

## Introduction

*“Microcredit is not about giving small loans. It is about giving people an opportunity to take charge of their own destinies”*

**Muhammad Yunus**

Microfinance in India has experienced a rapid expansion, particularly since the country's economic liberalization in 1991 (Mader, 2013). The microfinance industry has expanded to offer various financial products which benefit people with limited financial resources. India continues to struggle with problems including income disparity, unemployment, and poverty, a beneficial approach for overcoming such barriers and accelerating localized economic growth is achieved through microfinance (Van et al., 2021). Microfinance is an innovative economic development tool that aims to eradicate poverty through financial inclusion, social empowerment, and self-reliance (Arda, 2024). A key role of the microfinance industry is to improve the economic expansion of the nation by enhancing the lives of millions of low-income families. MFI has a good impact on several employment-generating activities for women, which enables them to improve their life, self-confidence, and esteem in the community (Sondhi, 2023). Microfinance institutions success will depend on players ability to create diversified investment channels, form collaborative partnerships, develop enriched products, and leverage technology to meet borrowers expectations (Price Water House Coopers, 2019).

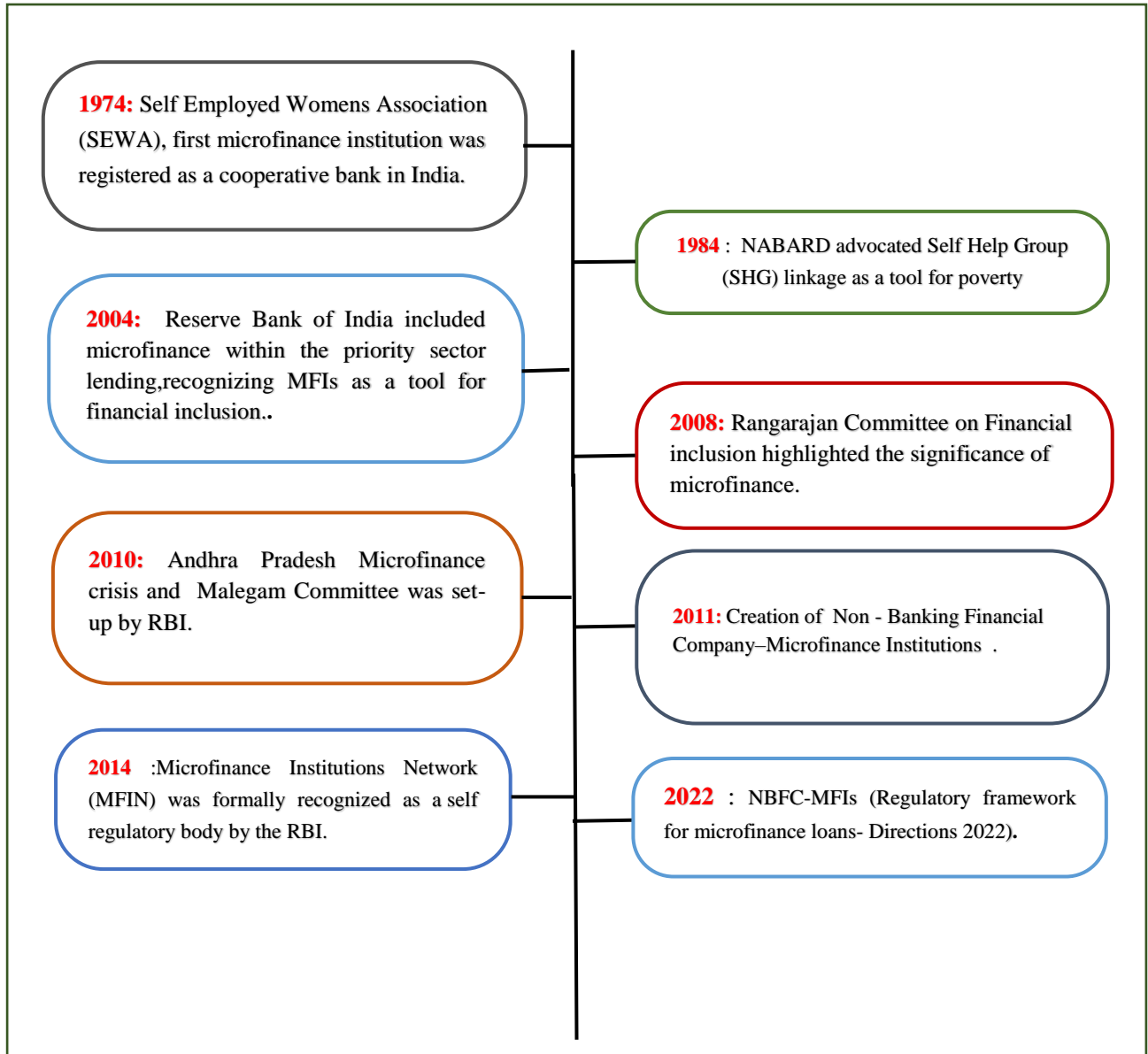
Muhammed Yunus, the founder of Grameen Bank, asserts that the poor people are natural entrepreneurs (Banerjee, 2013). Microfinance significantly improves the lives of the poor in particular, as well as society in general, and promotes sustainable development (Kumar and Kumar, 2023). Microfinance intends to help economically disadvantaged groups to achieve higher levels of asset accumulation, income security, and a notable increase in average income (Banu et al., 2021). Microfinance offers better opportunities to create community banking systems that benefit entrepreneurs (Bull, 2020). Micro entrepreneurs have a higher degree of entrepreneurship skills, sufficient savings, and an increased propensity to make decisions and participate in the family's activities (Armendáriz

