිරීමට සහ ව්‍යාප්ත කිරීමට පෙර රක්‍ෂණ සේවාවන් පිළිබඳව වඩා හොඳ පිළිගැනීමක් මහජනයා අතර ඇති කිරීම අවශ්‍ය වෙයි.

ශ්‍රී ලංකාවේ මූල්‍ය සේවාවන්ට ඇති ඉල්ලුම පහදා දීමට මෙම අධ්‍යයනය පිටුවහලක් වන්නට ඇතැයි බලාපොරොත්තු වෙමු. එසේම මෙය ගනුදෙනුකරුවන්ගේ අවශ්‍යතා පිරිමසමින් ඔවුන්ට ළඟාවිය හැකි කාර්යක්‍ෂම මූල්‍ය සේවා ඇති කිරීමටත්, ගනුදෙනුකරුවන්ගේ ආරක්‍ෂාව තහවුරු කිරීමට ප්‍රතිපත්ති සම්පාදනය කරන්නටත්, ගනුදෙනුකරුවන්ගේ අභිමතය සහ බලාපොරොත්තු අනුව ඔවුන්ගේ අවශ්‍යතා පිරිමසමින් සේවා සපයන්නන්ට ඔවුන්ගේ සේවාවන්හි කාර්යක්‍ෂමතාවය වැඩිදියුණු කිරීමටත්, ආධාර සපයන්නන්ට ඔවුන්ගේ උපකාර වඩා කාර්යක්‍ෂම ලෙස ලබාදීමටත් ප්‍රායෝගික මග පෙන්වීමක් වනු ඇත.

11. பெறுபேறுகளும் முடிவுரையும்

இவ் ஆய்வினுடைய நோக்கு இலங்கையில் நிதிச்சேவைகளின் வெளிஅடைவு பற்றியதாகும். இருந்தபோதும் இவ்ஆய்வு நுண்ணிதிநோக்கு என்பதனை மையமாகக் கொண்டு வருமானக் குழுக்கள், அளவுகளின் அடிப்படையில் நிதிச் சேவைகளின் பயன்பாட்டினை ஆராய முயற்சித்துள்ளது. நுண்கடனினை பின்வருமாறு தேசிய அபிவிருத்தி நம்பிக்கை நிதியம்¹ வரைவிலக்கணப்படுத்துகின்றது. “ரூபா 100,000 க்கும் குறைவான கடன்கள் நுண்கடன்களாகும்”. இலங்கை பிரதானமாக ஒரு நுண்ணிதிச் சந்தையாகக்

கருதப்படுகின்றது. இவ்வாய்வின் முக்கிய நோக்கம் வீட்டுத் துறையினர் எவ்வளவு தூரம் நிதிச் சேவைகளை பயன்படுத்துகிறார்கள் என்பதை ஆராய்தலும் பிராந்தியரீதியாகவும், துறைரீதியாகவும் இருக்கக்கூடிய சமமின்மைகளை அறிந்துகொள்வதுமாகும். மேலும் கடன்கள் மற்றும் சேமிப்புகளின் அளவு, கடனிற்கான முறைசாரா மூலங்களின் பயன்பாடு, முறைசார் மூலங்களை அடைவதிலான தடைகள் என்பனவும் ஆய்வுக்குட்படுத்தப்பட்டது.

முக்கிய பெறுபேறுகள்

நுண்ணிதிக்கான கேள்வி

இலங்கை நிதிச்சந்தையானது பிரதானமாக ஓர் நுண்ணிதிச் சந்தை என்பதுடன் 80% க்கு மேற்பட்ட வீட்டுத்துறையினர் ரூபா 100,000 க்கும் குறைவான மொத்த கடனினையே கொண்டுள்ளனர். சமமின்மையானது துறைகள், பிராந்தியங்கள், வருமான குழுக்கள் மத்தியில் காணப்படுகின்றது. 100% மாகக் காணப்படும் பெருந்தோட்டத் துறையினருடன் ஒப்பிடும்போது நகரத்துறையில் 67.9% ஆன வீட்டுத் துறையினர் ரூபா 100,000 க்கு குறைவான மொத்தக் கடனினையே கொண்டுள்ளனர். இதேபோல நாட்டின் செல்வந்த மாகாணமான மேல் மாகாணத்துடன் ஒப்பிடும் போது ஊவா, சப்பிரகமுவா மாகாணங்களில் (உயர் வறுமைவீதத்தை உடையன) அதிகவீதமான வீட்டுத் துறையினர் நுண்கடன்களை கொண்டுள்ளனர். வருமான மட்டத்தின் அடிப்படையில் வீட்டுத்துறையினரை பார்க்கின்றபோது 1வது காலணை வகுப்பில் 1% ஆன வீட்டுத்துறையினர் மட்டுமே ரூபா 100,000 க்கு கூடுதலான கடன்களை

கொண்டுள்ளபோது ஒப்பீட்டளவில் 5வது காலணை வகுப்பில் இது ஏறக்குறைய அரைவாசியாகும்.

நாட்டில் நுண்ணிதிநிறுவனங்கள் (பிராந்திய அபிவிருத்தி வங்கிகள், கூட்டுறவு கிராமிய வங்கிகள், சனச, சமுர்த்தி வங்கிகள், அரசசார்பற்ற நிறுவனங்கள், சமூகம் சார் நிறுவனங்கள்) முக்கிய பங்குவகிக்கின்றது அத்துடன் 60% க்கு மேற்பட்ட வீட்டுத்துறையினர் தமது நிதித் தேவைகளுக்காக இந்நிறுவனங்களை நாடுகின்றனர். சமுர்த்தி வங்கிகள் போன்ற நிறுவனங்கள் குறிப்பாக குறைந்த வருமான குழுக்களுக்கு முக்கியம் பெறுகின்றது. 1வது காலணை வகுப்பில் உள்ளவர்களில் 50% க்கு மேற்பட்டோர் சமுர்த்தி வங்கிகளிலிருந்து கடன்களை பெற்றுள்ளதுடன் இக்காலணை வகுப்பிலுள்ளோரில் ஏறக்குறைய 40% ஆனோர் அவ்வங்கிகளிலேயே சேமிப்பினையும் மேற்கொள்கின்றனர்.

