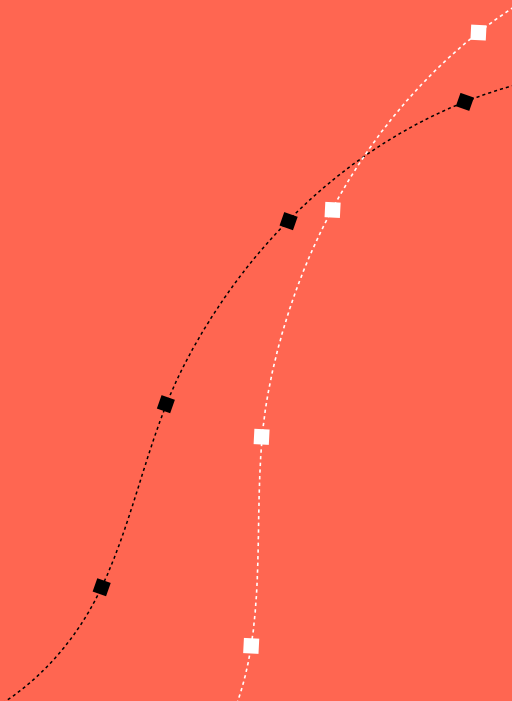


Svasti

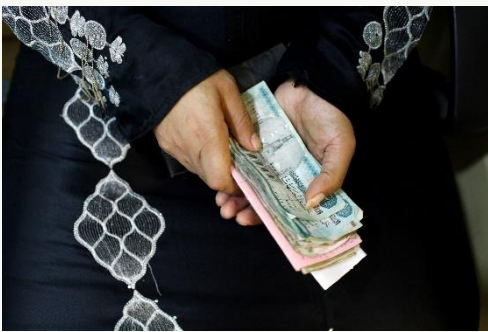
Performance Summary



About This Report

This performance report includes a summary of your results across the six dimensions of financial inclusion: access, business impact, household impact, client protection, resilience, and agency.

For more detailed results, please visit [your private online dashboard](#). On the dashboard you can find additional insights on client satisfaction, loan usage, and challenges. You can also see your results by different segments including gender and loan type.



To contextualize your results and see how your performance compares to other MFIs across these indicators, we have benchmarked your results here and in the online dashboard. The 60 Decibels Microfinance benchmarks include data across 100+ MFIs. Please note, the data in this report is static and the benchmarks are as of May 2023 where the online dashboard benchmarks are consistently updated with new data.

Once we have collected data for all the Microfinance Institutions included in the 2023 60 Decibels MFI Index, we will provide Svasti with an Index ranking in your online dashboard.

Impact Explained

60 Decibels measures your results across six dimensions of impact, the details of these dimensions are summarized below.

Access	Measures the degree to which Svasti is serving a previously underserved population, the competitive landscape Svasti operates in, and the degree to which you are serving less well-off clients.
Business Impact	Measures the impact Svasti has on clients' ability to earn income from their business and their ability to employ others.
Household Impact	Measures the impact Svasti is having on clients' quality of life and their ability to invest or cover household expenditures.
Client Protection	Measures the degree to which clients are informed of Svasti's loan conditions prior to borrowing and the impact Svasti has on their ability to manage their finances.
Resilience	Measures the degree to which clients are financially prepared for an unforeseen economic shock, and the impact Svasti has on this preparedness. As well as the degree to which clients are making sacrifices to cover the cost of their Svasti loan repayments.
Agency	Measures the impact Svasti has on clients' confidence, ability to make decisions about their money, and their ability to achieve their financial goals.

Svasti

India

99%
of clients are female

\$634
average loan size

3 years
average tenure of client

74%
have a micro business loan

“

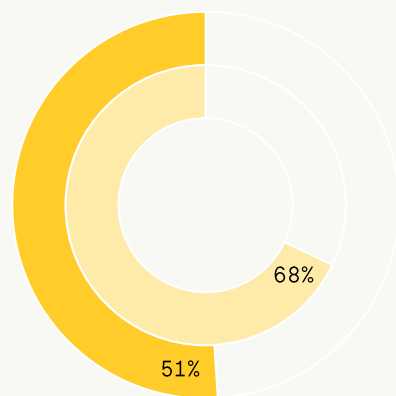
Before we were not making enough income but now profits have increased and I have noticed a slight increase in savings.”

