

Parinaam's Diksha  
**Financial Literacy** Program  
Trainer's **Manual**



# दिक़्श



An Ujjivan & Parinaam Foundation Initiative

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Published by:  
Parinaam Foundation  
Grape Garden  
No.27, 3rd 'A' Cross, 18th Main, 6th Block, Koramangala  
Bengaluru - 560 095, India

Telephone: +91 80 4071 2121  
email id: [info@parinaam.org](mailto:info@parinaam.org)  
[www.parinaam.org](http://www.parinaam.org)

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# Table of Contents

Section	Page No.
<b>Organization Profile</b> .....	ii
<b>Introduction</b> .....	01
<b>Note to Trainer</b> .....	02
<b>Module 1 : Why Financial Planning</b> .....	03
<b>Module 2 : How To Plan My Finance</b> .....	13
Sukhi & Dukhi Story: Financial Planning & Cash Flow .....	15
<b>Module 3 : How To Save</b> .....	29
Sukhi & Dukhi Story: Savings .....	35
<b>Module 4 : Borrowing</b> .....	43
Sukhi & Dukhi Story: Borrowing .....	52
<b>Module 5 : I am now a Rupee Rani!</b> .....	58
<b>Acknowledgement</b> .....	67

# Organization Profile

UJJIVAN FINANCIAL SERVICES PVT. LTD.



**UJJIVAN FINANCIAL SERVICES** is a Non Banking Financial Company (NBFC) incorporated under the provisions of the Companies Act, 1956 on December 28th, 2004. It is a leading Microfinance Company which started operations in November 2005. Ujjivan currently operates through 332 branches in 20 States & Union Territories in India to provide financial services to about 1,000,000 low income urban and semi-urban women customers. Ujjivan has a strong social inclination and is deeply involved in providing a holistic approach to its customers by improving their lives through micro “plus” social services as needed by them and their families. Programs are carried out for Ujjivan members by its strategic partner NGO, Parinaam Foundation,

PARINAAM FOUNDATION



**PARINAAM FOUNDATION**, a not for profit organization registered on March 31st, 2008 under Section 25 of the Companies Act 1956 works closely with Ujjivan. Parinaam focuses its efforts on multi dimensional initiatives in childcare, educational support, healthcare, vocational training support, livelihood development and several other poverty reduction measures. In addition to working with the Ujjivan members and their families, Parinaam has also developed and launched a unique Urban Ultra Poor Program for destitute families and provides them with 1) livelihood development; 2) healthcare; 3) childcare and education and 4) financial literacy and social services. The program is one of the first of its kind in India and the goal is to help the families reach the stage of being the bankable poor, able to earn a sustainable income for themselves and to access microfinance services.

UNITUS LABS



**Unitus Labs** is a USA 501(c)(3) nonprofit focused on reducing global poverty through economic self-empowerment. Unitus Labs' unique focus is harnessing market forces to drive substantial increase in economic opportunity for those at the base of the economic pyramid ("BoP") in developing market.

# Introduction

For Parinaam & Ujjivan: **To create an awareness and influence customers to manage their debt and finances responsibly.**

For the Customer: **To understand the importance of planning my finances, savings and using debt wisely.**

When we look at educating our women, we must understand our beneficiaries and be able to recognize their needs, requirements and abilities.

The Diksha Program is a financial literacy program that caters to the “urban & semi-urban” poor. Our beneficiaries are mostly women with little education, who have moved from their villages to the city or town for better livelihood opportunities and to give their families a favorable chance to improve their lives. Surviving in the city has given them the capabilities to be streetwise and savvy and take advantage of many income generating opportunities. They not only face intense competition but also have ample choices for economic survival. However, sometimes it leaves them lost and unable to make the right decisions due to a lack of knowledge on what they can gain and lose.

We do not want to instruct her “do not do this” or “this will not work”, as that depends on her situation, capabilities and inclination. However we have an obligation to give her the knowledge and teach her to understand the pros & cons of making a decision.

She needs to learn simple math skills; maintain a financial record of her income & expenditure; understand the importance of savings; most crucially, understand to borrow according to her capacity and finally, manage to be in control of her financial condition.

We found that many of our beneficiaries were keen to save. Unfortunately they did not know where to save or did not have the confidence to walk into a bank or post office to open an account. By integrating a savings initiative into the program, where the microfinance institution helps them open savings accounts, we hope to help them save in a safe environment and give them the discipline to keep saving for their future.

With the numerous options for borrowing there is a need to teach them to make the right choices based on their requirements and ensure that they take an informed decision. It would be detrimental to lend to women without educating them on when & for what to borrow; clearly understand the terms and condition including pricing and most importantly only to borrow within their capacity to pay back.

The Diksha Program strives to teach these women through interactive and enjoyable modules the five basic principles of understanding her finances and eventually become a “Rupee Rani”:

**BUDGETING: USE MY MONEY WISELY**

**SAVINGS: I CAN DO IT!**

**SAVING & BORROWING SERVICES: KNOW MY OPTIONS**

**DEBT MANAGEMENT: HANDLE WITH CARE!**

**FINANCIAL NEGOTIATIONS: COMMUNICATE WITH CONFIDENCE!**



## HOW TO HANDLE YOUR BENEFICIARIES:

You are their teacher and they are your students. Treat them with respect and educate them on how to manage their finances.

1. Never be late for a session and do not keep the participants waiting.
2. Maximize your time and do not let them sit idle.
3. Make sure everything is set up well before you start the session and the participants arrive.
4. Speak to them with clarity and ensure you teach them in a way they can understand.
5. Do not waste time repeating the same thing over and over again.
6. Take the time to teach the slow learners after the session as they are the people that need the most help. Make them feel comfortable and give them the confidence to approach you for the extra help.
7. Gesture and posture should not be too authoritative as this will make the participants uncomfortable and will stop them from participating.
8. Keep them interested by letting them participate and make them comfortable by breaking the ice with the different activities.
9. Ensure you ask questions to the quiet participants so they open up.
10. Be firm and ensure that you do not let them take advantage of you by coming late or not coming for sessions.
11. Ensure you keep to the DURATION of the modules and do not go over.
12. Be specific about handing over the material to the customers as per protocols explained to you.

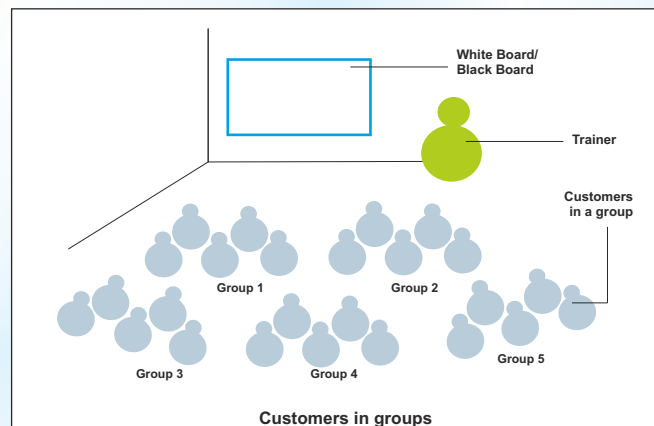
## ROLES AND RESPONSIBILITIES:

1. Ensure that all your participants learn the lessons you are teaching them.
2. Maintain all MIS, trackers, attendance reports and report to your supervisor on time.
3. Know your beneficiaries and understand who needs extra help.
4. Ensure that all branch staff are well educated on the program and financial diary. Make sure they conduct their duties and responsibilities during the sessions.
5. Treat the Ujjivan branch staff with respect and if you are facing problems then escalate it to the branch manager so he can ensure they help during the sessions.
6. Escalate problems to your supervisor so you can gain maximum support.
7. You are responsible for all material and it should be kept in good condition and not misplaced.
8. Read and remember the protocols and ensure you follow them without deviations.

## ROOM SET UP:

1. Ample space for 40 people
2. Whiteboard/Black board
3. TV and DVD player for Module 1
4. Seating Diagram Below

**N.B: Arrange snacks for participants.**



# 1

## Module

# Why Financial Planning

### Goals & Key Messages

By the end of the session the participants should be able to understand the following:

1. The importance of managing her money and how it will benefit her and her family.
2. What is the Credit Bureau and its purpose/importance?
3. Importance of tracking finances using Diary

Module 1 - Why Financial Planning		Timing in Minutes
	Trainer & CRS plan together for the module and keep all the materials required before the training	30 Minutes
Session 1	Introduction	15 Minutes
	Self introduction - Trainer	
	Organization introduction – Ujjivan & Parinaam and the relationship	
	Customer Introductions	
	Introduction to Diksha – Dream exercise	
	Group & Group Leader formation	
	Pledge	3 Minutes
Session 2	Role play & Discussion	30 Minutes
	Credit Bureau explanation using flip chart	10 Minutes
Session 3	Diary Role Play	10 Minutes
	Diary distribution and Filling	33 Minutes
Session 4	Customer Attendance	4 Minutes
	Summarizing & Conclusion	10 Minutes
Special Session	Sankalp Video Discussion	
5 Minutes	Total Hours	2 hrs








### Required Aid from Ujjivan Officer:

1. Taking attendance of all the participants in a register book and noting down the group and group leaders. Getting the contact information of each participant.
2. Help you with the role playing activity and discussion.
3. Serving tea to the participants during the break

**DURATION:** 120 Minutes

**No. of Women:** 25-30 women

### Materials

-  Fake Money - Rs.15,000 in different denominations.
-  White Board
-  Markers of two different colors (to indicate 2 months)
-  Watch/Sand Timer
-  Diksha diary  
Player
-  Attendance Register
-  Flip Chart - Visual  
Representation on Credit Bureau

### BANK ACCOUNT:

1. Make note of all the customers that would like to start an account.
2. Ask them to bring their address proof, ID proof, and photocopy of their BPL card for the next session.