நிதிச்சேவைகளின் வெளிஅடைவு

வெளி அடைவு ஆனது நியாயமான அளவு பரந்ததாக 82.5% ஆன வீட்டுத்துறையினர் தமது சேமிப்புகளுக்கும் கடன் தேவைகளிற்கும் நிதிநிறுவனங்களை நாடுவதாக உள்ளது. இருந்தபோதும் சமமின்மையானது துறைகள், பிராந்தியங்கள், வருமான குழுக்களிடையில் காணப்படுவதனை அவதானிக்க முடிகின்றது. பெருந்தோட்டத் துறையானது குறிப்பாக ஏனைய 2 துறைகளுடன் ஒப்பிடும்போது குறைவான வெளி அடைவினையே கொண்டுள்ளது. ஆனால் கிராம, நகர துறைகளுக்கிடையில் வெளிஅடைவில் சிறியளவான சமமின்மை நிலவுகின்றது. இலங்கையில்

கிராமியத்துறையில் 80% ஆன வீட்டுத்துறையினரில் பின்தங்கிய பிரதேசங்களில் உள்ளவர்கள் நிதியினை பெற்றுக்கொள்வதில் மிகவும் தாழ்ந்த நிலையிலேயே காணப்படுகின்றனர். மாகாண மட்டங்களில் ஊவா, வடமேற்கு மாகாணங்கள் தேசிய சராசரியுடன் ஒப்பிடும்போதும் குறைந்த வெளி அடைவினையே காட்டுகின்றன.

வெளி அடைவு 1 வது காலணை வகுப்பில் அண்ணளவாக 73% ஆக காணப்படுகிறது. இதனுடன் ஒப்பிடும் போது உயர்வருமான குழுவில்

1 நுண்ணிதி நடவடிக்கைகளுக்கான உயர்மட்ட கடன்வழங்கல் நிறுவனம்

உயர்வாக 5வது காலணை வகுப்பில் ஏறக்குறைய 90% ஆன வீட்டுத்துறையினர் நிதிச்சேவைகளை பயன்படுத்துகின்றனர்.

இலங்கையில் பலமான சேமிப்புக் கலாசாரம் காணப்படுவதுடன் ஏறக்குறைய 75% வீட்டுத்துறையினர் நிதி நிறுவனங்களில் சேமிப்புக்களை கொண்டுள்ளனர். இருந்தபோதும் பெருந்தோட்டத்துறை 68.5% ஆக பின்தங்கிய நிலையிலும், வடக்கு, கிழக்கு, வடமேற்கு மாகாணங்கள் அண்ணளவாக 65% சேமிப்பு

நிறுவனத்தியான முன்னுரிமைகள்

பொதுவாக அரசு வங்கிகள் சேமிப்பிற்கு மிகவும் பிரபல்யமானதாகக் காணப்படுகின்றது அத்துடன் 75% க்கு மேற்பட்ட வீட்டுத்துறையினர் அவ்வங்கிகளிலேயே சேமிப்பினைக் கொண்டுள்ளனர். (குறிப்பாக மக்கள் வங்கியிலும், இலங்கை வங்கியிலும்) அதற்குக் காரணம் அவ்வங்கிகள் நம்பகத் தன்மையும், பாதுகாப்பும் உடையதாக காணப்படுவதாகும். நிதியினை வைப்பிலிடுவதிலும், மீளப்பெறுவதிலும் உள்ள இலகுத்தன்மையும் கூட இவ்விடத்தில் முக்கிய பங்கு வகிக்கின்றது.

கடனை பெறுவதற்கான நிறுவனத்தினை தெரிவுசெய்வதில் அடையக்கூடிய தன்மை முக்கிய காரணியாக செல்வாக்கு செலுத்துகின்றது. இங்கேயும் கூட அரசுவங்கிகள் ஏனைய நிதிநிறுவனங்களுடன் ஒப்பிடும்போது மிகவும் பிரசித்தி வாழ்ந்தவையாகக் காணப்படுகின்றன. இதற்குக் காரணம் அவ்வங்கிகள் குறிப்பாக மக்கள் வங்கிகள், தமது கிளை வலை அமைப்பினை பெரிய அளவிலே கொண்டிருப்பதனால் அவற்றினை அடையும் தன்மை வரையறுக்கப்பட்ட

முறைசாராக் கடன்கள்

நாட்டில் முறைசாரா கடன்களிற்கு ஓரளவு சுறுசுறுப்பான சந்தை காணப்படுவதுடன் ஏறக்குறைய 20% ஆன வீட்டுத்துறையினர் தமது கடன் தேவைகளிற்கு முறைசாரா நிதி மூலங்களை அடைந்துள்ளனர். இவ்வீட்டுத்துறையினரில் ஐந்தில் ஒரு பகுதியினர் தம்மால் முறைசார் நிதி மூலங்களை அடையமுடியாமல் இருப்பதினால் தாம் முக்கியமாக முறைசாரா மூலங்களை பயன்படுத்துவதாக குறிப்பிட்டுள்ளனர். முறைசாராக் கடன்களை பயன்படுத்தும் வீட்டுத்துறைகளில் பெருந்தோட்டத்துறை உயர்ந்த விகிதாசாரமாக காணப்படும் அதேவேளை முறைசார்

வீதத்தினையுமே கொண்டுள்ளனர்.

67% ஆன சேமிப்பாளர்கள் தமது சேமிப்பு மீதான வட்டி வீதத்தினைப் பற்றி அறியாதவர்களாக உள்ளனர். மேலும் 82% சேமிப்புக் கணக்குகள் ஆண்டிற்கு 10% ஐ விட குறைந்த வட்டி வீதத்தினையே உழைக்கின்றன. 2005 இல் இருந்து உத்தியோகபூர்வ பணவீக்கவீதம் இரட்டை எண்களில் இருப்பதுடன் சேமிப்பாளர்கள் எதிர்மறையான வருமானங்களினையே தமது கணக்குகளிலிருந்து பெற்றுக் கொள்கின்றனர்.

கிளை வலை அமைப்பினை உடைய நிதிநிறுவனங்களைவிட கூடுதலாக உள்ளமையாகும்.

உள்நாட்டு தனியார் வங்கிகள் (ஹற்றன் நஷனல் வங்கி, செலான் வங்கி, இலங்கை வர்த்தக வங்கி) விசேடமாக சேமிப்பினை பொறுத்தளவில் வடக்கு கிழக்கு மாகாணங்களில் முக்கிய பங்கினை வகிக்கின்றன. இது நாட்டின் ஏனைய பகுதிகளுடன் ஒப்பிடும் போது முரண்பட்ட விதத்தில் அமைந்துள்ளதுடன் இது இப்பிரதேசங்களில் பிராந்திய அபிவிருத்தி வங்கிகள், கூட்டுறவு கிராமிய வங்கிகள் போன்ற நிதி நிறுவனங்களின் வரையறுக்கப்பட்ட வெளி அடைவினையும் காட்டி நிற்கின்றது.

குறைந்த வருமான குழுவினரைப் பொறுத்தவரை சமுர்த்தி வங்கிகள் முக்கிய நிதி மூலமாக காணப்படுகின்றன. 50% க்கு மேற்பட்டோர் தமது கடன் தேவைகளுக்கு இவ்வங்கிகளை நாடுவதுடன் அண்ணளவாக 38% ஆனோர் தமது சேமிப்பு தேவைகளுக்கு இவ்வங்கிகளை நாடுகின்றனர்.

