

## DELIVERY OF FINANCIAL SERVICES AND ITS IMPACT ON SOCIO ECONOMIC UPLIFTMENT OF SCHEDULED TRIBE SECTION OF CHHATTISGARH STATE.

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### Abstract :

Development of this Article is based on the study done to evaluate the impact of the financial services delivered through government schemes to the beneficiaries of scheduled tribe section of Chhattisgarh State, who strives hard to establish sources of self employment. To complete the study State Channelizing Agency Chhattisgarh Rajya Antyavasai Sehkari Vitt evam Vikas Nigam, Nawa Raipur and its loan based schemes for economic upliftment of ST section has been selected as major source of study. To evaluate the impact tools like GAP analysis, bar graphs has been used. Ms-Excel and Word have been opted for computing purpose of the article. It was found that time taken for loan disbursement and quantity of loan amount, effects majorly the satisfaction of beneficiary and success of establishment. Findings of the study draws a path for future action plans to be made with an aim to develop the economic conditions of People from Scheduled Tribe. It was found that on given target of 197 Beneficiaries, only 110 number, of beneficiaries were covered under the

schemes. A total of 56 % were, satisfied with service delivery system and were able to establish source of income.

### Introduction:

The framers of the Constitution took note of the fact that certain communities in the country were suffering from extreme social, educational and economic backwardness arising out of age-old practice of untouchability and certain others on account of this primitive agricultural practices, lack of infrastructure facilities and geographical isolation, and who need special consideration for safeguarding their interests and for their accelerated socio-economic development. These communities were notified as Scheduled Castes and Scheduled Tribes as per provisions contained in Clause 1 of Articles 341 and 342 of the Constitution respectively. For the Socio-economic and overall development of the Tribal people, special provisions and safeguards have been provided in the Constitution of India and some initiative have also been taken by the Government of India.

## The State:

Chhattisgarh state with a total of 78, 22,902 (as per census 2011) tribal population has been declared as a tribal state. Scheduled Tribe is a class which has been deprived of even the basic amenities in the country in both pre and post independence era. Though after independence numerous schemes at both centre and state level were initiated for their development, but very few resulted to be fruitful. Schemes to provide proper residence, sanitation, safe drinking water, hygiene and health have been key areas in which the govt schemes have been focusing. Apart from these, few important income generation schemes have been in the process of changing lives of the deprived section.

In the changing scenario, we can find people from scheduled tribe class representing themselves in the service sector especially in govt jobs, politics and allied areas, but in the area of self employment and entrepreneurship their participation is very less in compared to that of other backward classes, despite the number of schemes and efforts being put for their development. Also the exploration level for new trades has been very low.

Though there have been constant efforts within past few years to improvise the service delivery mechanism and areas of self employment development. Surveys and studies conducted at different level by various agencies on different target groups have concluded that selection of trade and time period required to receive the benefits of the scheme leaves a greater impact on the success of the enterprise.

## Objective:

- 1. To assess the interest of prospective beneficiaries in lieu of establishing business models for them.**
- 2. To find the impact of schemes implemented by selected agency over beneficiaries satisfaction.**
- 3. To suggest possible course of action to improve service delivery in the schemes and making it more effective.**

## The Agency:

Chhattisgarh State Antyavasai Sehkari Vitt evam Vikas incorporated under MP cooperative society on 30.10.2000, since the day of its inception Antyavasai Nigam has been putting its efforts for socio economic development of beneficiaries of Scheduled Caste, Scheduled Tribe, Other Backward Class, Minority, Safai karmachari. 16 Vocational training centers (11 ST & 05 SC) are being run across the state to provide an opportunity to the unemployed youth of the state for establishment of business and placement.

Working as State Channelizing agency for National Finance and Development Corporation, Antyavasai Nigam has implemented various schemes to benefit the community of the state in sectors of transport, agriculture and service. Schemes like tractor trolley, passenger vehicle, small business, has covered a large number of beneficiaries of related community in the state. Apart from this Antyavasai Nigam also runs special Bank

formulated scheme for schedule cast and schedule tribe beneficiaries under which the case is recommended for sanction of loan and a subsidy of Rs 10000.00 is given to the beneficiary, further an important and flagship scheme of the state popularly known as Shaheed Veer Narayan Singh Swalamban Yojna and Mini Mata swalamban yojna is being run in the state especially for resource less SC and ST beneficiaries, loan amount of Rs 1.40 lakh for construction of shop and Rs 0.60 lakh as working capital is funded with 75% of the loan amount is reimbursed on conditional basis. The scheme is directly monitored by Hon. Chief Minister of the State itself.