### Trainer's NOTES:

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TIME/ MATERIAL	SESSION - 1: Introduction	METHODOLOGY/ NOTES
5 minutes  NO MATERIAL REQUIRED	<p><b>Introduction</b></p> <p>Spend 5 minutes introducing yourself and ask informal questions to build a relationship and break the ice with the participants making them comfortable. (Pick 5 random women)</p> <ol style="list-style-type: none"> <li>1. What is your name?</li> <li>2. How long have you been an Ujjivan customer?</li> <li>3. Where do you work? Where do you stay?</li> <li>4. Which area have you come from?</li> <li>5. How far is this place from your home?</li> <li>6. Do you have children? Are they in school?</li> <li>7. Why have you come for this program?</li> <li>8. Do you know what this program is all about?</li> </ol>	<p><b>Group Discussion</b></p> <p>NOTES:</p>
10 minutes  MATERIAL: 1. Trainer's Notebook 2. Pen 3. Attendance Register	<p><b>Organizing the Women into Groups</b></p> <p>The trainer will ask the women to form groups of five based on if they know each other or live next to each other. You will organize the women with the Ujjivan Officer's help.</p> <p>You will then ask each group to nominate a leader*. The Ujjivan Officer will write down the names with the names of the women in each group. The trainer will then make the women to recite the Pledge.</p> <p>* Leader Role: Should be slightly educated so she can help the women understand the mathematical ideas. Will also ensure her whole group is present for all five sessions</p>	

TIME/ MATERIAL	SESSION - 2: Role Play Activity	METHODOLOGY/ NOTES
TOTAL DURATION: 30 minutes  20 Minutes: Role playing game  10 Minutes: Discussion & Summary  MATERIAL: 1.Fake Money 2.White Board 3.Marker of two different colors	<p><b>Role Playing Game to explain "Why Financial Planning?"</b></p> <p>In this session you will ask 5 women (one from each group) to come to the front. They will sit in a semi circle and you will sit next to them. They should be seated so all the women around them can see them.</p> <p>You will explain the role playing game (please refer to the next page for detailed description on how to conduct the activity).</p> <p>Once the activity is done you will ask the women who were observing to discuss what they have just seen.</p> <p><b>Questions to ask after the game: ( Please refer to discussion points)</b></p> <ol style="list-style-type: none"> <li>1. What could the family have done better?</li> </ol> <p><b>Summary &amp; Learnings from the Activity:</b></p> <ol style="list-style-type: none"> <li>1. The trainers helps the women understand the importance of planning and not just spending.</li> <li>2. If they plan they can ensure that they have money kept aside for various needs.</li> <li>3. Share that these five sessions will help them understand how to plan their finances or money so that they can achieve all that they want.</li> </ol>	<p><b>Role Playing Activity Group Discussion</b></p> <p>NOTES:</p>

TEA - Ujjivan Officer & Branch Staff serve tea to the customers while Trainer sets up the video and starts his next session.



## ROLE PLAYING ACTIVITY

### Objective:

1. Break the ice and make the participants feel comfortable
2. Help them understand the importance of Financial Planning
3. Help them realize the need to be able to count money and recognize notes
4. Make them understand the importance of saving and not just spending if they have the money.

### Material Required:



$$\text{Rs.5 X 10} = \text{Rs.50}$$



$$\text{Rs.50 X 21} = \text{Rs.1050}$$



$$\text{Rs.500 X 15} = \text{Rs.7500}$$



$$\text{Rs.10 X 10} = \text{Rs.100}$$



$$\text{Rs.100 X 21} = \text{Rs.2100}$$



$$\text{Rs.20 X 10} = \text{Rs.200}$$



$$\text{Rs.1000 X 4} = \text{Rs.4000}$$

**GRAND TOTAL INCOME = Rs. 15,000**

#	Steps for this session	Notes
1	Pick 5 women. One from each group. Choose a mix of out-spoken women and quiet women. Ask them to come to the front.	
2	Explain to them that they are a family: Husband, Wife (make these the most vocal people), 2 children, and one in-law. You (the trainer) will be the person that handles the money.	
3	Ask them what their total monthly income for a month is and give them that amount (should not exceed Rs.12000). The husband is a laborer and the wife is part-time housemaid. Both children go to school - one in 1st grade and the other is in 6th grade. The in-law looks after the house but does not earn.	
4	Before you ask them to enact how they use their money for their expenses through the month, take back Rs.500 and tell them it is to repay their loan to the MFI they have borrowed from.	
5	Let them give you money for food, electricity, education, water, transport, children's pocket money etc. Keep probing them on expenses they should pay off till the money is done. Ask the husband if he would like money for alcohol, gambling, cigarettes? Ask the wife if she wants to buy a new sari? Ask the children and in-law if they require anything? Keep making them all participate. ( Do not initiate amounts - let them tell you)  <u>Make a note of the expenses on a White Board. Ensure there is enough space to record information for the second month.</u>	* If they save some money tell them that is good and tell them to keep it aside. If they spend all the money do not say anything.
6	Tell them it is now the next month and the wife lost her job and the husband only got half the amount of work so did not earn as much. Give them only Rs.2500. Take back Rs.500 for their loan repayment and ask them to plan for the month ahead with the Rs.2000 they have. Encourage the whole family to take part by asking them if they need anything.  <u>Record it on the same White Board</u>	
7	Once this is done ask the women that were watching to explain how they would have done it differently and what went wrong/right with the family's planning	* 10 minutes discussion

#### CLOSING:

Summarize the activity by telling them the objectives of the game and tell them that these 5 sessions will help them understand how to plan their finances or money so that they can achieve whatever they want.

## Discussion Points with the women at the end of the role-play:

**CAUTION NOTE:** The below questions are to help you with the flow for the discussion. Not required to go by this exactly. Let the discussion be led by the women & what they feel.

1. What could the family have done differently?
2. Bring up the importance of planning their finances so they can afford what they want for the future, basic necessities, unexpected catastrophes, and saving for a rainy day.
3. Wife or husband might not be able to count and will give you more than they said they were giving. Enact that you are the shopkeeper and you are not honest and have taken that money. Do not return it. Tell them at the end that it is very important for them to be able to count money and they need to be careful.
4. Husband might get angry with the wife and pretend to beat her. This will make the women open up a little as they are sharing a sensitive reality of their life. Let it play out and then ensure that you tell them at the end that a Husband and Wife need to work together and not fight to make things happen.
5. They might have money to spare the first month but because of your probing, they might just finish it all because it's there and they don't realize they need to save. At the end of the session tell them that they should not spend the money just because they have it or they might get into a horrible situation if something unexpected happens.
6. They might not give any money for their children's education. Ask them what is the most important aspiration for them? Mostly they will say their children's education. Ask them why they wouldn't spend money on that?
7. If they have taken money in the second month from a friend or borrowed from a company - Ask them how much interest they are going to pay and how they plan to pay it back when they have no savings and the wife is still out of a job.



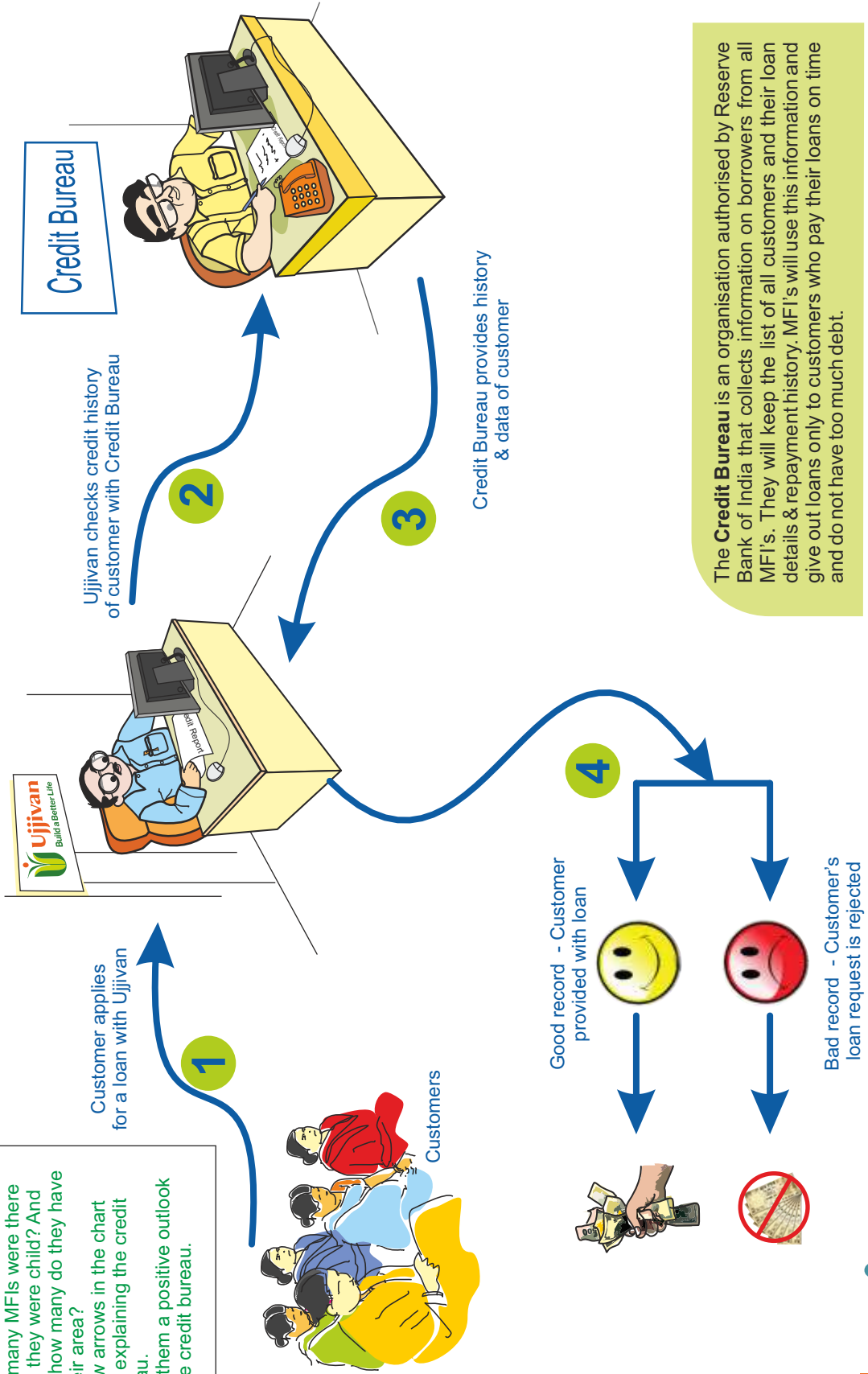
Picture of women playing the role-playing activity. Your women should interact and have fun as depicted in the picture.