மூலங்களில் இருந்து கடன்களை பயன்படுத்துவது மிகக்குறைவாக உள்ளது.

பிரதான முறைசாரா மூலங்கள் உறவினர்கள், நண்பர்கள், அயலவர்கள் போன்ற வர்த்தகம் சாரா மூலங்களை குறித்து நிற்கிறது; முறைசாராக் கடன்களில் மொத்தப் பெறுமதியில் ஏறக்குறைய 1/5 பகுதியளவானதே பணத்தினை கடன் வழங்குபவர்களிடமிருந்து எடுத்துக் கொள்ளப்படுகிறது. இது பணத்தின் கடன் கொடுப்போர் முறைசாரா பிரிவில் முக்கிய பங்கு வகிக்கின்றார்கள் என்ற பொதுவான கருத்திற்கு முரண்பட்டதாக காணப்படுகின்றது.

இலகுவாக அடையமுடிதல், விரைவாக நிதியை பெற்றுக் கொள்ளுவதற்கான இயலுமை மற்றும் பிணைத்தேவைப்பாடுகள் இல்லாமை போன்ற காரணிகள் வீட்டுத்துறையினர் முறைசார் மூலங்களுக்கு மேலாக முறைசாரா மூலங்களை பயன்படுத்துவதனை ஊக்குவிப்பதில் முக்கிய பங்கு வகிக்கின்றது. இக்காரணிகள் விசேடமாக சிறிய

அளவிலான சொத்துக்களை உடைய வறிய வீட்டுத் துறையினருக்கு அல்லது முறைசார் நிறுவனங்களை அதிகதூரம் சென்று அடைவது அவர்களுக்கு செலவையும் அசௌகரியத்தையும் ஏற்படுத்துகின்ற வகையில் மிகவும் பின்தங்கிய பிரதேசங்களில் உள்ள வீட்டுத் துறையினருக்கு பொருந்துகின்றது.

அடைவிலான தடைகளும் சேவை முன்னேற்றத்திற்கான இன்றும் நிதிச் சேவைகளிற்கான கேள்வியானது குறிப்பாக கடனிற்கான கேள்வி பூர்த்தி செய்யப்படாது காணப்படுவதுடன் குறிப்பாக 50% க்கு மேற்பட்ட வீட்டுத் துறையினர் கடன்களிற்கான தேவையினை தாம் கொண்டுள்ளதாக கோருகின்றனர். இது வெளி அடைவில் விரிவாக்கத்திற்கான வாய்ப்பு மேலும் இருப்பதை சுட்டிக் காட்டுகின்றது. அண்ணளவாக 1/4 பங்கு கடன்கள் முயற்சியாண்மை நோக்கங்களுக்கும் 40% க்கு மேற்பட்ட கடன்கள் கட்டுமானம், வீடமைப்பிற்காகவும் வேண்டப்படுகின்றன.

பிணைத்தேவைப்பாடுகள், அதிகளவிலான ஆவணப்படுத்தல், இறுக்கமான விதிகளும், நிபந்தனைகளும் மற்றும் நீண்ட செயன்முறைக்காலம் போன்ற காரணிகள் வீட்டுத் துறையினர் முறைசார்ந்த நிறுவனங்களை கடனிற்கு அணுகுகின்றபோது முகம் கொடுக்கும் முக்கிய தடைகளாகும். பிணைத் தேவைப்பாடு என்பது தாழ்ந்த வருமான குழுவில் பெரியளவு விகிதாசாரமான வீட்டுத் துறையினர் (அரைவாசிக்குமேல்) முகங்கொடுக்கும் பிரச்சினையாக உள்ள அதேவேளை உயர்வருமான குழுவினர் இறுக்கமான விதிகளையும், நிபந்தனைகளையும் தடைகளாக கருதுகின்றனர்.

சேமிப்புக்களைப் பொறுத்தவரை நீண்ட கொடுக்கல் வாங்கல் நேரங்கள், குறைந்த வட்டிவீதம், வழங்கப்படுகின்ற சேவைகள் தொடர்பான அறிவு குறைவாக இருத்தல், அதிகளவான ஆவணப்படுத்தல், நிறுவனங்களை அடைவதிலான தூரம் என்பன முக்கிய தடைகளாக கருதப்படுகின்றது. உயர்வருமான குழுவில் உள்ளடங்கும் அதிக

ஆலோசனைகளும்

விகிதாசாரமான வீட்டுத்துறையினருக்கு நீண்ட கொடுக்கல் வாங்கல் நேரம், வரையறுக்கப்பட்ட வங்கிச்சேவை மணித்தியாலங்கள், நட்புறவற்ற வங்கி உத்தியோகத்தர்கள் என்பன தடைகளாக காணப்படுகின்ற அதேவேளை குறைந்த வருமான குழுவில் அதிக விகிதாசாரமான வீட்டுத்துறையினருக்கு குறைந்த வட்டிவீதம் தடையாக அமைகிறது.

இலகுவானதும் விரைவானதுமான கடன் நடைமுறைகள், குறைந்தளவிலான ஆவணப்படுத்தல், அதிகளவான தகவல் பரிமாற்றம், வாடிக்கையாளருடனான நட்புறவான சூழல் போன்றன நிதிநிறுவனங்களின் சேவை முன்னேற்றத்திற்கான ஆலோசனைகளாகும். ஆய்வுக்கு பதிலிறுத்தவர்களில் பெரும்பாலானோர் தமது வீடுகளுக்கு அண்மையில் நிறுவனங்கள் குறைவாக இருப்பதனை குறிப்பிட்டுள்ளனர். பெருமளவான முறைசார் நிறுவனங்கள் நகரத்தின் மத்தியிலும் அதனைச் சூழவும் செறிவாக இருக்கின்றமை கிராம வாடிக்கையாளர் அவற்றினை அடைவதை அசௌகரியமாக்கியுள்ளது. ஆய்வில் சேகரிக்கப்பட்ட தகவல்களின்படி பெறப்பட்ட 50% க்கு மேற்பட்ட கடன்கள் வாடிக்கையாளருக்கு 5KM தூரத்திற்கு அப்பால் உள்ள நிறுவனங்களில் இருந்தே பெறப்பட்டுள்ளது. (இணைப்பு 7 இணைப்பார்க்க) நகர்ப்பகுதி தவிர்ந்த பிரதேசங்களில் பொது போக்குவரத்து வசதி அரிதாக இருப்பதே முக்கிய பிரச்சினையாகும். புதிய தொழில் நுட்பத்தின் பயன்பாடுகளான சிமாட்காட், நடமாடும் தொலைபேசி வங்கியியல், மாற்று விநியோக வழிகளான முகவர் வங்கியியல், நடமாடும் வங்கியியல் போன்றன இப்பிரச்சினையினை குறைப்பதற்கான வழிகளாகும்.