& Morduch, 2010). The microfinance initiative enables women entrepreneurs to establish revenue-generating ventures, which will eventually supply funds for household consumption and business earnings (Svensson, 2021). Microcredit is an effective instrument in empowering women economically and fostering business development in the long run by enabling them to evaluate their long-term empowerment (Devi, 2023).

Regulations about microfinance institutions (MFIs) are related to accomplishing the development goals of the country's economy. In safeguarding the efficient operation of MFIs, the Reserve Bank of India (RBI) plays a major role in establishing the appropriate regulatory framework and policies (RBI, 2022). Regulatory frameworks and policies can play a vital part in shaping the microfinance institution's operation (Rasheed et al., 2021). There has been widespread recognition of the microfinance sectors contribution to the inclusive development of the economy by creating employment opportunities, driving business opportunities, and altering the lives of millions of women. Microfinance serves over 7.8 crore women, impacts over 45 crore lives, and promotes financial inclusion nationwide, serves 14.9 loan accounts of customers with a loan portfolio (Gross) of ₹4,33,697 crore as of 31<sup>st</sup> March 2024 (MFIN, 2024).

Microfinance services are delivered to needy people, and not provided by traditional financial service providers (Hagawe et al., 2023). In the NBFC sector, NBFC-MFIs were introduced in the year 2011 to reach the underserved community. Now the microfinance industry is composed of NBFCs, banks, SFBs, NBFC-MFIs, and other MFIs (MFIN, 2020). Among the microfinance market NBFC-MFIs play an essential role in ensuring financial assistance via microcredit by enabling them to develop and become self-employed (Goel and Aggarwal, 2020). As NBFC-MFIs perform their tasks efficiently, help the Indian economy become more efficient and realize its full potential. The NBFC-MFIs support the empowerment of disadvantaged groups in society with particular attention on women entrepreneurs (Sharma, 2018). The NBFC-MFIs sector is considered one of the stress-free sectors for receiving funds, due to its simplified procedures, lack of collateral security, and flexibility in operation (Kaushal, 2016). NBFC-MFIs also encounter challenges related to policies and laws that govern their operations from borrowers, the government, and similar financial institutions. Microfinance industry performance based on outreach factors such as number of branches, employee strength, client database, and loan portfolio shows NBFCs-MFIs have a solid place among different microfinance models (Badrudin and Anees, 2018). Sustainability and outreach have an important impact on the performance of MFIs.