# NOTES

# Credit Bureau

**TIPS:**

1. How many MFIs were there when they were child? And now, how many do they have in their area?
2. Follow arrows in the chart while explaining the credit bureau.
3. Give them a positive outlook on the credit bureau.



The **Credit Bureau** is an organisation authorised by Reserve Bank of India that collects information on borrowers from all MFIs. They will keep the list of all customers and their loan details & repayment history. MFIs will use this information and give out loans only to customers who pay their loans on time and do not have too much debt.

## Credit Bureau: Question & Answer Discussion Topics

**TRAINER:** The credit Bureau is an organisation authorised by the Reserve Bank of India that collects information on borrowers from all MFI's. They will keep the list of all customers and their loan details & repayment history. MFI's will use this information and give out loans only to customers who pay their loans on time and do not have too much debt.

Trainer will ask the customers the following questions to see if they understood his/her explanation of the flipchart.

**TRAINER: How will this bureau get the details on us and our history?**

**CUSTOMER:** All MFI's, banks & finance companies will share information on current customers like name, husband and father's name, address, phone number, your identification proof data, current and past loans & repayment history (missed payments, OD details) with the Credit Bureau. This is compulsory by law. When a customer applies for any loan to any MFI, the MFI will request the Credit Bureau to share the customer details. The Credit Bureau will share these details of the customer with the MFI Company that the customer has applied to for a loan.

**TRAINER: So what happens next? What are the implications for me?**

**CUSTOMER:** If you are a customer with good history, you will be rewarded, which means –

- You will get higher loan amounts
- You will get faster loan process if you have given correct information to all MFI's
- Eligible for better products
- If you are a customer with bad credit history or have too much debt then – No loans will be given

**TRAINER: So what do I need to do to be a customer with good credit history?**

**CUSTOMER:**

- You should ensure you do not have too many loans
- You should make your repayments on time and in full
- You should provide correct information about yourself. Your loan could be declined if your information does not match bureau records.
- You should attend all your centre meetings

**TRAINER: When will the credit bureau be implemented?**

**CUSTOMER:** It has already been implemented and all banks, financial services companies and MFIs have started to contribute data. 90% of the data has been collected and the remaining companies are required by law to contribute their data. This data will be used to screen good customers.

**TRAINER: There may be many people in the same name. How it matches with my details?**

**CUSTOMER:**

It will match with other details given by you – husband name, father name, address, ID document details. The bureau will be able to identify a customer even if she has changed her address.

**TRAINER: Shall I get the loan after clearing other MFI's loans?**

**CUSTOMER:** Yes. Because the bureau will then report that all your dues have been cleared and you are in good standing.

**TRAINER: If loan is not utilised by me and I give the loan to others, will it affect me?**

**CUSTOMER:** Definitely. It is your sole responsibility as your name will be captured in the records. And you may not get loans if you have more no. of loans in your name even if you did not utilize the loan. This will hinder your ability to get a loan when you really need it.

The trainer will discuss in detail on Ghost lending & Multiple Borrowing. The trainer will encourage Participants to ask questions on Sankalp Video if already Seen.



TIME/ MATERIAL	SESSION - 3: Financial Diary Introduction/Roleplay and Conclusion	METHODOLOGY/ NOTES
<p>Time: 35 minutes</p> <p>Materials required:</p> <p>Diaries for customers</p> <p>Completed financial diary for the trainer</p>	<p><b>Introduce the Diaries:</b></p> <p>Begin the Diaries: Hand out diaries to each woman. Help them fill out the inside front cover and the 1st page. Ujjivan staff should assist each group</p> <p>Explain that we will use these diaries over the course of the program to track our daily expenses and revenues. Roleplaying: Ask for a volunteer to come and play the role of a husband. The husband should act as though “he” is demanding money, and is upset that there is no money left from last week’s pay. Have the customer invent a reason for “his” request, and have “him” interrogate his wife, the trainer, about where all the money went. The trainer should act uncertain and upset when unable to explain.</p> <p>Next, have another “husband” come up with similar demands. This time, use the completed financial diary to explain exactly what happened to the money—it went to school fees, food, clothing, etc. This is a chance to take charge and “one-up” the demanding husband *</p> <p>Discussion: Ask the women how the diary would be useful in both this and the preceding roleplay. Talk about how it is important to know exactly where money is going to ensure that it is not wasted or lost. Remind the women to bring their diaries next week.</p> <p>You will close the session. <b>Ask the women to bring one of their older children</b> for the next session to help them with the activities. Share the details about the next session (time &amp; venue)</p>	<p>Key Concept:</p> <p>The Diary is a useful tool to track finances and justify financial decisions</p> <p>ADD A PICTURE OF THIS ROLE PLAY IN THE FIELD</p> <p style="text-align: right;">*</p>
TIME/ MATERIAL	SPECIAL SESSION	METHODOLOGY/ NOTES
<p>10 minutes</p> <p>MATERIALS REQUIRED:</p> <p>1. Financial Diary</p> <p>2. Calculator</p>	<p><b>Preview of the next week’s session:</b></p> <p>1. The trainer will check on the comfort level of the women and if they have understood everything that has been spoken about</p> <p><i>Did you like this session? What was your favourite part? Did you learn something useful? Tell them to spend some time with their children and family so they could help them learn how to count their money (if they didn’t know in the role-playing activity)</i></p> <p>2. You will also talk about the knowledge they will gain when they come for the next session: <b>How to use a calculator How to maintain their finances</b></p> <p>3. Show the participants what they will all get next week in terms of material gain and the advantages of the certificate from the Ujjivan perspective. <b>Free calculator (show the customers your sample) Financial Diary (show the customers your sample)</b></p> <p>4. You will close the session. <b>Ask the women to bring one of their older children</b> for the next session to help them with the activities. Share the details about the next session (time &amp; venue) *</p>	<p>NOTES:</p> <p>* Should note down the people that he observes are not really interested and immediately tell his supervisor so that a follow up can be done to ensure they attend the next session.</p> <p>* Be clear that the Ujjivan advantages and certificate will only be given if they attend all five sessions.</p> <p style="text-align: right;">*</p>

## FINANCIAL DIARY STEPS

## REFERENCE

### 1. INTRODUCING THE DIARY

- Go thru the Introduction pages and ask them to fill out the basic things like their Name, Branch, State, Contact Info. The rest of the information should be filled at home and brought to the next session. **(Customer Details)**
- Ask them to fill out their name, age, relationship, occupation, monthly income for themselves and their spouses. The rest should be completed at home. **(Household Member Details)**
- Tell them that the CRS assigned to them will be checking their diary through the weeks and will help them whenever they require it.
- You will only sign their diary at the end of the program if they have truly learnt to fill it out properly.
- Go through the loan page briefly. Tell them that if they are paying any amounts weekly they need to fill it in the section for payments and not on any other page. Tell them you will go through this in more detail in the coming weeks.

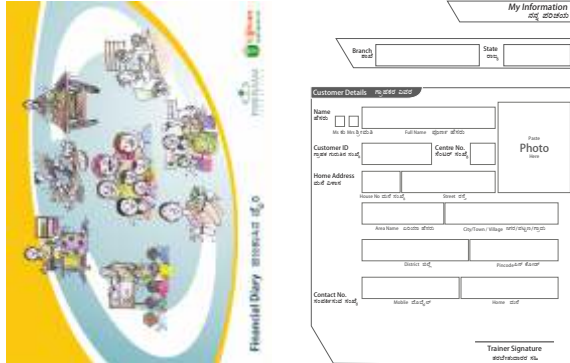
**DURATION: 5-10 minutes**

### 2. Filling out the Household income and Monthly Household Expenses page

- Fill the current month on the top right corner.
- Explain the week plans with the help of the calendar in the diary.
- Tell them to fill out "Week 1" is for the 1st of the month. Self, spouse, surplus and chit fund if any.
- Ask them to put the total amount in the total section.
 

**(\*if they are earning daily wages ask them to put the amount per week. If they are on a monthly salary then they should fill in the amount in the "Week" they get their salary).**
- Ask them if they have borrowed money during this month to add the total amount they received. If they borrow at any point during the month they should add it in the respective week.
- Ask them to fill in the amount, date and any details for items that they pay for monthly. Such as ration for the month (atta/rice/dal), rent, gas.
- Tell them they should only fill that in when they pay for it.

**\*Let them fill in the amounts as you go through the items. Ensure the Ujjivan officer is helping.**



The image shows the introductory page of a financial diary. On the left is a colorful illustration of a family in a village setting. On the right is a form titled 'My Information and address' with fields for Branch, State, and a photo. Below that is a 'Customer Details' section with fields for Name, Age, Gender, Customer ID, Centre No., Home Address, and Contact No. At the bottom, there is a 'Household Members Details' section with a table for recording member information.

**Household Members Details** (Household Members Details)

Sr.No.	Name	Age	Relationship	Occupation	Monthly Income
ಕ್ರ.ಸಂ.	ಹೆಸರು	ವಯಸ್ಸು	ಸಂಬಂಧ	ವೃತ್ತಿ	ಮಾಸಿಕ ಆದಾಯ
1					
2					
3					
4					
5					
6					
7					
8					



The image shows the 'Household Income' and 'Monthly Household Expenses' pages. The top section is for 'Household Income' with a table for recording income from various sources (Surplus, Self, Spouse, etc.) over a 5-week period. Below that is a section for 'Loans taken for the current month'. The bottom section is for 'Monthly Household Expenses' with a table for recording expenses like Rent, Education Fees, Electricity, Water, Cable TV, Gas Cylinder, Telephone, Ration, and Assistance to family members, including the date, amount, and details.