காப்புறுதி சேவைகள்

நாட்டிலே 31% க்கு மேற்பட்ட வீட்டுத்துறையினர் ஏதோ ஓர் வகையான காப்புறுதியினைப் பெறுகின்றனர். எவ்வாறெனினும் நிதி நிறுவனங்களினால்

வழங்கப்படும் ஏனைய நிதிச்சேவைகளான கடன்கள், சேமிப்பு வசதிகளையும் பெரும்பாலான வீட்டுத்துறையினர் பயன்படுத்துகின்றனர். மேலும்

வருமான குழுக்களிடையில் சமமின்மை பெரியளவில் காணப்படுகிறது. உயர் காலணை வகுப்பில் 40% க்கு மேற்பட்டோர் காப்புறுதியினைக் கொண்டிருப்பதுடன், இவர்களுடன் ஒப்பிடும் போது 1 வது காலணை வகுப்பில் எந்தவொரு வீட்டுத்துறையும் காப்புறுதியைக் கொண்டிருக்கவில்லை. காப்புறுதி கம்பனிகளும் நிதி நிறுவனங்களும் வீட்டுத்துறையினருக்கு காப்புறுதிச்

சேவையினை வழங்குவதில் முக்கிய பங்கு வகிக்கின்றன. குறைந்த வருமான குழுவினரைப் பொறுத்தவரை சமுர்த்தி வங்கிகள் போன்ற நிதிநிறுவனங்கள் கொண்டுள்ள பயனாளிகளுக்கான கட்டாய காப்புறுதி திட்டங்கள் முக்கியம் பெறுகின்றன.

நிதிச்சேவைகளின் தாக்கம்

ஓர் குறிப்பிடத்தக்களவு விகிதாசாரமான வீட்டுத்துறையினர் நிதிச் சேவைகளில் தமது பயன்பாடானது வீட்டுத்துறை வருமானம், வீட்டு நிலைமைகள், வேலைவாய்ப்புகள், ஒட்டுமொத்த வாழ்க்கைத்தரம், ஆபத்து, பலவீனம் என்பவற்றுடன் இணைந்து போகும் திறமை போன்ற காரணிகளுடன் நேரான தொடர்பினைக் கொண்டுள்ளதாக உணர்கின்றனர். ஆகவே அதிகளவு வெளிஅடைவினை உறுதிப்படுத்தலும் வெளிஅடைவில் காணப்படும் பிராந்திய மற்றும் துறாரீதியான சமமின்மைகளுக்கு தீர்வுகாணுதலும் முக்கியமானதாகும்.

உயர்ந்த வருமான வகுப்பினருடன் ஒப்பிடும்போது

தாழ்ந்த வருமான வகுப்பினர் நிதிச் சேவைகளின் பயன்பாட்டில் இருந்து குறைவான நன்மைகளையே பெற்றுக் கொள்கின்றனர். தாழ் வருமான (வறிய) காலணை வகுப்பில் உள்ள அதிகூடிய விகிதாசாரமான வீட்டுத் துறையினர் (1/4 பங்கிற்கு மேல்) நுகர்வுக்கும் வேறு அவசர நோக்கங்களிற்கும் (மருத்துவ சிகிச்சை, இறப்பு, பிறப்பு, ஏனையவை....) தமது கடன்களை பயன்படுத்தும் அதேவேளை இவர்களுடன் ஒப்பிடும் போது உயர் வருமான (செல்வந்த) காலணை வகுப்புக்குள் உள்ளடங்கும் கடன்களில் கூடிய விகிதாசாரமானவை பயனாளிக்கக்கூடிய நோக்கங்களில் அல்லது நீண்டகாலத்திற்கு பயன்பெறக்கூடிய நோக்கங்களில் பயன்படுத்தப்படுகிறது.

முடிவுரையும் வெளிப்பார்வையும்

நுண்நிதித்துறைக்கான முக்கிய சவால்கள் நிதிச் சேவைகளின் வெளி அடைவில் அல்லாது வேறெதிலோ காணப்படுகின்றது என என இவ்வாய்வு சுட்டிக் காட்டுகின்றது. மேலும் கேள்விக்கும் நிரம்பலுக்கும் இடையில் பொருத்தப்பாடினமை இருப்பதற்கான சான்றினையும் இவ்வாய்வு வழங்குகின்றது. இது நுண்நிதி சேவை வழங்குனர்களுக்கு முறைசார்ந்ததா அல்லது பகுதியளவான முறைசார்ந்ததா என்ற சிந்தனைக்கான ஒன்றாக இருக்கின்றது. வாடிக்கையாளர் உயர்ந்த கொடுக்கல் வாங்கல் செலவுடன், வழங்குனர்கள் தமக்குத் தேவையான தம்மால் எதிர்பார்க்கப்படும் நெகிழ்வுத்தன்மையை கொண்டிருக்கவில்லை என்ற விடயத்தினை முறையிடுகின்றனர். நிதி நிறுவனங்கள் பரந்தளவான செயற்பாட்டுப்பரப்பை கொண்டிருப்பினும், கடன்களுக்கான பூர்த்தி செய்யப்படாத கேள்வி தற்போதும் இருப்பதாக ஆய்வில் சேகரிக்கப்பட்ட தகவல்கள் காட்டுகின்றன. இது இத்துறையில் காணப்படும் சில வினைத்திறனின்மைகளை காட்டுகின்றது. இந்த பொருத்தப்பாடினமைக்கான

காரணங்களை சிறந்த முறையில் கண்டறிவதற்கு மேலதிக ஆய்வுகள் வேண்டப்படுகின்றது.

குறிப்பிடத்தக்க கருத்துமிகு கொள்கைகளை கொண்ட இவ்வாய்வினுடைய மற்றைய ஓர் முக்கிய முடிவு, வாடிக்கையாளர்கள் அரசநிதி நிறுவனங்களுக்கே பூரணமாக முன்னுரிமை அளிக்கின்றனர் என்பதாகும். இது சந்தையில் ஓர் பக்கச்சார்பான தன்மையைக் குறிப்பிடுகின்றது. அரச உரிமை நிதி நிறுவனங்களின் பாரிய வெளிஅடைவானது, இந்நிறுவனங்களின் பயனுறுதித்தன்மையினையும் ஒட்டுமொத்த நிதித்துறையினையும் தூண்டக்கூடிய சந்தைநோக்கிய மீள் உருவாக்கத்தின் அறிமுகத்திற்கான ஓர் மேலதிக நியாயப்படுத்தலாகும். அடிப்படையாக பிரசித்தமான புலன் உணர்வைக் கொண்ட அரச உடமை வங்கிகளுக்கான எண்ணத்திலிருந்து வெளியேறுவது அரச உடமை வங்கிகள் மத்தியில் ஓர் நியாயமான ஆபத்து, ஒழுங்கற்ற போட்டிகள், துறைக்கான பயனுறுதி தன்மை நடடங்களை தோற்றுவிக்கும்.