In the field of skill development, Antyavasai Nigam contributes by running 11 training centers for Scheduled Tribe and 05 training centers for Scheduled caste, these centers are located in remote and naxal affected areas of the state and facilitate the unemployed youth of the districts in various areas of skill development like Kosa making, Automobile, Electric, Fabrication, Garment making, Computer hardware, etc. These vocational training centers of nigam are registered in Mukhymantri kaushal vikas yojna (MMKVY) and Skill development initiative (SDI), after successful completion of training and clearing of exam, candidates are awarded with accredited certificates, students aspiring for establishment of trade are encouraged and priority in sanctioning of loan is given to them.

### **The Schemes:**

Chhattisgarh Rajya Antyavasayi Sehkari Vitt evam Vikas Nigam aka CGAVVN

works as a channelizing agency for implementation of various income generating schemes of National Scheduled Tribe Finance & Development Corporation, New Delhi aka NSTFDC

On receive of Notional allocation from National Corp, CGAVVN sends an annual action plan to the corporation made on the basis of population of ST's in the 27 districts of the state. Beneficiaries from all 27 districts are selected by a district level selection committee after furnishing of relevant documents like caste, domicile, income certificate etc. These beneficiaries select their trades based on their interest experience and resources. After selection financial assistance to the beneficiaries is disbursed directly in their respective account in form of loan with a very nominal rate of interest loan tenure normally is of 05 years and has to be paid in monthly EMI's. This whole procedure of selection of beneficiaries and disbursement of loan amount usually takes 02-04 months on average. Guarantor for the loan amount is required for primary security of loan.

At present NSTFDC is providing financial assistance in various schemes covering all sectors of business like Agriculture , Transportation, service and industries, few of the schemes worth mentioning here are Tractor Trolley scheme, Goods carrier, passenger vehicle, small business scheme. A special scheme particularly for women beneficiary is being implemented in the state known as aadiwaasi mahila sashaktikaran scheme. These schemes provide beneficiary an opportunity to create their own source of income. Some of the beneficiaries have been

very successful in establishment of their own enterprise.

**Methodology :**

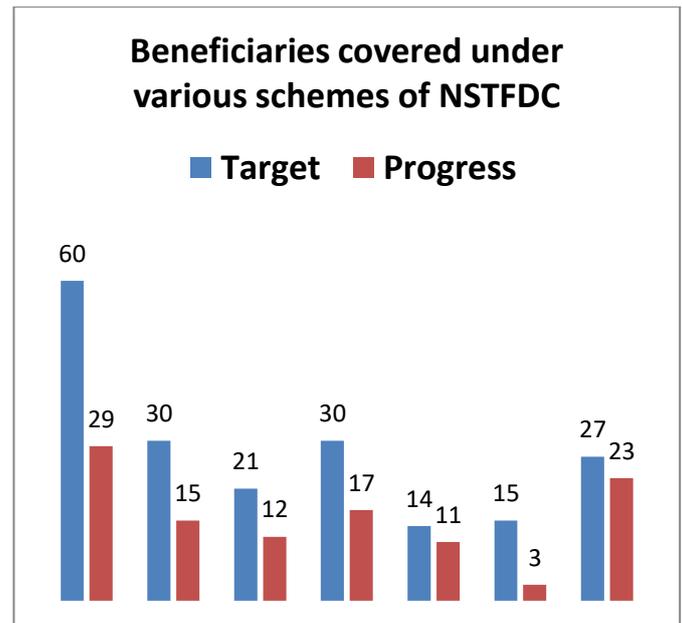
Financial Year 2018-19 has been taken as assessment year for the study, reason behind is that the beneficiaries selected in this period will be easily assessable and their interest towards establishment of business and repayment of loan can be easily identified.