# 2 Module

## How to Plan My Finance

### Goals & Key Messages

By the end of the session the participants should be able to understand the following:

1. How to plan her budgets, expenditure, and family income. Understand basic numerical skills to manage money.
2. How should she track money that comes in and money that goes out with the help of a financial diary and calculator.

Module 2 - Why Financial Planning		Timing in Minutes
	Trainer & CRS plan together for the module and keep all the materials required before the training	30 Minutes
Session 1	Pledge	3 Minutes
	Module 1 Recap & Module 2 Introduction	7 Minutes
Session 2	Sukhi Dukhi Story & Discussion	30 Minutes
	Needs & Wants	10 Minutes
Session 3	Calculator distribution for all & Dairy for 1st module absent customers	5 Minutes
	Teaching Calculator - Addition and Subtraction	15 Minutes
	Diary Checking	5 Minutes
	Diary Filling	25 Minutes
Session 4	Summarizing & Concluding (Document collection for Bank account)	5 Minutes
	Attendance	5 Minutes
Total Hours		2 hrs









### Required Aid from Ujjivan Officer:

1. Draw image of calculator on the board for the trainer before the session starts.
2. Taking attendance of all the participants in a register book. Enquire with the group leaders if any one is missing and the reason. Calling that person and trying to encourage her to come for the session.
3. Will need 5 people from the Branch to sit with each group and help them fill in the diary and use the calculator. Ujjivan officer should be in charge of their group and ensure they maintain their diaries.
4. Serving tea to the participants during the break.
5. Collect ID Proof and maintain tracker for savings account with the help of Program Managers.
6. Maintain Tracker on distribution of calculator and financial diary to each customer.

**DURATION:** 120 Minutes

**No. of Women:** 25-30 women  
+ 1 child each

### Materials

-  Flip Charts - Sukhi & Dukhi
-  Diksha Diaries
-  Calculators
-  Fake Money
-  30 Pencils for the customers
-  5 marker pens to write name on calculators
-  Attendance Register
-  White Board

### BANK ACCOUNT:

1. Finalize customers that want bank accounts with documents.
2. Ask them to bring two passport photographs.

**Maintain Tracker for same**

### Trainer's NOTES:

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TIME/ MATERIAL	SESSION - 1: Introduction and Pledge	METHODOLOGY/ NOTES
15 minutes  NO MATERIAL REQUIRED	<p><b>Introduction</b></p> <p>Make sure the women are sitting in their groups. If someone is missing enquire from the group on where they are and why they have not come. Spend 5 minutes asking the women how their week was and if they had thought of what they had learnt last week.</p> <ol style="list-style-type: none"> <li>1. Have you learnt how to count your money?</li> <li>2. Have you thought a little bit about what you want in your future?</li> <li>3. Did you manage to save some money last week?</li> <li>4. Did you tell your family about the Video? What did they say?</li> </ol> <p>Tell the women that if they would like to purchase the <b>Sankalp</b> video to show their family - they can ask their CRS. Welcome the children and tell them that they will be able to help their mothers.</p>	<p><b>Group Discussion</b></p> <p>NOTES:</p>

TIME/ MATERIAL	SESSION - 2: SUKHI & DUKHI PART 1	METHODOLOGY/ NOTES
40 minutes  MATERIAL: 1. Flip Chart 2. Dupatta	<p><b>Sukhi &amp; Dukhi - Part 1 - Financial Planning &amp; Cash Flow (page 15 - 23)</b></p> <p>The trainer starts this session by saying that they will learn the importance of finances and its planning with the help of two sisters - Sukhi &amp; Dukhi. Put on the dupatta and introduce yourself as Sukhi and start narrating the story.</p> <p>The story focuses on:</p> <ul style="list-style-type: none"> <li>- Income and Expenses</li> <li>- Budgeting</li> <li>- Cash In &amp; Cash Out</li> <li>- Tracking and recording details of money matters</li> </ul> <p>PLEASE REFER to the next few pages for the story and narration tips.</p> <p>Once the story is over, ask the women what they thought of the story. Get them to discuss the importance of tracking and maintaining all the expenses &amp; income to aid in planning with the use of Sukhi as an example.</p>	<p><b>Story Discussions Illustrations</b></p> <p>NOTES: * Story should be slightly interactive with instructor asking the women in between if they relate to the topics being told to them.</p>

TEA - Ujjivan Officer & Branch Staff serve tea to the customers while Trainer starts the next session.

## Financial Planning & Cash Flow

**Sukhi** and **Dukhi** were two sisters... who worked as daily labourers in the city.... Six years back both of them had come to the city with their husbands, to earn a living.....





## The story begins ....

### STORY

Sukhi and Dukhi were two sisters who worked as daily labourers in the city. Six years back both of them had come to the city with their husbands, to earn a living. Sukhi was married to Sandeep and had a son named Rupesh. Dukhi was married to Ramesh and had a son called Manohar.

Sukhi was older than Dukhi. Sukhi and her husband were hard working construction laborers who worked extra hours and saved money for their son's future. Sandeep had left drinking a couple of years back and now together with Sukhi save money for their future.

Each evening after dinner, Sukhi and her husband sit down and count the money they had earned and spent in the day.

Dukhi loves shopping and wastes a lot of her earnings on toys for Manohar, or cosmetics and jewelry for herself. Dukhi's husband Ramesh is a drunkard and spent his entire earnings of the day on expensive liquor and gambling with his friends.

One day Dukhi came to meet Sukhi. Dukhi looked worried. Sukhi asked, "Dukhi what is the matter? Why are you looking so worried?"

Dukhi said, "Sister, I had borrowed Rs.8000 from the money lender 2 months back to celebrate my son Manohar 5th birthday. I returned some of the money to the moneylender. Last month, a boy came to ask for Rukmini, my husband's only sister's hand in marriage. We liked the guy and did a small ceremony and presented the boy with a ring worth 3000/- . The marriage is due in two months and we have already taken a loan of 80,000/- from another moneylender. We need at least 50,000/- more for the venue and dinner arrangements. I don't know what to do!" Dukhi wrung her hands in rising panic.

Sukhi looked at Dukhi in disbelief, "You are spending 1.3 lakhs for Rukmini's marriage? How much savings do you have?"

Dukhi who had been quietly sobbing until now, wiped her eyes and looked up at Sukhi, "Of course sister. Rukmini is Ramesh's only sister and he wants to put up a big wedding. We want to give a fine reception to the groom's family and farewell Rukmini in style. Also, our neighbors have spent over 2 lakhs for their kids' marriage. We are just spending 1.3 lakhs. I didn't have any savings so I borrowed money from 2 moneylenders and some of my friends.

### ILLUSTRATION





## ILLUSTRATION



## STORY

Sukhi asked, “Dukhi, why do you need extra 50,000/- rupees? What did you do with the 80,000/- rupees you just borrowed from the moneylender?”

Dukhi replied, “Sister, the 80,000/- rupees would be used up for the dinner arrangements, wedding card printing and booking the venue and decorations. We need another 50,000-60,000 for the sweets, jewelry and wedding clothes.”

Sukhi said, “Dukhi, you don't have to spend lakhs of rupees for just one wedding and then spend your entire life paying off the debt. What about Manohar's studies? What if someone in your house becomes sick? What will you do then? Would you keep borrowing from the moneylender and would continue to live in debt all your life?”

Dukhi replied, “But sister, it is our responsibility to ensure that Rukmini leaves for her husband's home, happy and content with the marriage arrangements. We are at the mercy of the moneylender, as he is the only one who can help us in emergency situations. We would pay off our debts over time.”

Sukhi said, “Dukhi, you need to understand the difference between a need and a want. You may want to have a lavish wedding for Rukmini, but you do not necessarily need it. You can get Rukmini married off comfortably in less than Rs.50,000.”

Dukhi said, “It is impossible sister! We need at least a lakh for the marriage.”

“There are ways to cut down on unnecessary expenses. For instance, choose a simpler design so the costs of printing is not so much. For the dinner arrangements, you can cut down on the number of dishes. Say if you were planning to have 10 dishes, you can easily serve a good dinner with 3-4 dishes. For the venue, rather than booking a hall, you can use the open area in your locality, or your temple/church and decorate it. For the jewelry and the clothes, you don't need more than 2 sets of jewelry and 4-5 sets of clothes. You may want much more, but you do not need more than this. I am sure, if you think this way; you would be able to have a good wedding celebration in maybe as less as 50,000/- rupees.”

## STORY

Dukhi was still apprehensive, "But what will the neighbors say? Won't they make fun of us?"

Sukhi smiled, "Dukhi, you should be worrying about your future and future of your family, rather than worry what would the neighbors say if you serve them 3 dishes instead of 10."

Dukhi thought for a moment and said, "What you are saying makes sense sister! I'll discuss this with Ramesh, my husband. Maybe we can get my sister-in-law married off in less than 50,000 rupees. We wouldn't need to borrow any more money and we can use the remaining amount from 80,000 to pay off some amount to the moneylenders."

Sukhi smiled, "You have taken the first steps to ensure you are not required to borrow beyond your means. Do you know what is Financial Planning?"

"Financial planning? What is that?"

"Financial planning is a way of planning for your future so that you don't need to borrow from a money lender and still have some money saved for sudden needs like house repair, accidents etc. For instance, I have been planning for my future needs and have saved over Rs.40,000 for such emergencies", said Sukhi.

Dukhi exclaimed, "Sister, you have managed to save 40,000 Rupees!!! How? Did you win a lottery? How much do you earn?"

Sukhi laughed, "No, Dukhi, I did not win a lottery. I have been planning for my future since the past two years. Remember when Rupesh had met with an accident and had to be hospitalised? I had to borrow a lot of money for my son's hospital bills. I decided then that I would make a financial plan of my immediate, yearly and five yearly needs and would save some amount daily. I and my husband earn around 400 each day. We save 100 rupees daily for emergencies and 100 Rs daily for our yearly needs such as Rupesh's School fees, festivals etc. Rest 200 rupees we use for our buying groceries, or paying electricity bill etc. We have been saving like this for months."

"But what are you saving for? How do you know which things you'll require in future?" asked Dukhi.