Financial autonomy was necessary for institutional viability and delivering financial services to the needy segment of society (Gonzales, 2010).



Source: Compiled by Author

**Figure 1.1: Evolution of Microfinance and NBFC-MFIs**

## **1.1 Non-Banking Financial Companies-An Overview**

The NBFC has developed as a rival as well as a substitute for the banking industry and contributes to the expansion of the nation's economy (Pathak, 2024). NBFCs make major contributions to financial inclusion and economic growth by providing affordable loans and improving market liquidity (RBI, 2023). They have increased their willingness to take risks and opted to raise funding primarily focusing on the most vulnerable people in society (Nazneen and Dhawan, 2018). NBFCs make up a significant portion of the financial service sector in funding assistance, market accessibility, group loan guarantee, and wider expansion of branches making them a pioneer in the microfinance market.

An essential component of the financial system in India is occupied by NBFCs. Both micro and smaller segments of society depend on NBFCs for credit (Jain and Gupta, 2023). They contribute to national development as well as financial access through enhancing banking, with a focus on providing access to unbanked parts of society, particularly MSMEs for entrepreneurial spirit and innovative business ideas. NBFC has become a more convenient way for poor people to finance their needs (Chandratreya et al., 2020). Many specialized services such as financing of factoring, venture capital finance, leasing, assets management, financing road transport, health, and infrastructure development are led by NBFCs (Karunagaran, 2011). NBFCs have been criticized for their greater risk-taking capacity than banks. The constant increase in bank lending to NBFCs in recent years implies that the probability of threats is smaller (Shakya, 2014). NBFCs fall into four layers. i.e., Base, Middle, Upper and Top layers based on the activity, size, and risk to facilitate financial operations (RBI 2023).

When compared to other NBFC categories, NBFC-MFIs are significant because of their distinct emphasis on financial inclusion, especially for underserved and low-income groups, particularly women in rural and semi-urban areas, by empowering the base of the financial pyramid. NBFC-MFIs cater to the bottom of the economic pyramid, helping borrowers meet basic needs, invest in income-generating activities, and enhance livelihoods. Their emphasis on social development contributes significantly to improving credit culture and entrepreneurship and makes them more impactful for inclusive growth compared to other NBFCs that focus mainly on profitability and asset growth

<b>Investment and Credit Company (NBFC-ICC)</b>	Promoting economic productive and economic endeavors and the purchase of investment securities
<b>NBFC-Infrastructure Finance Company (NBFC-IIIFC)</b>	Loans for infrastructure
<b>Core Investment Company (CIC)</b>	Purchasing debt, loans, preference shares, or equity in group company
<b>NBFC-Infrastructure Debt Fund (NBFC-IDF)</b>	Financing “toll-operate transfer projects” as the direct lender and facilitating the flow of long-term debt after operations date commencement and infrastructure projects, completed 1year performance.
<b>* NBFC-Micro Finance Institution (NBFC-MFI)</b>	Offering low-income groups free small-ticket loans without collateral
<b>NBFC-Factors</b>	Purchasing an assignor's receivables or making loans secured by the receivables at a discount price
<b>NBFC-Non-Operative Financial Holding Company</b>	Assisting promoters in establishing new bank segment
<b>Mortgage Guarantee Company (MGC)</b>	Establishing a mortgage - guarantee company
<b>NBFC-Account Aggregator (NBFC-AA)</b>	Gathering and giving the customer or other designated parties information about their financial assets in a orderly and accessible way
<b>NBFC–Peer to Peer Lending Platform (NBFC-P2P)</b>	Offering an online portal that connects lenders and borrowers to facilitate the mobilization of funds
<b>Housing Finance Company (HFC)</b>	Funding for residential dwelling unit purchases, construction, reconstruction, renovations, and repairs
<b>Standalone Primary Dealer (SPD)</b>	Takes part in primary auctions and underwrites government-dated securities issues.