Though CGAVVN implements schemes for other classes also like scheduled Castes, Safai karmachari, Minority, and Other Backward Classes, but it was believed that being a tribal state, focus on the development of Tribal class will be more than that of others. Also this class has been most deprived class of the society and has been living isolated from even the basic amenities since years, hence section of society has been considered for study. GAP analysis model has been adapted and modified to fulfil the objective of the study.

**Data Analysis:**

Following table reveal some relevant information about the beneficiaries taken as sample for study

2018-19							
S.No	Name of scheme	Target			Progress		Percentage(%)
		Unit cost	No. of Unit	Amount	No. of Unit	Amount	
1	Aadiwaasi mahila sashaktikaran	1.00	60	60.00	29	29.00	48.33
2	Small business scheme	1.00	30	30.00	15	15.00	50.00
3	Small business scheme	3.00	21	63.00	12	36.00	57.14
4	Small business scheme	2.00	30	60.00	17	34.00	56.67
5	Goods carrier	4.80	14	67.20	11	52.80	78.57
6	Passenger vehicle	5.23	15	78.45	03	15.69	20.00
7	Tractor Trolley scheme	8.71	27	235.17	23	200.33	85.19
Total			197	593.82	110	382.82	55.84



From information given above in the table it can be perceived that out of total 110 beneficiaries 77 beneficiaries are male and 33 are female keeping in mind the fact that a single scheme has been dedicated for women. 87 no of beneficiaries belong to rural belt and 23 come from urban area. Which again is 79 % and 21 % of total sample size. Further 110 of beneficiaries have selected 23 agriculture sector as their source of income and 14 transport sector. Which collectively comprise of 37% out of total sample size. Rest 73 of beneficiaries are giving their efforts in establishment of trades in service sector. Beneficiaries with their aadhar card are 100% and loan amount has been given to 79% directly into their account separating them from those of transport sector as their loan amount has been given directly to the supplier.

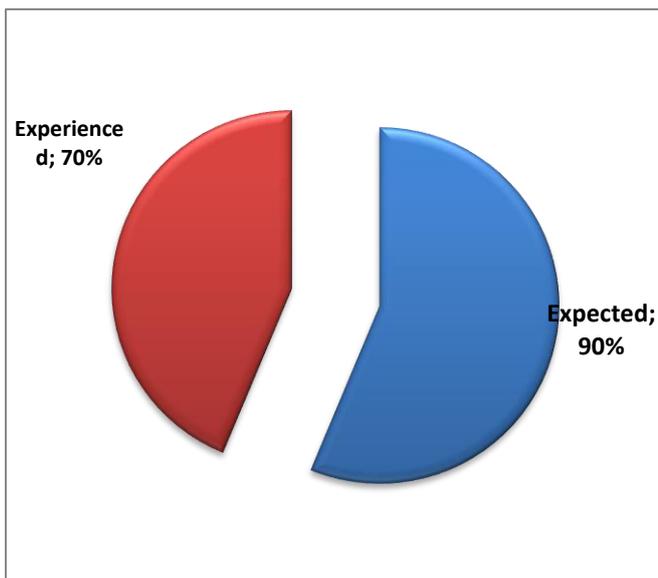
**GAP Model of Service delivery:**

Researcher identified 03 potential gaps associated with the delivery of service:

1. GAP I – Beneficiary expectation - Agency perception gap
2. GAP II – Agency perception – Service quality specification gap
3. GAP III - Service delivery – external communications gap

Gap analysis of expected and experienced service quality dimensions (n=110)

Area of GAP	[In Percentage %]	
	Expected	Experienced
Selection of Beneficiaries in their choice of scheme	100	89
Awareness about the schemes with specifications	90	70
Interaction with the Officers of Agency	90	80
Amount of loan desired as per trade	100	70
Time period for selection in the scheme and disbursal of loan	80	60
Time period for documentation	70	55



### Discussion on Findings:

Based on the areas of potential gaps identified the table above indicates that apart from total number of beneficiaries selected for the benefits of scheme, there were few more who applied for the schemes but were not selected for the scheme, despite the fact that they fulfilled the eligibility criteria for the scheme, but insufficient target for the

district outlined them; further those who were selected for the scheme on giving replies to the questions related to this study indicated that their expectation for the loan amount was bit different from what they receive, also that some of them had to shift from their original idea of trade to some other option due to insufficiency of fund. Few more reported about lack of knowledge about the scheme and its specifications. It normally takes 02 months for a beneficiary to get selected and receive funds, but for few this year it took more than that which they didn't expected. Frequent objections on lengthy and complex documentation has always been an issue for the beneficiaries.