"I have always wanted to have my own petty shop. And I want to save for my old age. When I get old I would find it difficult to find work, so who will feed me then? So, I am saving now, so that when I get old I don't have to worry about food and other needs. Do you see that bicycle in the corner? We bought it couple of months ago. Now we go everywhere on the cycle. It has helped cut down our daily expenses", Sukhi smiled.

## ILLUSTRATION



## ILLUSTRATION

EARNED 1 month		<b>EARNED - Rs. 4000</b>	<b>EARNED - Rs. 2000</b>
SPENT 1 month		<b>SPENT - Rs. 2000</b>	<b>SPENT - Rs. 2000</b>
SAVED	<b>Total EARNED (Rs. 12000) - Total SPENT (Rs. 2000) = Total SAVED (Rs. 4000)</b>		

EARNED 1 month		<b>EARNED - Rs. 4000</b>	<b>EARNED - Rs. 8000</b>
SPENT 1 month		<b>SPENT - Rs. 2000</b>	<b>SPENT - Rs. 12000</b>
SAVED	<b>Total EARNED (Rs. 12000) - Total SPENT (Rs. 17000) = Total SAVED (Rs. 6)</b>		



## STORY

Dukhi said, "Sister, even I want to have thousands of rupees as savings. Won't you teach me how to plan for my future?"

Sukhi said, "Okay! Tell me how much you and your husband earn in a month?"

Dukhi said, "Sister, I and my husband together earn 400 Rs in a day. But we do not have much left at the end of the week."

"Hmmm! Okay Dukhi, let us make a table of our monthly expenses", Sukhi replied.

Sukhi looked at Dukhi's table and asked "Dukhi, you had said that you earn 12,000 Rs/month. But in your table you have mentioned 11,200 Rs. What did you do with the remaining 800 Rs?"

Dukhi replied "Sister, I and my husband were unable to go to work for 2 days as my husband had fallen ill. The contractor cut 400 Rs from both our salaries. So, we got only 11200 Rs last month as salary. This is the fourth time it has happened this year."

Sukhi said, "Dukhi your husband falls ill so frequently because he drinks and smokes a lot. If you miss work, you will earn less. If your husband stops drinking, you can save 1000 Rs each week. Also, you and your husband can work extra hours if both of you are healthy and fit."

Dukhi replied "I will show this table to my husband and will ask him to leave his drinking habit."

Sukhi said, "Also Dukhi, you spend some 1200 Rs/ month on cosmetics, sari or some jewelry. Why?"

"But sister, my neighbor Savitri had bought this beautiful sari and she was parading in the whole neighborhood like she was some queen. I went and bought a sari which was much more beautiful than hers. It was so much fun sister!" laughed Dukhi.

Sukhi smiled and said, "Dukhi, if you want to have a better future you have to stop buying cosmetics and sari just because your neighbor bought one too. Remember, every rupee saved would help you in paying off your loan quickly."

## STORY

“Wait a minute! I'll show you something”, Sukhi got up and returned with a small diary.

“Dukhi, this is my budget diary. Every evening I and my husband sit down and write how much money we spent in the day. We then add the expenses of 7 days at the end of every week. If one day I spend some extra money, I know where I spent it on!”

Dukhi said, “Sister, I don't like writing much, isn't there some other way I can keep my balances in check?”

Sukhi said “Dukhi, maintaining a notebook is the best way to make a budget or save money. You can ask Manohar, your son to fill in the entries. This would help Manohar also to learn how to maintain a balance book. Or whenever you buy something ask for a bill and you can save the bills in some box. But loose papers tend to get lost so you might lose some of the bills. Notebook is the best possible way to keep a check on your money. Once it becomes a habit, you will see how much more you have started saving.”

“Ok sister, I will try maintaining a money book. It's getting dark. I will talk to Ramesh, my husband about the options you gave for Rukmini's marriage,” said Dukhi as she got up.

Sukhi said, “Yes! Yes! I too need to start cooking. Oh! Dukhi! If you want to learn how you can make Rs 4000 to Rs 6000 in a month, without doing extra work, do visit me next week!!











Dukhi looked at her sister, “Make Rs 2000 without working extra hours?? How? Please tell me now sister.”











Sukhi smiled mysteriously and said, “Patience my little sister. Come next week, I'll tell you the secret!”

## ILLUSTRATION





<b>EARNED 1 month</b>								
<b>RUPEES</b>	<b>SUKHI - Rs.4800</b>				<b>SANDEEP - Rs.7200</b>			
<b>SPENT 1 month</b>								
<b>RUPEES</b>	Rs.3000	Rs.400	Rs.0	Rs.1000	Rs.600	Rs.1000	Rs.0	Rs.2000
<b>SAVED</b>	<b>Total EARNED (Rs.12000) - Total SPENT (Rs.8000) = Total SAVED (Rs.4000)</b>							

<b>EARNED 1 month</b>								
<b>RUPEES</b>	<b>DUKHI - Rs.4500</b>				<b>RAMESH - Rs.6700</b>			
<b>SPENT 1 month</b>								
<b>RUPEES</b>	Rs.3000	Rs.500	Rs.1200	Rs.700	Rs.800	Rs.2000	Rs.1000	Rs.2000
<b>SAVED</b>	<b>Total EARNED (Rs.11200) - Total SPENT (Rs.11200) = Total SAVED (Rs.0)</b>							

## Questions & Discussion Points you should have after the Sukhi & Dukhi Story:

1. Ask the women if they understand the difference between want and need requirements? Ask the women to tell you some of their needs and some of their wants. Write it down on the whiteboard. If they mention an item like jewelry as a need then ask them what is more important - education for their children or a gold necklace? Let them then decide if it is a need or want. Explain to them that it is okay to want a lot of things but they should first buy the things that will make them earn more money or be useful for their future like a sewing machine for their work or education for their children.

EXAMPLES OF NEEDS AND WANTS THEY MIGHT SAY OR YOU CAN SUGGEST IF NO ONE IS SPEAKING:

### NEEDS:

- a. Food
- b. Water
- c. Educations for your Children
- d. Starting a business
- e. Mobile Phone
- f. Transport
- g. Nice House

### WANTS:

- a. Extra Clothes
- b. Jewelry/Gold
- c. Big Parties/Celebrations
- d. TV/DVD Player
- e. Cigarettes/Alcohol
- f. Gambling

2. Ask the women if they have planned for their future? Have they started saving for it?
3. Do they also spend a lot of money on getting people married? How could Dukhi have cut down on her expenses?
4. If they require a lot of money at short notice where do they go to borrow from? Do they understand the interest amount they pay back?
5. Will their family support them and cut down on expenses so they can save for their future?
6. Ask them if any of them maintain their expenses in a notebook? If some of them answer, yes. Ask them how? Would they like to learn to maintain a diary so they can understand their expenses and move on to the next session



TIME/MATERIAL	SESSION - 3: Diksha Diary & Calculator	METHODOLOGY/ NOTES
<p>TOTAL DURATION: 40 minutes</p> <p>10 Minutes: Teaching them numbers and making them comfortable with the calculator.</p> <p>25 Minutes: Teaching them how to fill their diary.</p> <p>5 minutes: Spending time with each group and checking if they are doing it correctly.</p>	<p><b>Learning how to use a Calculator:</b></p> <ol style="list-style-type: none"> <li>1. Read the article on <b>Page 14</b> to understand a way to explain to the women on being literate with numbers.</li> <li>2. Assign one Ujjivan Officer per group. That loan officer is in charge of her group and ensuring they understand and fill their diary correctly. He/She also needs to help them with the calculator.</li> <li>3. Ask them to put the calculator on and off. Tell them to punch in their mobile number so they can get used to the key pad. Tell them it is very similar to using the phone.</li> <li>4. Using the help of Sukhi and Dukhi's cash flow flip chart teach them the “+”, “-” and “=” signs on the calculator. Use the aid of the calculator image on the board to explain the calculator to the customers.</li> </ol> <p><b>Learning how to fill the diary:</b></p> <ol style="list-style-type: none"> <li>1. Please follow the below page for how to teach the diary.</li> <li>2. Each Ujjivan officer needs to take responsibility for his/her group and ensuring they understand. Tell the customers they can get in touch with their officer for any further help.</li> <li>3. It is extremely important that they learn how to fill the diary if this program is to be successful.</li> <li>4. Encourage them to get the help of their children or family members to help them fill the diary.</li> </ol>	<p><b>Group Exercise</b></p> <p><b>MATERIAL:</b></p> <ol style="list-style-type: none"> <li>1. Fake Money</li> <li>2. Mobile Phone</li> <li>3. Pen to write on Calculator</li> <li>4. Pencils to write in the diary for all customers</li> <li>5. Diary</li> <li>6. Calculator</li> <li>7. Flip Chart</li> <li>8. White Board</li> </ol> <p><b>NOTES:</b></p> <p><i>*Children should be encouraged to help their mothers with this exercise.</i></p>

# NOTES

## FINANCIAL DIARY STEPS

### 3. Household weekly expenses/Cash in hand/Weekly Savings:

a. Tell them this section is for their weekly expenses such as transport, clothing, medical, food (milk, bread, vegetables). Go through everything in detail and let them fill in the amounts.

(\*Ask them to use their notes section to help them remember what they spent through the week.)

b. The blank spaces are for any thing that has not been covered in the above columns.

c. Chit funds section should be filled out. Tell them NOT to fill in any loan information here as that is a separate page.

d. Once they are done ask them to add the total amount with their calculator and put it in for the week.

e. Cash in hand - is for any money they have not spent.

f. Weekly savings - is for money they deposit in a bank or keep safely for savings.