Source: Report on Trend and Progress of Banking in India, 2023-2024

**Figure 1.2 Classifications of NBFCs under the “New Regulatory Framework Activity”**

### **1.1.1 Need for NBFC-MFI**

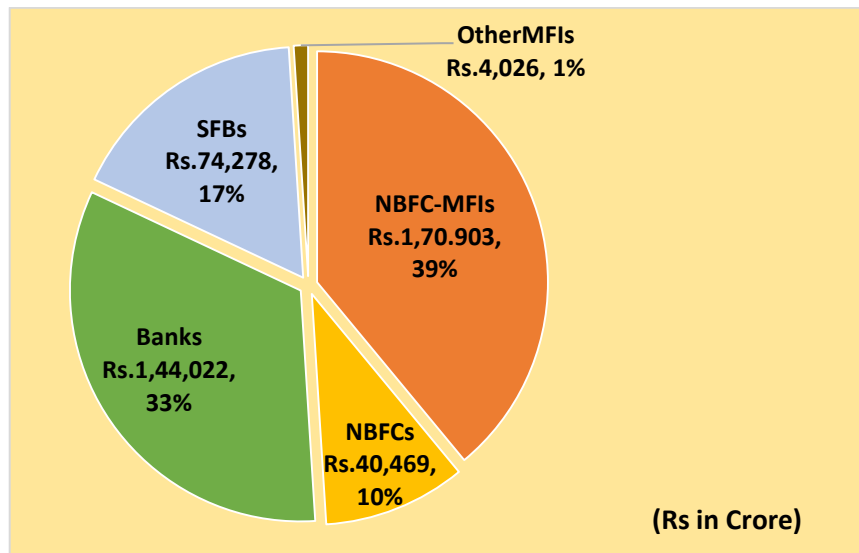
In 2010, RBI established a central board of Sub-Committee to investigate problems in the microfinance segment related to the Andhra Pradesh microfinance crisis. It was determined to establish a distinct category based on the Committee's suggestions, viz., Non-Banking Financial Company-Micro Finance Institutions” (NBFC-MFIs) and detailed regulatory Framework NBFC-MFIs was put in place in 2011(RBI, 2011) NBFC-MFI be defined as a company other than a company licensed under Section 25 of the Companies Act, 1956, which provides financial services predominantly to low-income borrowers with loans of small amounts for short periods, which are primarily income generating activities (RBI, 2011). NBFC-MFI voluntary disclosures and amendments are focused on policy guidelines and they are increasingly in slow manner as per regulations. NBFC-MFIs are a part of assisting and elevating the lives of the underprivileged and they have also aided in broadening the banking operation to remote regions (Bhatia and Gill,2022). The financial efficiency of the NBFC-MFIs determines its level of sustainability, and its level of outreach is determined by its level of social efficiency (Sharma and Rastogi, 2021).

### **1.1.2 NBFC- MFIs and the Microfinance Landscape**

NBFC-MFIs provide loans to economically disadvantaged women followed most commonly by the joint liability group model of microfinance. It has proven to be a viable and sustainable model for both the institutions and borrowers. Due to its inclusive character and the responsible steps NBFC-MFIs have made to address economic exclusion, the microfinance business in India has played a vital role in offering funding to millions of women (RBI, 2021). NBFC-MFIs have an advantage over banks in terms of financing accessibility. They can deeply penetrate rural areas attributable to their cheap cost model, localized decision-making, adaptable products, minimal transaction costs, and informal approach (Hansen et al., 2020). Microfinance as NBFC-MFIs provides very small amounts of credit and other financial access to needy people by enabling them to improve their living conditions and earnings (Candra and Zulkarnain, 2024).