அதேநேரத்தில் நிதித்துறையில் இருக்கும் தனியார் துறையினர் அவர்கள் மத்தியில் நம்பகத்தன்மையை கட்டியெழுப்பக்கூடிய நீண்டகால தந்திரோபாயத்தில் அதிக கவனம் செலுத்த வேண்டும்.

தொடர்புடைய அதிகாரசபைகள் நுண்ணிதி வழங்குனர்களை ஒழுங்குபடுத்தி மேற்பார்வை செய்வதன் மூலம் ஓர் நியாயமான பாதுகாப்பான சூழலினை ஏற்படுத்தி வாடிக்கையாளர்களின் பாதுகாப்பினை அதிகரிப்பதற்கு அதிகம் செயற்பட வேண்டும். உரிமம் அளிக்கப்பட்டதும் ஒழுங்குபடுத்தப்பட்டதுமான நிறுவனங்கள் கொண்டுள்ள சட்டத்தன்மையும் நம்பகத்தன்மையும் தொடர்பில் நுண்ணிதி வழங்குனர்கள் மீது பொதுமக்கள், முதலீட்டாளர்கள் கொண்டுள்ள நம்பிக்கையினை விருத்தி செய்வதில் நீண்டதூரம் செல்ல வேண்டி உள்ளது. ஓர் நியாயமான எண்ணிக்கை உடைய வீட்டுத்துறையினர்களால் நுண்ணிதி வழங்குனர்கள் அணுகப்படுவதுடன் கடனின் அளவுகளும் நுண்ணிதிக்கான ஓர் பலமான சந்தை இருப்பதையும் தரவுகள் வெளிப்படுத்துகிறது. பாரிய நுண்ணிதி நிறுவனங்களுக்கு அனுமதியளிப்பதுடன் வைப்புக்களை திரட்டுவதற்கு அவற்றிற்கு அதிகாரமளித்து அவற்றினூடாக அந்நிறுவனங்களின் விரிந்த செயற்பாட்டிற்கு வழிவகுப்பதுடன் தாழ்ந்த வருமான வகுப்பினருக்கான அவர்களின் வெளிஅடைவினை அதிகரித்தலும் நன்கொடையாளர் நிதிகளில் தங்கியிருக்கும் வரையறைகளிலிருந்து அவர்களை விடுவிப்பதும் தரவுகளிலிருந்து சுட்டிக்காட்டப்படுகிறது.

இவ்வாய்விலிருந்து பெற்றுக்கொள்ளப்பட்ட இன்னும் ஓர் முக்கிய அவதானிப்பு தாழ்வருமான குழுவினர் உயர்வருமான குழுவினரைவிட நிதிச் சேவைகளை பயன்படுத்துவதிலிருந்து நன்மைகளை பெறுவதில் குறைந்த இயலுமை உள்ளவர்களாக உள்ளனர் என்பதாகும். இலங்கையின் நிதிச்சந்தையானது

பெருமளவில் நுண்ணிதிச்சந்தையாக இருப்பினும் வறுமையினை ஒழிப்பதிலான முன்னேற்றம் குறைந்த அளவானதாகவே காணப்படுகிறது. சிறப்பாக வறியவர்களின் தேவைக்கேற்ப அளவிலும் தரத்திலும் 'கடனுடன் இணைந்த' சேவைகளை அபிவிருத்தி செய்வது அவர்கள் நிதிச்சேவைகளின் அடைவுகளில் பெற்றுக் கொள்ளும் நன்மைகளை உயர்த்துவதை உறுதி செய்ய முடியும்.

காப்புறுதி சேவைகள் வீட்டுத்துறையினரால் முகங்கொடுக்கப்படும் ஆபத்துக்களை குறைப்பதில் முக்கிய பங்கு வகிக்கின்றன என்ற போதிலும் இவ்வாய்வு காப்புறுதி சேவைகளின் பயன்பாடு குறைவாக உள்ளது என காட்டுகின்றது. காப்புறுதிச் சேவைகளின் வெளிஅடைவு அதிகரித்தல் முக்கியமானது. குறிப்பாக, குறைந்த வருமானத்தை உடைய வீட்டுத்துறையினர் திடீரென ஏற்படும் நோயினால் அல்லது இறப்பினால் வறுமைக்கு தள்ளப்படுகின்றனர். எவ்வாறெனினும், நுண்காப்புறுதியின் அபிவிருத்திக்கும் விரிவாக்கத்திற்கும் முன்னர், பொதுமக்கள் மத்தியில் காப்புறுதிச் சேவையினை பெரியளவில் ஏற்றுக் கொள்ளும் தன்மை வேண்டப்படுகின்றது.

இவ்வாய்வு இலங்கையில் நிதிச் சேவைகளுக்கான கேள்வியினை அறிய உதவுவதுடன், கொள்கை வகுப்பாளர்கள் தமது வாடிக்கையாளர்களை பாதுகாப்பதற்கும் அவர்களுக்கு நிதிச்சேவைகள் கிடைப்பதற்கு உதவுவதுமான ஓர் நடைமுறை வழிகாட்டியாகவும், நிதிச்சேவைகளை வழங்குபவர்கள் வாடிக்கையாளர்களது தேவைகளையும் எதிர்பார்ப்புக்களையும் விருப்பத் தேர்வுகளையும் நிவர்த்தி செய்யும் வகையில் தமது பயனுறுதித்தன்மையினை விருத்தி செய்யவும், நன்கொடை வழங்குனர்கள் தமது உதவியினை மேலும் பயனுறுதித்தன்மை வாய்ந்த முறையில் வழங்கவும் முடியும் எனவும் எதிர்பார்க்கப்படுகிறது.