From the above it is clear that there are few areas in which the beneficiaries desire improvement from the agency side, whereas the agency's utmost area of interest is to ensure recovery from the beneficiary funded through the scheme.

### Limitations and Future Research

Apart from focused efforts on assessment of the schemes, the study faced few limitations, important here to mention are; the agency implements various other schemes for the betterment of the ST class, but the researcher with limited resources was not able to cover or involve them for the purpose of study, further agency also runs its 11 vocational training centers across the state for the unemployed youth of the ST class, researcher could not reach the centers also. A few more points in the study should have been included like the background of the beneficiaries, income before and after establishment of enterprise. Index for their

socio economic development could have also been developed.

### **Conclusion:**

This study was conducted with an objective to assess the impact of the schemes on scheduled class of Chhattisgarh state, a class which for years have been deprived even of the basic amenities. Study included income generating scheme funded by the National Scheduled Tribe Finance and Development Corporation, New Delhi and implemented by state channelizing agency Chhattisgarh Rajya Antyavasai Sehkari Vitt evam Vikas Nigam. Though the sample taken for the study was less, a total of 110 beneficiaries only, but this was because the assessment year taken was only a single financial year i.e 2018-19. Sample size covered all the 27 districts of the state covering all the schemes of national corporation with all the sectors being covered viz transport, agriculture, service and industries.

Data analysis was made with the basic data available with the agency related to the implementation of the scheme. Demographic profile was created on the basis of the data and a questionnaire was developed for the field visits. A general gap analysis at a very initial and low level was carried out to identify the gaps created while implementing the scheme for the target group. The analysis indicated that the only dimension in which the beneficiary's expectation exceeded the experience is that of the nominal interest rate levied by the agency on the loan amount which in comparison with bank's interest rate is very low. While the analysis of other dimensions

revealed the other side, i.e. the target group expects more funding than the usual quantity which is always insufficient as there are many who now are willing to have an enterprise of their own, also the documentation procedure is quite lengthy and complex at the same time, this section particularly needs a revision. Time taken for inviting application, verification, documentation, selection, disbursement of loan is really a test of patience level of the beneficiary, there are times when after all exercise the beneficiary has to return empty handed with one or another technical reason given by the agency. Agency needs to understand the real expectation or interest of the beneficiary from the ground level because dissatisfaction of the beneficiary at any level results in low recovery level and failure of the enterprise which again is against the only expectation of agency. Diversion from the traditional trades like fancy and general stores is utmost important, it should be the prime task of the agency to explore new business avenues for the beneficiary and invest its share into it. Also more stress on counselling should be given at the time of selection of the beneficiary for any particular scheme as because there are times when a beneficiary just follows his fellow resident from the neighbourhood and seeks for a loan amount ending with a burden of loan and NPA to the agency. Pre counselling or training will surely result in selection of such beneficiaries who will strive hard to become a successful entrepreneur.

In a nutshell it could be believed that this study work of the researcher could be used as a reference material by the agency while

drawing future action plans and strategies for the development of target group and effective implementation of the schemes resulting in overall development of the beneficiary and enterprise by real means.

### Glossary:

**CGAVVN** – Chhattisgarh Rajya Antyavasai Sehkari Vitt evam Vikas Nigam

**NSTFDC** – National Scheduled Tribe Finance & Development Corporation

**ST** – Scheduled Tribe

**NPA** - Non Performing Assests

**EMI** - Equated Monthly Installments

### References:

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3. [www.ncst.nic.in](http://www.ncst.nic.in)
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5. Office of the Managing Director CGAVVN and it's Field offices
6. Office of the State Programme Director Chhattisgarh Tribal Development Society and their published work on tribal of state.
7. Various webbased material on socio economic condition of scheduled tribe.