## REFERENCE

### Household Expenses

Month ತಿಂಗಳು \_\_\_\_\_

No. ಸಂಖ್ಯೆ	Weekly Expenses ವಾರದ ವೆಚ್ಚಗಳು	Week 1 ವಾರ 1	Week 2 ವಾರ 2	Week 3 ವಾರ 3	Week 4 ವಾರ 4	Week 5 ವಾರ 5	Total ಒಟ್ಟು
1	Transport ಸಾರಿಗೆ						
2	Food ಆಹಾರ						
3	Clothing ಉಡುಪು						
4	Medical ವೈದ್ಯಕೀಯ						
5	Mobile ಮೊಬೈಲ್						
6	Wedding/Family/Festival ಏರ್ಪಾಟು/ಕುಟುಂಬ/ಹಬ್ಬ						
7	Entertainment ಮನೋಹರಣೆ						
8	Jewelry ಜವೇರಿ						
9	Chit Fund ಚಿಟ್ ಫಂಡ್						
10							
11							
12							

Total Weekly Household Expenses ಒಟ್ಟು ವಾರದ ವೆಚ್ಚಗಳು	(+)	
Cash in Hand ಕೈಯಲ್ಲಿರುವ ಸಣ್ಣದು		
Weekly Savings ವಾರದ ಉಳಿತಾಯ		

### 4. BUSINESS PAGE:

a. Tell them that this is the business page. If any one would like to fill it out separately then they should come see you after the session is done so you can explain it to them.

b. You should follow the same instructions as above but it should only be spending and earnings for the businesses they run.

\* should only fill out the business section if they are going to take it seriously and are able to understand.

### Business Income/ Expenses

Month ತಿಂಗಳು \_\_\_\_\_

No. ಸಂಖ್ಯೆ	Source ಮೂಲ	Week 1 ವಾರ 1	Week 2 ವಾರ 2	Week 3 ವಾರ 3	Week 4 ವಾರ 4	Week 5 ವಾರ 5	Total ಒಟ್ಟು	
1	Self ಸ್ವಯಂ							
2								
Total Business Income ಒಟ್ಟು ವ್ಯಾಪಾರ ಆದಾಯ							(+)	
No. ಸಂಖ್ಯೆ	Towards ಯಾವುದಕ್ಕೆ	Week 1 ವಾರ 1	Week 2 ವಾರ 2	Week 3 ವಾರ 3	Week 4 ವಾರ 4	Week 5 ವಾರ 5	Total ಒಟ್ಟು	
1	Rent ಒಡ್ಡಿಗೆ							
2	Electricity ವಿದ್ಯುತ್							
3	Employee/ Labour ಉದ್ಯೋಗಿ/ಕೆಲಸಗಾರ							
4	Capital Equipment ಉದ್ದೇಶದಾಯಕ							
5	Livestock purchase ಪ್ರಾಣಿಮಾಂಸ ಖರೀದಿ							
6	Cost of Goods / Raw Materials ವಸ್ತುಗಳ ಮೂಲಭೂತ ವೆಚ್ಚ							
7	Transport/Fuel ಸಾರಿಗೆ/ಇಂಧನ							
8	Maintenance/ Repair ಸಂರಕ್ಷಣೆ/ಠೇರಿಕೆ							
9								
10								
11								
Total Business Expenses ಒಟ್ಟು ವ್ಯಾಪಾರ ವೆಚ್ಚಗಳು							(+)	
Profit / Loss ಉಳಿತಾಯ/ನಷ್ಟ							-	=

5. Give them some time to fill out the diary with the help of their group members and the Ujjivan Officer. Ask one women to come up and explain how she filled her diary to the other women.

IN FIRST PERSON

## Under a mango tree

Deep inside Bihar, following the trajectory of changes that run silent and powerful...

RUKMINI BANERJI

# Under a mango tree

Under a grove of trees off the main dirt road, past a small village was a large shady spot. It seemed as if these trees had been planted many years ago to create a natural meeting place. It was afternoon in Dumdaha block in Purnia district in Bihar. There were many women gathered there. It was a meeting of the federation of self-help group members of the Jeevika programme. This was a bi-monthly meeting for keeping track of loans and repayments. Turn by turn, representatives of each group were coming up to the bookkeeper, and doing the accounts. From all stories I had heard, these women were quite highly empowered and they had been successfully handling large amounts of money. But all claimed to be illiterate.

I moved closer to some of the women and asked, "Can anyone here read and write?" All of them laughed and in their own vocabulary replied that they were "illiterate and uneducated". The passbook of the group was lying on the ground in front of us. I asked how much money there was in the account. "Sixty thousand," said one woman. "How do you know?" I asked. "That we know, because it is our money", they said. I asked for some currency notes. I took out a 100 rupee note. "How much is this?" Again there was laughter. "Sow rupiah (hundred rupees)". One by one, they told me how much each currency note was. "Now write," I said pointing to the numeral "500" on the 500 rupee note. "How can we write?" They protested. "We are illiterate." "All that is fine," I said. "Just write". With great reluctance, a few of the women picked up pencils and began to scribble. Their numerals were painstakingly shaky but very soon on the paper we began to see 100, 1000, 50, 500, 20.....

### Quick learners

One of my colleagues had a Std I textbook. We put it on the ground in front of us. In the book is a number grid with numbers from 1 to 100. I began to point to some common numbers like 10, 25, 50, 75, 30, 40. Women gathered around, pressing against each other and trying to see the page. Between them they could recognise many of the numbers. As soon as I read a sequence of numbers down a column - 31, 32, 33, 34, 35, 36,..... they caught the pattern. Now my finger moved to a different column. I started off the sequence by saying 61, 62... The women could now continue on their own. They began to turn the pages of the book. Many said that they never touch the books that their children bring home because they are illiterate. Their children never show them the work they are doing in school because they say "Ma, you can't read. So how will you know?" I stopped for a minute and then I asked, "If you are illiterate, how are you recognis-



WINDS OF CHANGE: Women of the Jeevika programme. PHOTO: RUKMINI BANERJI

ing numbers? How are you writing?" I asked. "Aapne sikfaya, is liye kar rahi hai (You are teaching us so we are being able to do it)" they said. "Nahi, nahi (No, no)" I claimed. "Humne sikfaya nahi, sirf dikhaya hai (I have not taught you I have only shown you)".

"Do you all have mobile phones? Do you use mobile phones?" Many had phones and almost all could use them. "Tell me your number," I asked the lady in a bright blue sari. She replied "94-70-20-32-57". "Can you write it down?" She clutched the pen. Slowly and carefully, she wrote the numbers down. She wrote as she had spoken - each pair of numbers written as two digit numbers. Around her writing I wrote some more numbers. Above "94" I wrote 91, 92, 93 and below "94" I wrote 95, 96, 97, 98... Now I asked her what these

they said. "How do you look?" The women were amused. I think they were wondering if I knew how to use a mobile phone. Carefully, one lady explained to me. "You have to remember how it looks in the beginning of their name". A slightly older woman sitting on one side had been listening to this conversation. Now she piped in. "Why worry about all this. In my phone the person's picture is there - I just look for the right picture."

I changed the subject completely. I pointed to a 100 rupee note and to the picture of Gandhiji. "Who is this?" I asked. There was silence. Everyone looked carefully. Finally, one woman said "He is everywhere, on every note and coin." "Is he dead or alive?" After some discussion it was decided that he is dead. A younger woman got a bit irritated. She complained. "Why don't you ask us about someone we know?" I explained. "Have you heard the name Gandhiji? Bapuji? Do you know who the British (Angrez) were? Gandhiji was a great man. He was also called Bapuji. Many years ago he got us independence from the British."

### Poetic connect

The group was silent for some time. The small woman in a black sari with bright eyes suddenly chimed in. "Aab samajh mein aya. Humko pata hai...(Now I understand. Now I know...)" Something had clicked. Her eyes were clear and sparkling. She cleared her throat and began to sing. Soon all the others joined in... "Sri Ram ne mara Ravan ko. Sri Krishan ne mara Kans ko. Mere Bapuji ne mara Angrezon ko. Desan ko azaadi kariya hai." (Ram killed Ravan, Krishna killed Kans, Bapuji beat the English and gave us independence).

The song made the link between Gandhiji, the British and independence. The census figures in India came out recently. The figures show big gains in women's literacy. But under the big mango trees in far away Bihar and deep in the villages of Purnia, much more is happening. Silently, quietly and powerfully.

**THEY HAD BEEN SUCCESSFULLY HANDLING LARGE AMOUNTS OF MONEY. BUT ALL CLAIMED TO BE ILLITERATE.**

numbers were. With a little prodding and a lot of nodding from her friends she could figure out what the numbers were. Again I asked. "You say you are illiterate but how come you know all these things?" The bright blue sari lady smiled shyly. "I do not know all this. You are making me know them."

A smiling woman in a black sari said, "My number is written down in a piece of paper. I look at it and press the buttons. You have to be careful. If you make a mistake it costs money." "What if the piece of paper gets lost?" I wanted to know. "Well then, you find the person in your phone"

TIME/MATERIAL	SESSION - 4: Conclusion	METHODOLOGY/ NOTES
<p>10 minutes</p> <p>MATERIALS REQUIRED: Savings Box</p>	<p><b>Preview of the next week's session:</b></p> <ol style="list-style-type: none"> <li><i>The trainer will check on the comfort level of the women and if they have understood everything that has been spoken about</i> <i>Did you like this session?</i> <i>What was your favorite part?</i> <i>Did you learn something useful?</i></li> <li><i>You will also talk about the knowledge they will gain when they come for the next session:</i> <i>How to save</i></li> <li><i>Show the participants what they will all get next week as a present for the children's participation in terms of material gain and the advantages of the certificate from the Ujjivan perspective.</i> <i>Savings Box (show the customers your sample)</i></li> <li><i>Thank the children and ask them to keep helping their mothers keep accounts and tell them they should also start saving for their education once they get the saving box.</i></li> </ol> <p><b>Closing Advice:</b></p> <ol style="list-style-type: none"> <li><i>Ask the women to use the help of their children/family to fill out the diary. Explain that it is important for their children to learn the same.</i></li> <li><i>Tell them that they will need to fill in the diary through the week and bring it to the different sessions for review.</i></li> <li><b><i>Remind them they have to get both Calculator and Diary for the next session as well.</i></b></li> <li><i>Ask them what they will do once a diary is completed and they would like another one? Tell them they can get it from their Ujjivan CRS.</i></li> <li><i>Tell the women if anyone has the time to stay you have no problem spending some extra time teaching them how to use their diary and calculator.</i></li> </ol> <p><b>You will close the session and share the details about the next session (time &amp; venue)</b></p> <ol style="list-style-type: none"> <li><i>Tell the women who want to open bank accounts to meet with Ujjivan officers so they can take their information down and collect documents.</i></li> <li><i>The Ujjivan Officer helps the trainer in taking attendance</i></li> </ol>	<p>NOTES:</p> <p>* Should note down the people that he observes are not really interested and immediately tell his supervisor so that a follow up can be done to ensure they attend the next session.</p> <p>* Be clear that the Ujjivan advantages and certificate will only be given if they maintain their diaries and bring their calculators.</p>