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Annex 1: Profile of Households and Borrowers

Profile of households

		Overall		Access*		Not Accessed	
		Number	%	Number	%	Number	%
Housing	Owned by family	2,562	87.0	2,138	88.0	424	82.2
	Owned by a relative	144	4.9	118	4.9	26	5
	Rented house	73	2.5	61	2.5	12	2.3
	Govt quarters	21	0.7	20	0.8	1	0.2
	Estate dwelling	85	2.9	54	2.2	31	6
	Encroached property	32	1.1	20	0.8	12	2.3
	Other	28	1.0	18	0.7	10	1.9
Nature of House	Mud wall & thatched roof	149	5.1	106	4.3	43	8.3
	Mud wall & zinc roof	175	5.9	126	5.1	49	9.5
	Wooden house	46	1.6	34	1.4	12	2.3
	Brick walls and zinc roof	359	12.2	295	11.9	64	12.4
	Brick wall and asbestos tiles	2,070	70.3	1,754	70.9	316	61.2
	Other	146	5	114	4.6	32	6.2
	Land Ownership	2,310	78.4	1,948	78.7	362	70.2
Availability of toilet facilities	Yes	2,762	93.8	2,315	93.5	447	18.1
	No	178	6	112	4.5	66	2.7
	No response	5	0.2	2	0.1	5	0.2
Type of toilet facilities	Pit toilet (owned)	462	15.7	360	14.5	102	4.1
	Flush toilet owned	2,252	76.5	1,930	78	322	13
	Common toilet	90	3.1	52	2.1	38	1.5
	Not applicable	134	4.6	84	3.4	50	2.0
	Other	7	0.2	3	0.1	4	0.2
Income and Expenditure	Average total hh income	19,165		20,681		12,028	
	Average total hh exp	15,096		16,115		10,302	
	Samurdhi**	976	33.1	827	34	149	28.9
	Asset Value	245,016		270,166		126,627	

* Access refers to households that have utilised/accessed savings or borrowing facilities from a Financial Institution in the last 3 years.

** % in this case is percentage of category with Samurdhi benefits.

Level of education of borrowers and savers

Employment Status	Borrower				Saver			
	Overall	Rural	Urban	Estate	Overall	Rural	Urban	Estate
Employer	3.1%	2.6%	6.3%	0.0%	2.1%	1.4%	5.3%	0.8%
Employee: regular/contract/casual	35.1%	32.8%	38.8%	84.1%	29.0%	27.4%	31.2%	52.0%
Self employed	24.2%	25.0%	23.2%	6.8%	16.0%	16.3%	15.9%	8.0%
Unemployed	2.4%	2.8%	0.4%	2.3%	4.7%	5.0%	3.6%	4.0%
Housewife/Retired/Old aged/Disabled/Student or not interested in working	28.8%	30.1%	26.2%	4.5%	41.1%	42.5%	38.0%	25.6%
Other	4.4%	4.7%	3.0%	2.3%	3.9%	4.2%	1.5%	8.8%
Not Specified	2.1%	2.1%	2.1%	0.0%	3.3%	3.1%	4.5%	0.8%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Employment status of borrowers and savers

Level of Education	Borrowers				Savers			
	Overall	Rural	Urban	Estate	Overall	Rural	Urban	Estate
No schooling / Yr1 to Yr 5	18.2%	18.3%	9.7%	61.4%	22.5%	23.5%	11.0%	60.8%
Year 6-10	32.4%	32.8%	30.4%	31.8%	29.7%	30.2%	27.5%	30.4%
GCE O Level	26.1%	27.6%	21.9%	4.6%	22.5%	23.2%	23.0%	6.4%
GCE A/Level /GAQ or GSQ	19.7%	18.6%	29.5%	0.0%	20.3%	19.4%	27.5%	1.6%
Degree and above	3.2%	2.3%	8.4%	2.3%	3.3%	2.4%	7.9%	0.8%
Not Specified	0.4%	0.5%	0.0%	0%	1.7%	1.4%	3.0%	0.0%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Annex 2: Outreach of Financial Services: Province

Utilisation of Financial Services

Province	Utilisation of Financial Services								
	Loans and/or Savings		Loans		Savings		No loans or savings		Total no. of HH
	HHs	%	HHs	%	HHs	%	HHs	%	
Western	720	83.9	323	37.6	662	77.2	138	16.1	858
Central	332	85.3	221	56.8	309	79.4	57	14.7	389
Southern	295	80.8	209	57.3	266	72.9	70	19.2	365
North Western	261	75.2	156	45.0	214	61.7	86	24.8	347
North Central	158	89.8	120	68.2	151	85.8	18	10.2	176
Uva	143	76.5	71	38.0	141	75.4	44	23.5	187
Sabaragamuwa	254	88.8	132	46.2	239	83.6	32	11.2	286
Northern*	93	84.5	57	51.8	73	66.4	17	15.5	110
Eastern	173	76.2	96	42.3	143	63.0	54	23.8	227

Percentages are calculated out of the total population of the respective province.

* Includes only districts of Jaffna and Vavuniya.

Annex 3: Types of Institutions Accessed for Loans and Savings

Institution	Loans										Savings									
	Western	Central	South- ern	North Western	North Central	Uva	Saba- raga- muwa	Northern	Eastern	Western	Central	South- ern	North Western	North Central	Uva	Saba- raga- muwa	Northern	Eastern		
State Banks	30.3%	46.6%	13.4%	22.4%	40.8%	46.5%	25.8%	24.6%	35.4%	75.4%	82.8%	54.5%	75.7%	82.1%	92.9%	62.3%	89.0%	86.7%		
Peoples Bank	19.8%	37.6%	9.1%	13.5%	25.0%	31.0%	22.7%	8.8%	17.7%	42.9%	60.2%	33.5%	46.7%	49.0%	49.6%	41.8%	60.3%	81.1%		
Bank of Ceylon	5.9%	9.5%	3.8%	7.1%	15.0%	15.5%	3.0%	12.3%	16.7%	38.5%	39.8%	22.2%	36.0%	47.7%	68.1%	22.6%	41.1%	21.7%		
National Savings Bank	6.2%	2.3%	1.0%	1.3%	0.8%	0.0%	1.5%	5.3%	1.0%	20.5%	12.6%	11.7%	12.6%	11.9%	0.7%	12.6%	21.9%	8.4%		
SME Bank	0.6%	0.0%	0.0%	1.3%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%		
Domestic Private Banks	11.5%	10.4%	8.6%	7.1%	9.2%	4.2%	9.1%	22.8%	7.3%	39.9%	34.0%	20.7%	15.9%	25.2%	14.2%	18.0%	60.3%	45.5%		
Foreign private commercial banks	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Regional Development Banks	4.0%	22.2%	19.6%	26.3%	11.7%	8.5%	14.4%	0.0%	2.1%	9.4%	15.9%	16.2%	19.6%	9.9%	7.8%	14.2%	0.0%	0.7%		
Co-operative Rural Banks	6.5%	2.7%	11.0%	2.6%	1.7%	1.4%	10.6%	0.0%	1.0%	4.5%	2.9%	22.6%	3.7%	6.0%	1.4%	7.1%	0.0%	0.0%		
Samurdhi Scheme/Bank	21.1%	21.7%	29.2%	29.5%	30.0%	23.9%	39.4%	15.8%	26.0%	11.6%	17.5%	22.9%	27.6%	27.8%	27.7%	44.8%	2.7%	15.4%		
Sanasa Movements (both SDB and TCCSs)	19.5%	4.1%	14.8%	12.2%	10.8%	7.0%	6.8%	10.5%	2.1%	11.2%	2.3%	8.3%	14.0%	9.3%	4.3%	7.5%	1.4%	0.7%		
NGOs/MFs/CBOs and Co-operatives	9.0%	8.6%	15.3%	5.1%	20.8%	18.3%	9.8%	28.1%	26.0%	4.2%	3.9%	7.9%	2.8%	7.3%	2.8%	4.2%	2.7%	9.1%		
Finance and leasing companies	2.8%	5.0%	3.3%	1.3%	0.0%	2.8%	2.3%	0.0%	2.1%	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%		
Other	11.8%	16.3%	6.2%	9.0%	17.5%	4.2%	13.6%	3.5%	13.5%	0.9%	3.9%	3.4%	1.4%	5.3%	0.0%	4.2%	4.1%	0.7%		