- Female, 48



Access

- Without access to a good alternative
- Accessing a loan for the first time



0.45

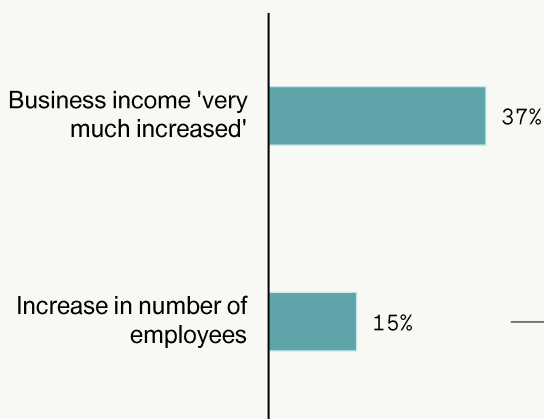
Inclusivity Ratio

Degree to which Svasti is reaching low-income clients in India (n = 275)

- 1 = parity with population;
- > 1 = over-serving;
- < 1 = under-serving.



Business Impact



1.2

avg. # of employees before

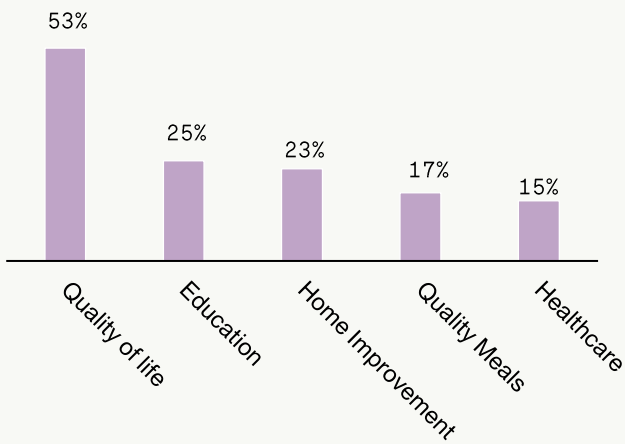
3.1

avg. # of employees after



Household Impact

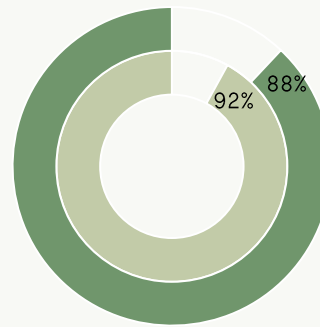
% 'very much improved / increased'



Client Protection

- Say repayments are 'not a burden'
- 'Never' cut food consumption to repay

91%
'strongly agree' the fees, interest rates, and penalties are easy to understand and clear



29%
have 'never' experienced an unexpected fee

85%
'very much decreased' amount of time worrying about finances



Resilience

38%
say resilience has 'very much improved' because of Svasti

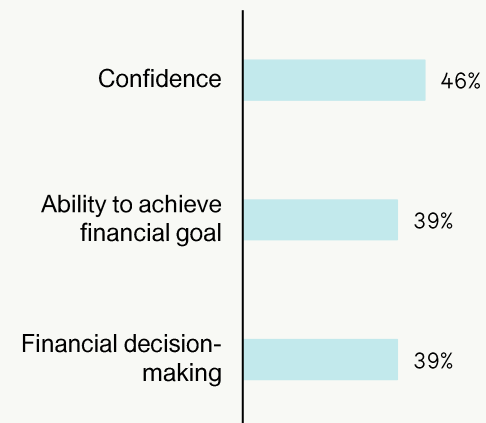
33%
say savings have 'very much increased'

40%
say their ability to manage finances has 'very much improved'



Agency

% 'very much improved / increased'



For more results, check out your [online dashboard!](#)

“
I started sewing and selling clothes and the Svasti loan makes it easy to buy raw materials.”
- Male, 24

Detailed Svasti Benchmark Performance

- BOTTOM 20%
- BOTTOM 40%
- MIDDLE
- TOP 40%
- TOP 20%

Performance Relative to Benchmark compares Svasti’s performance with the 60 Decibels Microfinance Benchmarks which includes 123 Microfinance Institutions and 36,517 clients.