# The Order of Flip Charts: Module 2



1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



16



# 3 Module

## How to Save

### Goals & Key Messages

By the end of the session the participants should be able to understand the following:

1. The importance of saving and how to save.
2. Understanding the different choices I have or where I can save.

Module 3 - Savings		Timing in Minutes
	Trainer & CRS plan together for the module and keep all the materials required before the training	30 Minutes
Session 1	Pledge	3 Minutes
	Previous Modules Recap & Module 3 Introduction	7 Minutes
	Any one of the customer explaining Diary filling & Diary checking	5 Minutes
Session 2	SukhiDukhi Story & Discussion (Long Term & Short Term planning)	30 Minutes
Session 3	Distribution of Calculator for 2nd module absent Customer	5 Minutes
	Teaching Calculator - Division & Multiplication	10 Minutes
	Savings assignment	20 Minutes
Session 4	Savings chart Explanation with introduction to pension plan	20 Minutes
	Savings Box distribution for all	5 Minutes
Session 5	Summarizing & Concluding (Finalization of documents for Bank account)	5 Minutes
	Attendance	5 Minutes
Total Hours		2 hrs











### Required Aid from Ujjivan Officer:

1. Taking attendance of all the participants in a register book. Enquiring with the group leaders if any one is missing and the reason. Calling that person and trying to encourage her to come for the session.
2. Collect all documents to open the bank account for the customers that have still not given their document. Fill out applications with the customers that have given all their documents. Maintain Tracker.
3. Check each customer's diary from his/her group.
4. Serve tea to the participants during the break.
5. Maintain Tracker on distribution of saving box to each customer.

**DURATION:** 120 Minutes

**No. of Women:** 25-30 women

### Materials

-  Flip Charts - Sukhi & Dukhi
-  Diksha Diary
-  Calculator
-  Savings Diagram - Flip Chart
-  Savings Assignment - Flip Chart
-  Saving Boxes
-  30 Pencils for the customers -1 erasers per group
-  2 marker pens
-  Attendance Register
-  White Board

### BANK ACCOUNT:

1. Fill out applications to start the savings accounts.
2. Ensure all documents/photographs have been collected to start the bank account.

**Maintain Tracker for same**

### Trainer's NOTES:

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TIME/ MATERIAL	SESSION - 1: Introduction	METHODOLOGY/ NOTES
15 minutes  NO MATERIAL REQUIRED	<p><b>Introduction</b></p> <p>Make sure the women are sitting in their groups. If someone is missing enquire on where they are and why they have not come from the group. Spend 5 minutes asking the women how their week was and if they had thought of what they had learnt last week.</p> <ol style="list-style-type: none"> <li>1. Did you fill your diary?</li> <li>2. Was it easy? Did you need to get some help? Did your children help you?</li> <li>3. Was the calculator helpful?</li> </ol> <p>If any of the participants were unable to fill their diary ask them to stay back and you will help them after the session.</p> <p><b>Call a confident customer and tell her to explain to all the customers what she filled out last week in her diary. Correct her in front of everyone if she has made a mistake.</b></p>	<p><b>Group Discussion</b></p> <p>NOTES: While you are asking them the questions the Ujjivan loan officer should check if they have filled out the diaries. If any of them have not then you will need to ask them to stay back.</p>

TIME/ MATERIAL	SESSION - 2: SUKHI & DUKHI PART 2	METHODOLOGY/ NOTES
30 minutes  MATERIAL: 1. Flip Chart 2. Dupatta	<p><b>Sukhi &amp; Dukhi - Part 2 - Savings (page 35 - 41)</b></p> <ol style="list-style-type: none"> <li>1. Ask the women to recap last week's story.</li> <li>2. Ask the women if they remember how the story ended last week? -</li> </ol> <p>They should tell you that Sukhi told Dukhi that she would teach her how to save Rs. 2000 every month.</p> <p>Put on the dupatta and introduce yourself as Sukhi and start narrating the story.</p> <p>The story focuses on:</p> <ul style="list-style-type: none"> <li>- Saving per day for something you want.</li> <li>- Choices of where they can save and details</li> </ul> <p><b>Questions &amp; Discussion Points you should have after the Sukhi &amp; Dukhi Story:</b></p> <ol style="list-style-type: none"> <li>1. Ask the women if they understand now why it is so important to plan their future and start saving early?</li> <li>2. Show them Dukhi's long term plan table and tell them that it is unnecessary to borrow for everything. They can easily accomplish whatever they want by just saving a little per day.</li> <li>3. Ask them if they understand why Dukhi accounted for Rs.10,000 if she wanted to start her shop in one year and Rs.20000 if she wanted to start it in 5 years?</li> <li>4. Explain the concept of inflation and how things become more expensive as the years go by. You can ask them how much rice cost last year and how it has risen this year.</li> </ol>	<p><b>Story Discussions Illustrations</b></p> <p>NOTES: * Story should be slightly interactive with instructor asking the women in between if they relate to the topics being told to them.</p>

TEA - Ujjivan Officer & Branch Staff serve tea to the customers while you discuss the story.

TIME/ MATERIAL	SESSION 3 - Savings Assignment	METHODOLOGY/ NOTES
TOTAL DURATION: 35 minutes	<p><b>Savings Assignment:</b> This assignment helps them understand how much they need to save per day to buy an item they need and want WITHOUT having to borrow.</p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Explain the two examples to them.</li> <li>2. Review how they had learnt “—” and “+” signs last week.</li> <li>3. Tell them that they will learn the “÷” and “X” this week. Give them an easy example: <ul style="list-style-type: none"> <li>- If you have Rs.100 that you need to share between 10 children. How much money do you give each child?</li> <li>- Their answer should come easily - Rs.10 per child.</li> <li>- Ask them the same question, but this time for 134 children. They will find it hard to calculate.</li> <li>- Tell them to start their calculators and do the following sum: <math>134 \div 100 = ???</math> (Ans: 13.4)</li> </ul> </li> <li>4. Go thru Dukhi's table for her Vegetable Shop. Explain the math to them. Also tell them the difference between long term planning and short term planning. Tell them despite having to save double the money, Dukhi will only have to save Rs.11 per day if she plans 5 years ahead of time.</li> <li>5. Ask them to go to the Saving assignment in their diary and go through the sewing machine example. <ul style="list-style-type: none"> <li>- Ask the customer how many days there are in 5 months?</li> <li>- Then tell them that they need to: <b>Total purchase cost of the sewing machine ÷ Number of days they can wait = the amount they need to save per day to buy what they need.</b></li> </ul> </li> <li>6. Go through the TV sample as well.</li> <li>7. They now need to do the exercise for something they would like on the blank columns.</li> <li>8. Remind them that they also have to pay their loans for the month and need to save for that. Ask them to use the same method to find out how much they need to save per day to pay off their loans for the month.</li> <li>9. Spend time with each group and make sure they do the math properly.</li> </ol>	<p>Group Exercise</p> <p>MATERIAL:</p> <ol style="list-style-type: none"> <li>1. Financial Diary - Last page</li> <li>2. Pencil/Eraser for each customer</li> <li>3. Calculators</li> <li>4. White Board</li> </ol> <p>NOTES:</p> <p>* Tell them to use their calculators to get the same answers.</p>

WHAT?	HOW MUCH?	WHEN?	SAVE PER DAY
	<p><b>Rs. 20000</b></p>	<p><b>5 years</b> (60 Months) (1800 Days)</p>	<p>Rs. 20000 ÷ Days (1800) <b>= Rs. 11</b></p>
	<p><b>Rs. 10000</b></p>	<p><b>1 year</b> (12 Months) (365 Days)</p>	<p>Rs. 10000 ÷ Days (365) <b>= Rs. 27</b></p>

WHAT ?	HOW MUCH?	WHEN?	SAVE PER DAY
	Rs. 5000	5 months (5 X 30 = 150 Days)	Rs.5000 ÷ DAYS (150) = Rs. 33
	Rs. 4000	1 year (12 X 30 = 360 Days)	Rs.4000 ÷ DAYS(365) = Rs. 11
Aspiration			
Loan Amount			

TIME/ MATERIAL	SESSION 4 - Savings Choices Diagram	METHODOLOGY/ NOTES
TOTAL DURATION: 30 minutes	<p>Before you start this session pick three customers and ask them where they save? Tell them there are lots of places available for them to save at but they need to know the details of each so they can make the right decision. Take out the flip chart on Savings Choices and start telling them about the different choices they have.</p> <p><b>The trainer will also discuss in detail on regular Savings, Recurring Deposits (RD), Fixed Deposit (FD) in various Public Sector and Private Sector Banks, including Post Office. The trainer will also explain in detail about National Savings Certificate (NSC), Public Provident Fund (PPF) under Post Office Bullet.</b></p> <p>After you have explained the Diagram you can ask the following questions:</p> <ol style="list-style-type: none"> <li>1. What do you require to open a Post Office Account, Bank Account, Community Savings?</li> <li>2. Which option gives you better interest on your money?</li> <li>3. Where is the safest place to keep your money?</li> <li>4. What are the advantages of saving in a post office, bank, community savings?</li> <li>5. What are the disadvantages of saving in a bank, post office, or in community savings.</li> </ol> <p>Ensure they know all the answers and you have gone through chart completely.</p>	<p><b>Group Discussion</b></p> <p>MATERIAL: 1. Savings Choices Diagram Flip Chart</p> <p>NOTES:</p>



### Banks

A safe and guaranteed space of storage & withdrawal of financial items or goods.