Annex 4: Type of Institutions Accessed for Financial Services (detailed)

Institution	Western		Central		Southern		North Western		North Central		Uva		Sabara-gamuwa		Northern		Eastern		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
State Banks																			
Bank of Ceylon	260	36.1	133	40.1	60	20.3	78	29.9	78	49.4	96	67.1	57	22.4	34	36.6	42	24.3	
Peoples Bank	301	41.8	204	61.4	93	31.5	112	42.9	83	52.5	72	50.3	114	44.9	46	49.5	122	70.5	
National Savings Bank	143	19.9	40	12.0	32	10.8	29	11.1	18	11.4	1	0.7	30	11.8	17	18.3	12	6.9	
SME Bank	2	0.3	0	0.0	0	0.0	2	0.8	2	1.3	0	0.0	0	0.0	0	0.0	0	0.0	
Domestic Private Banks																			
Hatton National Bank	109	15.1	53	16.0	22	7.5	17	6.5	22	13.9	13	9.1	18	7.1	30	32.3	51	29.5	
Seylan Bank	97	13.5	38	11.4	20	6.8	15	5.7	10	6.3	4	2.8	11	4.3	15	16.1	14	8.1	
National Development Bank Ltd.	6	0.8	3	0.9	3	1.0	0	0.0	0	0.0	0	0.0	3	1.2	4	4.3	4	2.3	
Sampath bank	57	7.9	19	5.7	13	4.4	12	4.6	12	7.6	2	1.4	16	6.3	0	0.0	6	3.5	
Commercial Bank of Ceylon	62	8.6	21	6.3	11	3.7	4	1.5	6	3.8	1	0.7	7	2.8	10	10.8	1	0.6	
Merchant bank	3	0.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	
Other domestic private banks	13	1.8	4	1.2	1	0.3	1	0.4	0	0.0	0	0.0	2	0.8	0	0.0	0	0.0	
Foreign Commercial Banks	3	0.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	
Regional Development Banks	64	8.9	71	21.4	58	19.7	61	23.4	22	13.9	11	7.7	45	17.7	0	0.0	3	1.7	
Cooperative Rural Bank	40	5.6	12	3.6	64	21.7	11	4.2	9	5.7	2	1.4	29	11.4	0	0.0	1	0.6	
Samurdhi Scheme/Bank	101	14.0	73	22.0	87	29.5	83	31.8	53	33.5	40	28.0	123	48.4	11	11.8	33	19.1	
Sanasa Movement	95	13.2	12	3.6	37	12.5	36	13.8	15	9.5	6	4.2	21	8.3	6	6.5	3	1.7	
NGOs/MFIs/CBOs and Co-operatives																			
Capital Co-operative Bank	0	0.0	0	0.0	5	1.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	
Estate Workers Co-operative Society	0	0.0	2	0.6	0	0.0	0	0.0	0	0.0	0	0.0	6	2.4	0	0.0	0	0.0	
Farmers Organizations	1	0.1	6	1.8	0	0.0	0	0.0	14	8.9	5	3.5	1	0.4	0	0.0	0	0.0	
Fishermen's Organizations	1	0.1	0	0.0	0	0.0	2	0.8	1	0.6	1	0.7	0	0.0	0	0.0	0	0.0	
Women's Organizations	2	0.3	0	0.0	2	0.7	4	1.5	2	1.3	0	0.0	0	0.0	10	10.8	7	4.0	
Sarvodaya (SEEDS)	14	1.9	4	1.2	8	2.7	2	0.8	3	1.9	3	2.1	5	2.0	0	0.0	6	3.5	
Ceylinco Grameen Bank	13	1.8	14	4.2	12	4.1	6	2.3	9	5.7	4	2.8	6	2.4	5	5.4	0	0.0	
Janashakthi	3	0.4	1	0.3	3	1.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	
Other NGO/MFI	10	1.4	1	0.3	10	3.4	0	0.0	1	0.6	0	0.0	1	0.4	3	3.2	13	7.5	
Finance and leasing companies	13	1.8	11	3.3	8	2.7	2	0.8	0	0.0	2	1.4	3	1.2	0	0.0	3	1.7	
Other	43	6.0	43	13.0	15	5.1	17	6.5	25	15.8	3	2.1	22	8.7	5	5.4	13	7.5	

Annex 5: Household Borrowings and Savings by District

District	Average Borrowings per household (Rs.)	Average Savings per household (Rs.)
Total	121,631	48,235
Colombo	279,308	103,797
Gampaha	195,979	57,156
Kalutara	169,213	43,193
Kandy	102,496	35,757
Matale	74,327	37,320
Nuwara Eliya	73,115	90,002
Galle	133,919	105,937
Matara	94,012	20,008
Hambantota	173,324	26,166
Kurunegala	105,277	30,667
Puttalam	50,143	24,999
Anuradhapura	54,016	23,320
Polonnaruwa	44,614	21,057
Badulla	52,245	9,126
Moneragala	76,977	47,186
Ratnapura	38,117	28,056
Kegalle	111,038	29,903
Jaffna	132,525	96,955
Vavuniya	82,882	10,950
Ampara	99,598	21,819
Trincomalee	75,700	12,519
Batticaloa	88,486	13,548