A review of NBFCs recent financial results indicates that they are emerging as a significant way of lending for infrastructure and micro and small businesses. Although the NBFC sectors capital position is still robust, the worsening of their asset quality suggests that more monitoring is required. The expansion of fintech platforms indicates even more possibilities and potential customers for the NBFC industry (Neelima and Kumar, 2017).

Indian NBFC-MFIs are focused on expansion through effective asset management, cost management, and leverage control. Numerous Indian NGO MFIs are becoming NBFC-MFIs to expand their financial base and better serve the enormous underserved population (Rupa, 2017). The market share of NBFC-MFIs is high (39 %) when compared to other microlenders, showing that with enhancing microcredit service in the market NBFC-MFIs occupied a lead position.



Source: India Microfinance Review FY 2023-24

**Figure:1.3 Market Share of Microlenders in terms of Loan Outstanding**

### 1.1.3 Microfinance and Entrepreneurship

Microcredit assistance by MFIs helps micro entrepreneurs to develop entrepreneurship cultures (Saputri et al., 2023). Through microfinance, entrepreneurs contribute to the economic stability of countries and improve their business, social, and financial status (Kumar and Kumar, 2015). Using microfinance for productive activities (micro entrepreneurship) enhances holistic empowerment significantly more than diverting financial resources to alternative activities (Khan et al., 2022). Microfinance institutions assist the unbanked segment of the community with funding assistance for their business ideas much more than banks do (Guha, 2013). Entrepreneurship not only creates an entrepreneur but also gives job opportunities to several people in a particular community. A new generation of innovative ideas and concepts is being born and forged within MFIs (Ahlawat, 2016). MFIs are now able to access more liquidity from the banking sector due to their prudential norms and self-governance practices (NABARAD, 2022). Entrepreneurial

outcomes of microfinance can be measured by growth and development, strong livelihood support, long-standing business ventures, and better financial inclusion for entrepreneurs (Rani and Ramprasad, 2023). Microfinance provides regular capital support for small concerns for the expansion of the business and also startup. Entrepreneurship created both social status and personal lifestyle changes among entrepreneurs. Microcredit funding assistance gives an entrepreneur new innovative ideas, and attain personal as well as social goals (Hidayatullah et al., 2024).

#### **1.1.4 Microcredit and Social Impact**

The concept of empowerment has multiple dimensions, and therefore, women's empowerment is also evaluated from multiple perspectives (James-Hawkins et al, 2016). In order for women to be empowered, they need to have the resources and freedom to make decisions that affect their social and economic lives (Maclean, 2019). Women borrowers have a substantial impact on social empowerment and empower women across multiple dimensions, such as strengthening financial independence, increasing involvement in decision-making processes, developing social networks, and promoting their overall self-confidence and well-being (Pandhare1 et al., 2024). Developing new business ideas, implementing new business strategies, and eliminating social inequalities lead to better empowerment and success for entrepreneurs. A major factor for increasing worldwide development efforts is women's empowerment which is essential for socioeconomic development (Gram et al., 2019). Empowerment can also be achieved through a respectable position in society and active participation in the workplace (Garikipati, 2013). The empowerment of women is positively impacted by poverty alleviation through microloans (Pratley, 2016). For empowerment to be successful, the individual must make independent decisions, be accepted by society, and advance in their social status as well as growth in their business.

Women empowerment truly focused on both business growth as well as improvement in societal status, with men dominated society leading the business as well as a family making dual responsibility for the women. Women's empowerment has been proven to be significantly impacted by the availability of microloans and their effective use (Mina and Ansari, 2022). By using financial services and resources, women can make informed financial decisions which results in a rise in self-efficacy (Singh and Singh,2023) Empowerment is also affected by having family affiliation and having the freedom to make

family decisions. A microfinance solution fills a gap between social status and women's empowerment (Malagave and Patil, 2011). Women need to develop self-esteem around themselves to gain psychological empowerment (Mayoux, 2002). As a whole, women's empowerment is the freedom from economic, political, and social exploitation.