Indicator	Description	Svasti	60dB MFI Benchmark	Performance Relative to 60dB MFI Benchmark
🏠 Access				
First Access	% accessing for the first time	68%	56%	●●●●○
Alternatives	% without access to good alternative	51%	57%	●●○○○
Equitable Access	Inclusivity Ratio	0.45	0.64	●●○○○
💰 Business Impact				
Income	% seeing 'very much increased' income	37%	23%	●●●●○
Employment	% increasing no. of paid employees	15%	9%	●●●●○
🏠 Household Impact				
Quality of Life	% 'very much improved' quality of life	53%	32%	●●●●●
Home Improvement	% 'very much increased' household spending on home improvement	34%	15%	●●●●●
Education	% 'very much increased' household spending on education	38%	14%	●●●●●
Healthcare	% 'very much increased' household spending on healthcare	39%	6%	●●●●●
Quality Meals	% 'very much increased' number and quality of meals	42%	14%	●●●●●
🛡️ Client Protection				
Repayment Burden	% saying repayments 'not a problem'	88%	64%	●●●●●
Consumption Sacrifice	% who 'never' cut food consumption to make repayments	92%	80%	●●●●●
Loan Understanding	% 'strongly agree' penalties, fees, and interest rates are clear	91%	70%	●●●●●
Unexpected Fee	% who say 'no, never' to experiencing an unexpected fee*	85%	94%	●○○○○
Financial Worry	% 'very much decreased' time spent worrying about finances	29%	18%	●●●●○
⚡ Resilience				
Svasti Role in Resilience	% 'very much improved' resilience thanks to Svasti	38%	18%	●●●●●
Savings	% 'very much increased' savings	33%	16%	●●●●○
Financial Management	% 'very much improved' ability to manage finances	40%	26%	●●●●○
🏢 Agency				
Decision making	% 'very much increased' ability to make financial decisions*	39%	28%	●●●●○
Confidence	% 'very much increased' confidence in self and abilities*	46%	35%	●●●●○
Financial Goals	% 'very much improved' ability to achieve financial goal	39%	26%	●●●●○

*These are new metrics, so Benchmarks are based on only 61 companies.

Methodology

About the 60 Decibels Methodology

In April 2023, 60 Decibels' trained researchers conducted 275 phone interviews with Svasti loan clients. The clients were randomly selected from a random sample of Svasti's client database. Our results are representative of Svasti clients who had available contact information and have completed at least one loan cycle. Here is the breakdown of how we collected this data:

Country	India
Contacts Shared	2,312
Interviews Completed	275
Response Rate	43%
Languages	Hindi, Gujarati, Marathi
Average Survey Length	23 mins
Confidence Level	95%
Margin of Error	5%

Calculations and Definitions

For those who like to geek out, here's a summary of some of the calculations we used in this report.

Metric

Calculation

Inclusivity Ratio

The Inclusivity Ratio is a metric developed by 60 Decibels to estimate the degree to which an organization is reaching less well-off clients. It is calculated by taking the average of Company % / India %, at the \$1.90, \$3.20, and \$5.50 lines for low income and low-middle income countries, or at the \$3.20, \$5.50 and \$8.00 lines for middle income countries. The formula is:

$$\sum_{x=1}^3 \frac{([\text{Company}] \text{ Poverty Line } \$x)}{([\text{Country}] \text{ Poverty Line } \$x)} / 3$$

60__decibels

About 60 Decibels

We're a tech-enabled social impact measurement company, working in more than 70 countries worldwide. Our repeatable, standardized approach to gathering data allows us to gather robust impact indicators and rich insights direct from end users.

Our benchmarks of impact performance enable our clients to understand their impact relative to peers and to make informed decisions about how to improve their impact. Our clients include over 500 of the world's leading impact investors, companies, foundations, corporations, NGOs, and public sector organizations.

Thank You For Working With Us!

Let's do it again sometime.

We'd love to hear your feedback on the 60dB process; take 5 minutes to fill out our feedback survey [here!](#)

Stay In Touch

Please sign up for [The Volume](#), our monthly collection of things worth reading.

Dig into your results on your dashboard!

There are more results for you to explore and segment in your online dashboard, [check it out.](#)