Annex 6: Household Savings by District

District	Of those with Savings			
	<=10000	>10,000 & <=50,000	50,000-100,000	Above 100,000
Colombo	50.9%	24.7%	8.6%	15.8%
Gampaha	45.9%	32.3%	10.5%	11.4%
Kalutara	53.5%	28.9%	6.3%	11.3%
Kandy	47.3%	36.7%	9.5%	6.5%
Matale	36.9%	46.2%	9.2%	7.7%
Nuwara Eliya	65.3%	17.3%	8.0%	9.3%
Galle	49.4%	25.8%	9.0%	15.7%
Matara	50.0%	44.1%	5.1%	0.8%
Hambantota	40.7%	49.2%	6.8%	3.4%
Kurunegala	46.1%	35.5%	11.3%	7.1%
Puttalam	75.3%	15.1%	2.7%	6.8%
Anuradhapura	60.6%	26.6%	5.3%	7.4%
Polonnaruwa	50.9%	35.1%	12.3%	1.8%
Badulla	76.5%	21.4%	1.0%	1.0%
Moneragala	58.1%	18.6%	4.7%	18.6%
Ratnapura	50.7%	31.3%	11.9%	6.0%
Kegalle	54.3%	34.3%	3.8%	7.6%
Jaffna	22.2%	28.6%	23.8%	25.4%
Vavuniya	70.0%	30.0%	0.0%	0.0%
Ampara	64.2%	23.9%	4.5%	7.5%
Trincomalee	77.4%	12.9%	9.7%	0.0%
Batticaloa	71.1%	22.2%	6.7%	0.0%

Annex 7: Distance to Institutions

Distance	% of Loans
No Response	3.3
Less than 1 Km	20.4
1-2 Km	18.6
2-5 Km	22.0
5-10 Km	16.7
More than 10 Km	19.1
	100.0

Annex 8: Utilisation of Formal and Informal Credit

Utilisation of formal and informal credit by Sector and Province

	Formal Only	Informal Only	Both	Neither
Total	37.3%	8.6%	9.7%	44.4%
Rural	39.2%	8.2%	10.3%	42.3%
Urban	32.7%	9.2%	7.4%	50.7%
Estate	21.5%	12.3%	8.5%	57.7%
Western	31.7%	8.2%	5.9%	54.2%
Central	38.3%	7.5%	18.5%	35.7%
Southern	48.2%	4.9%	9.0%	37.8%
North Western	38.0%	11.8%	6.9%	43.2%
North Central	48.3%	5.7%	19.9%	26.1%
Uva	33.7%	13.9%	4.3%	48.1%
Sabaragamuwa	33.6%	10.5%	12.6%	43.4%
Northern	38.2%	9.1%	13.6%	39.1%
Eastern	36.6%	7.9%	5.7%	49.8%

Utilisation of formal and informal credit by Income Group

	Formal Only	Informal Only	Both	Neither
Overall	37.3%	8.6%	9.7%	44.4%
1	28.5%	10.9%	7.0%	53.7%
2	34.6%	11.0%	10.7%	43.6%
3	35.7%	9.2%	9.2%	46.0%
4	41.8%	5.9%	12.6%	39.7%
5	45.8%	5.8%	9.3%	39.0%

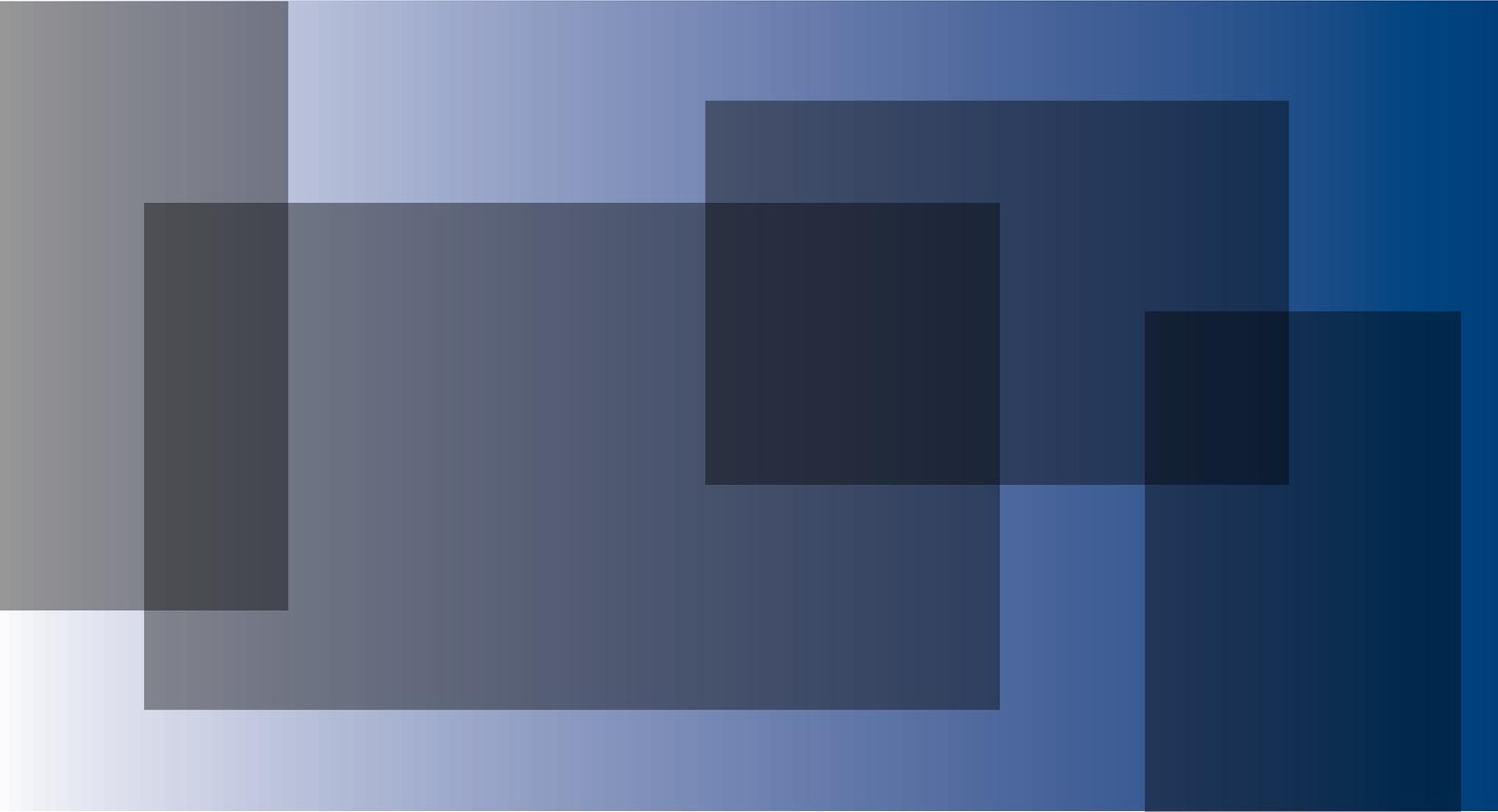
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