MFIs employ lending approaches that provide social capital in addition to financial capital in the form of affiliation, networks, and social mobility, these social networks open up new opportunities for greater income and innovation for micro entrepreneurs. It is challenging to overstate the value of microfinance in developing nations like India, where it serves as essential in the socioeconomic enhancement of those with less incomes. The microfinance industry plays a key role in promoting entrepreneurship and creating jobs in rural areas by providing the necessary funding assistance for launching and expanding small businesses (Srivastava et al., 2023). Women who participate in microfinance programs have more decision-making authority, economic empowerment, and higher social empowerment (Kritika and Kumari, 2023). The truth of microfinance is that the economic benefits of the programs, especially about women empowerment (Hunt, 2013). Reaching out to more people in the poorer sections of the population of MFIs is the priority in maintaining their financial viability while continuing their outreach (Mersland and Strom, 2009). A key feature of MFIs is that they address gaps in financial access for women entrepreneurs, particularly in the informal credit market, as well as supporting their entrepreneurial development (Abdulkadir et al., 2024). Microfinance institutions mainly depend on donors and the Government to generate funds. Financial sustainability has been focused on meeting the financial expenses of MFIs over a long period (Zeller and Meyer, 2002).

### **1.1.5 Sustainability and Outreach of NBFC-MFIs**

Effective management of NBFC-MFIs requires monitoring of financial sustainability and outreach, including interest rates and default rates (Meyer, 2002). The performance of an MFI can be assessed in terms of two kinds of sustainability, i.e. operational and financial self-sustainability. When operating earnings are sufficient to pay for all of the costs associated with operating the company, including salaries to employees and other administrative expenses is termed operational self-sustainability (Abebe and Kegne, 2023). The operating self-sufficiency of microfinance institutions was highly influenced by the number of clients (Masanyiwa et al., 2022). Financial self-sustainability also implies MFIs ability to provide funds to borrowers, and subsidies they receive to grow

and survive in the market. Institutional sustainability requires the financial sustainability of MFIs (Gupta et al., 2023). MFIs need to succeed in attaining stable finances and broad outreach, thereby meeting their social objective of inclusive financial growth.

Sustainable finance practices are necessary for wider, more effective service delivery of MFIs (Bhawna and Mittal, 2024). Microfinance institutions can achieve a balance between social and financial performance with the aid of microfinance sustainability (Raju, 2018). The another standard method for evaluating the success of microfinance institutions is social outreach, which includes the breadth, depth, and scope of lending (Schreiner, 2002). If the goal of financial sustainability is to draw in outside funding while also assisting in the expansion of outreach by providing services to low-income households it can be in contradiction if it crowds out the small loans that the disadvantaged community of people regularly need (Abate et al, 2013). The institutions self-sufficiency was obtained through its income, lending practices, default rate, and related business operations. Outreach of MFIs means their efforts to give them access to loans and other financial services and impact their social status (Pollinger et al., 2007).

## **1.2 Statement of the Problem**

India is one of the most promising markets for microfinance. The microfinance institutions are developing plans to cater to the huge untapped market for credit in rural and urban areas alike. They provide primary financial support and services that are unavailable through formal banking systems, enabling entrepreneurs to start and expand their business activities. A number of NBFC-MFIs are willing to lend to first time borrowers, unlike banks, which hesitate due to lack of credit history. When compared to banks, NBFC-MFIs have simplified processes that facilitate faster loan approvals. NBFC-MFIs are serving low-income households, small businesses, and unbanked populations, particularly in rural areas where banks have limited reach. Many micro entrepreneurs, particularly women and marginalized communities, face significant barriers to economic participation. MFIs have helped to overcome these barriers by offering flexible microcredit services to the unique requirements of micro entrepreneurs. If borrowers are aware of the terms of loans and proper utilisation of funds, they can grow their businesses and they become more informed and motivated to participate in doing business that promotes social change. Empowerment through social status and business development contributes to the MFIs' sustainability. After the Andra Pradesh crisis in 2010, a new category of NBFC-MFIs emerged that provides

