Social Performance Dashboard Jun-2022

Outreach

Product Distribution

- 92% Business Loans
- 8% Household Consumption Loans
- 1 Million Life Insurance Beneficiaries
- 2 Million Health Insurance Beneficiaries

Portfolio Segmentation

- 99.7% Female
- 0.27% Male
- 0.004% Transgender
- 34% Rural
- 37% Urban
- 29% Semi Urban

Top 5 Business Trade

- Livestock 27%
- Garments 24%
- Trading 17%
- Services 14%
- Food Business 5%
Loan Utilization
- Loan used in Female-led businesses: 75%
- Loan used in Male-led businesses: 22%
- Loan used in joint businesses: 03%

Gender Diversity
- Staff gender ratio: 51% Male, 49% Female
- Female Participation at the Board: 70%
- Staff reporting to female manager: 49%

Capacity Building & Social Advocacy
- Financial Education: 25,477 Women, 11,858 Participants
- Business Development: 1,143 Women, 11,858 Participants
- Maternal Health Trainings: 13,581 Participants
- Social Theatre: 11,858 Participants

Customer Care
- Clients satisfied with the customer care: 98%
- Clients are satisfied with delivery channels: 97%
- Clients understand the pricing: 93%
Feedback Mechanism

Received: 18,130
Resolved: 18,130
Resolution: 100%