strong financial support for entrepreneurial activities. NBFC-MFIs emerging as a powerful medium in microfinance sector by focusing on the economic development of the marginalized community especially women entrepreneurs. In developing countries access to micro credit is considered to be the sustainable development strategy. As the majority of borrowers, women benefit from empowerment through micro credit programs as they work toward their goals and maintain business development and social lead in family groups and society as a whole. Microcredit provided by NBFC-MFIs not only promotes business but also helps millions of people maintain their livelihoods. NBFC-MFIs follow the code for responsible lending, concerning the protection of customers, regularization of borrowers, control of interest rates, and consecutive monitoring of loan repayments. Sustainability and outreach are the two main parameters that lead all MFIs. Microcredit programs can only be expanded and outreach if the NBFC-MFI is sustainable. The outreach of an NBFC-MFI is measured by the social outcome performance of the MFIs and the number of customers served over a given period. Sustainability and outreach combined make a strong base for growth and development of MFIs. Promoting women micro entrepreneurs through NBFC-MFIs related to the sustainability level of the institution to meet the operating and administrating costs. An NBFC-MFIs smooth operation depends on its borrowers awareness of loan schemes and other related policy aspects. The enhancement in social, financial and business of borrowers are essential for the growth and success of the NBFC-MFIs. There has been a positive trend in recent years towards NBFC-MFIs from different channels of finance and players in the microfinance market. By focusing on sustainability and outreach, the research study contributes to a deeper understanding of the role and importance of NBFC-MFIs in providing microcredit assistance to women micro entrepreneurs.

### **1.3 Research Questions**

Research questions serve the foundation for the research and framework for the research objectives. Research questions identify the output of research by suitable answers by way of analysis. Formulating effective research questions is important that shape the designing a research, methodology, collection of data and analytical aspects.

- Are the borrowers aware of the terms of loans offered by NBFC-MFIs?
- How the borrowed funds used for entrepreneurial activities?
- Are the NBFC-MFIs enhance the business development, social and financial status of women micro entrepreneurs?

- How do operating performance, and perception of the women micro entrepreneurs and managers lead to the sustainability of NBFC-MFIs?
- What should be the performance outreach of NBFC-MFIs?
- How do the various factors influence the sustainability and outreach of NBFC-MFIs?

#### **1.4 Objectives of the Study**

The Primary study objective is to analyse the sustainability and outreach of NBFC-MFIs in promoting women micro entrepreneurs. The subsidiary objectives framed to achieve the primary objectives are,

- ❖ To understand the awareness of loan terms and usage of borrowed funds by women micro entrepreneurs
- ❖ To analyse the NBFC-MFIs role in enhancing business development, social status, and financial status of women micro entrepreneurs
- ❖ To evaluate the operating performance, and perception of NBFC-MFI managers and women micro entrepreneurs on the sustainability of NBFC-MFIs
- ❖ To examine the outreach of NBFC-MFIs based on operating efficiency and perspective of women micro entrepreneurs and
- ❖ To assess the effect of various factors that influences the sustainability and outreach of NBFC-MFIs.

#### **1.5 Hypotheses of the Research Study**

The following research hypotheses were framed to validate the research.

H<sub>a1</sub>: There is a significant mean difference in awareness of loan terms among the socio-economic, business, and loan profiles of the respondents.

H<sub>a2</sub> : There is a significant mean difference in usage of borrowed funds among socio-economic, business, and loan profiles of the respondents.

H<sub>a3</sub> : There is a significant mean difference in business development of the respondents among socio-economic, business and loan profiles of the respondents.

H<sub>a4</sub> : There is significant mean difference in social status of the respondents among socio-economic, business and loan profiles of the respondents.

H<sub>a5</sub> : There is a significant difference in the possession of assets before and after starting the business

Hypotheses based on the conceptual model of the study are.

- H<sub>1</sub> : Awareness of loan terms significantly influences the usage of borrowed funds, business development, social status, sustainability, and outreach of NBFC-MFIs
- H<sub>2</sub> : Usage of borrowed funds significantly influences the business development of the respondents.
- H<sub>3</sub> : Business development of the respondents significantly influences the Sustainability of NBFC-MFIs.
- H<sub>4</sub> : Business development of the respondents significantly influences the outreach of NBFC-MFIs
- H<sub>5</sub> : Social status of the respondents significantly influences the sustainability of NBFC-MFIs
- H<sub>6</sub> : Sustainability of NBFC-MFIs significantly influences the outreach of NBFC-MFIs.
- H<sub>7</sub> : Usage of borrowed funds mediates between awareness of loan terms and business development of the respondents.
- H<sub>8</sub> : Business development of the respondents mediates between awareness of loan terms and sustainability NBFC-MFIs.
- H<sub>9</sub> : Business development of the respondents mediates between awareness of loan terms and outreach of NBFC-MFIs.
- H<sub>10</sub> : Social status of the respondents mediates between awareness of loan terms and sustainability of NBFC-MFIs
- H<sub>11</sub> : Sustainability of NBFC-MFIs mediates between social status of the respondents and outreach of NBFC-MFIs.
- H<sub>12</sub> : Sustainability of NBFC-MFIs mediates between business development of the respondents and outreach of NBFC-MFIs.

## **1.6 Scope of the Study**

The research focused on sustainability and outreach of NBFC-MFIs by identifying the awareness of loan terms of loans by the women micro entrepreneurs and the role of

NBFC-MFIs in enhancing the business social and financial status of the women entrepreneurs. The study also explored the perception of NBFC-MFIs managers to attain the sustainability. The operational performance also measured through studying the specific sustainability related ratios. Finally, the study assessed the impact of various factors influenced the sustainability and outreach of NBFC-MFIs. By focusing the areas the study provides valuable information to the policymakers, regulatory authorities, microfinance institutions, entrepreneurs and other stakeholders.

### **1.7 Limitations of the Study**

- The study is geographically limited to NBFC-MFIs and the borrowers in Coimbatore District; the results cannot be generalised to other regions financial institutions and broader landscape of entrepreneurship.
- The impact of macro and micro economic factors such as inflation, interest rate and regulated changes on sustainability and outreach of NBFC-MFIs has not been studied.
- The research focused the borrowers associated with NBFC-MFIs who have registered and member of MFIN have been included in data analysis which may limit the scope of the study.

### **1.8 Scheme of Presentation**

The research study is divided and categorized into 5 chapter heads;

**Chapter I** Introduction to microfinance, overview of Non-Banking Financial Companies, the evolution of NBFC-MFIs, microfinance, and entrepreneurship, social impact, sustainability and outreach of NBFC-MFIs, problem statement, setting research questions and framing objectives, framing of hypotheses, significance and research scope, limitations of the study and chapter outline.

**Chapter II** Theoretical background of the study, reviews on growth and development of NBFCs and MFIs, awareness of lending terms of loans and uses of microcredit, empowerment of women micro entrepreneurs, sustainability of MFIs, outreach of MFIs, finally combined sustainability and outreach of MFIs and the research gap.

**Chapter III** Research methodology for the study consist of nature of research, study area and Population, determination of sample size of the sample, data collection, period of the

study, pilot study, tools used for the study and the conceptual frame work of the research topic.

**Chapter IV** Data analysis on socio-economic, business, and loan profiles of women micro entrepreneurs, awareness of loan terms by women micro entrepreneurs, usage of borrowed funds by women micro entrepreneurs, development of women micro entrepreneurs in business, social, financial aspects, sustainability of the NBFC-MFIs based on operating performance, women micro entrepreneurs and managers perspective, perception on the outreach of the NBFC-MFIs, determinants of sustainability and outreach of NBFC-MFIs and interpretation analysed data for the results.

**Chapter V** Summary of findings from the study, suggestions for improvement, and conclusion of the study.