Minimum/maximum amount for loan:  
**Rs.10000 - 200000**

**Safety 100%**  
**Ease of withdrawal 24 hour ATMS & BRANCHES**

**Interest on savings Regular**  
Savings – 3-8%  
RD – 8.25 to 9.25%  
FD – 8.25to 9.00%

**Interest on Loans**  
9.5% - 18%

**Accessibility**  
Cities & towns

**Documentation**  
Photo ID, Address Proof & referral by existing customer

#### Advantages

- SBI, Cooperation Bank, Canara Bank, Syndicate Bank, Indian Overseas Bank, Karnataka Bank, Bank of India.
- No frills Account - Rs. 0 balance is available
- Good customer care
- Insurance products available
- Long term saving accounts (RD & FD accounts)
- Abide by RBI guide lines (Interest variations)
- Savings Account - cheque book, ATM card available
- Attractive products for Senior Citizens
- Nominee facility available

#### Disadvantages

- Distance and need to travel
- In bank transactions might take time.
- Signatures only accepted in English, Hindi & State local language.
- Minimum balance for Savings Account can range from Rs.500 to Rs.1000
- Transactions other than withdrawal have to be made at Branch
- Closed during govt & state holidays



### Post Offices

A safe place to deposit money at a government run department.

Minimum/maximum amount for loan:  
**Can not take loan**

**Safety 100%**  
**Ease of withdrawal N/A**

**Interest on Savings Regular**  
Savings – 3-8%  
RD – 8.4%  
FD – 8.5%  
NSC - 8.5% to 8.8%  
PPF – 8.7%

**Interest on Loans**  
NA

**Accessibility**  
All Cities, villages & towns

**Documentation**  
Photo ID, Address Proof & Signature

#### Advantages

- Account with Rs. 0 balance
- Long term saving accounts (RD accounts)/ Pension schemes
- Abide by government guidelines
- Savings Account - cheque book available
- Attractive products for Senior Citizens
- Branch will close to your area
- Minimum balance is Rs.50
- Nominee facility available
- Low service charges

#### Disadvantages

- Transactions take a lot of time
- Not good customer care
- Transactions only available at certain times of the day.
- All transactions need to be made in the home branch
- No Insurance products available
- Closed during govt & state holiday



### Community savings

A group of people from your community that come together to save and give financial help to each other. Examples: SHG, Co-operative groups, Chit funds

Minimum/maximum amount for loan:  
**Depends on what has been saved & amount available**

**Safety Depends on Community Leader**  
**Ease of withdrawal Depends on committee**

**Interest on Savings**  
2% - 20%

**Interest on Loans**  
Depends on agreed terms

**Accessibility**  
Depends on committee

**Documentation**  
Not required

#### Advantages

- Mahila Sangha church community funds.
- Community members know each other and understand your problems.
- No joining, transaction, or service fee
- No traveling
- Everyone speaks the same language
- No paper work
- You need to be sure that you can trust the group - then it will be a good way to manage your finances.

#### Disadvantages

- Solely dependent on how much you trust the people of the group.
- No legally documented rules
- Safety is dependent on how much you trust the community heads and the group.
- Limited knowledge about investment
- Not easy to withdraw the money
- No extra financial products and services available.



TIME/ MATERIAL	SESSION - 5 Conclusion	METHODOLOGY/ NOTES
TOTAL DURATION: 10 minutes	<p><b>Preview of the next week's session:</b></p> <ol style="list-style-type: none"> <li>The trainer will check on the comfort level of the women and if they have understood everything that has been spoken about</li> </ol> <p><i>Did you like this session? What was your favourite part? Did you learn something useful?</i></p> <ol style="list-style-type: none"> <li>You will also talk about the knowledge they will gain when they come for the next session:</li> </ol> <p><b>Borrowing options and how to calculate their loans.</b></p> <p><b>Closing Advice:</b></p> <ol style="list-style-type: none"> <li>Ask the women to go home and plan their future and how much they need to save per day with the help of their family. Show them Dukhi's long term chart and tell them it is helpful if they know this information.</li> <li>Tell them that they will need to fill in the diary through the week and bring it to the different sessions for review.</li> <li><b>Remind them they have to get both Calculator and Diary for the next session as well.</b></li> <li>Ask the customers to bring their loan cards and all information from places they have borrowed from. Tell them not to worry - you only want to teach them about borrowing and how they can borrow wisely.</li> <li>Tell the women to go through their diary with the CRS and ensure they have filled it out for the last week. Ask them if anyone needs help or was unsure how to fill the diary give them some extra help.</li> <li>Help the customers that want accounts to fill up the bank forms that have been researched and locked on.</li> <li>Ujjivan Officer helps the trainer in taking attendance.</li> </ol> <p>You will close the session and share the details about the next session (time &amp; venue)</p>	<p>NOTES:</p> <p>* Should note down the people that he observes are not really interested and immediately tell his supervisor so that a follow up can be done to ensure they attend the next session.</p>

### ILLUSTRATION



### STORY

A week had passed and one morning there was loud knocking on Sukhi's door. Sukhi opened the door and saw Dukhi panting and crying. Sukhi held Dukhi by the shoulders and asked, "What has happened Dukhi? Why are you crying?"

Dukhi came in, dropped down on the floor and continued crying. Sukhi brought her a glass of water and patted her back as Dukhi sputtered and drank. After a few minutes Dukhi calmed down a little and said, "My money has been stolen! Oh! God! What will I do?" She again started crying. Sukhi held her hand and asked, "Stolen? When did this happen? How much money was stolen? Tell me Dukhi! We'll try to find a solution! Tell me in detail!"

Sister, I had planned to go and buy some jewelry with Rukmini today. Yesterday, Manohar, Rukmini, I and my husband had gone to attend a wedding. We came home late around 11 and found the door open. Someone had broken and stolen my money box", sobbed Dukhi.

"Money box? How much money was there in the box? Where had you kept the box?"

Dukhi mumbled, "Sister, I had taken out Rs.5000 from the trunk and kept it in the box yesterday. The box was at its usual spot, in the open safe near the main door. I keep the box there so I can easily take out money for the groceries."

Sukhi smiled, "Dukhi, you remember last week I told you something about a secret to 'earn' without working extra hours? Well, the secret is 'Saving'. If you follow my guidelines, you would be able to save Rs.5000 Rs this month and in all the next months."

"Sister, but I don't earn enough to save. Saving 5000 Rs would be impossible for me! Are you joking with me sister?" asked a sad Dukhi.

"No, I am not joking Dukhi. By saving some amount daily and not wasting money on things that can wait such as cosmetics, clothes and liquor etc, you would be able to save a lot of money in a month. But let me tell you a story first. It would help you realise the importance of saving."

## STORY

“Once upon a time there was a grasshopper named Hara who loved to sing. He and his friends would sing and play games all day long. Every day they just ate, slept, played games and sang songs. One summer day, the lazy grasshopper Hara was lying under the tree and waiting for his friends to come and play. He saw a black ant carrying a small crumb of sugar on its back.

Hara jumped and stood in front of the ant. He said to the ant, “What is your name? What are you doing?”

The Ant said, “My name is Chintu and I am carrying food to my home so I can save enough for winter season.”

Hara was confused “Chintu, winter is 8 months away. Why do you need to save right now? My friends are coming in some time. Would you like to come and play with us?”

Chintu said, “Thank you. But I have to carry more crumbs to my home before other ants finish it all off. I would love to stay and chat but I am getting late. I have to carry more crumbs. I will see you later grasshopper.”

Hara said, “My name is Hara. Ok, you continue working, my friends have come. I am going to play with them. See you Chintu.” And Hara went to play off with his friends. Everyday Chintu carrying a crumb would pass the same tree where Hara waited for his friends. For some weeks Chintu observed Hara and his friends. They just sat under the tree and napped or sang songs all day long.

One day while Hara and his friends were sleeping, Chintu went up to them and called out “Why don't you guys work? Don't you have to save for the winter season? What will you eat when it gets too cold.”

Hara opened one eye and said, “We don't need to worry about the winter. We have enough food to eat now so why should we worry now about 6 months later. You go and work Chintu.” Hara went back to his sleeping.

Months passed and winter came. All the food lying in the field was covered with a thick white blanket of snow. The grasshoppers could not dig through the snow to eat. Days passed and Hara and his friends could not find anything to eat. They were becoming weak and each day felt too tired to go in search of food.

Hungry and desperate, Hara thought of Chintu, the ant. He decided that he will go to Chintu to look for food. He had followed Chintu home one day out of curiosity so he knew where Chintu lived.

He decided to fly to Chintu's ant hill. He called out, “Chintu! Chintu my friend, help me! I am hungry and tired and if you won't help me, I will die of hunger.”

## ILLUSTRATION



## ILLUSTRATION



## STORY

Chintu climbed outside his hill and said to Hara “ Hara, all through the summer you just played and sang songs with your friends and I worked hard each day. I did hard work and saved some food crumbs each day. I have saved only enough to feed my family and myself through winter. I can spare you only a few crumbs else I and my family will die of hunger.” He gave the crumbs to Hara to eat and some water to drink.

Hara gulped down the food and drank the water but he was still hungry. Chintu felt sorry for Hara and said, “Hara I think you have learnt a lesson that saving is very important for your survival and future. I have a cockroach friend called Rooch, You can go stay with him. He works very hard and he might be able to feed you for this winter. But you have to promise that you will work hard once winter ends and return all his food.”

Hara looked hopefully at Chintu and said, “I promise Chintu. I have realised the importance of saving for the future. Just help me this winter and I promise to return back all the borrowed food.”

Chintu gave Hara directions for Rooch's house. Rooch agreed to help Hara and give him shelter until winter ends. Once summer came, Hara started saving food and returned all his borrowed food to Chintu and Rooch. They all became good friends.”

**( After the story is done ask the customer what they understood )**



“So Dukhi, how did you understand the story?” asked Sukhi.

Dukhi said, “Yes, Sister. If I save regularly, I can save thousands of money in a month. So sister, how much will I need to save daily to make save Rs.5000 this month?”

“Let us see! You and Ramesh together earn Rs.400 in a day. So, if you save Rs.200 each day of the month for 26 days and go to work every day, by the end of the month you would have saved around Rs 5200. The more you save each day, more money you would have saved by the end of the month.”

Dukhi clapped her hands in delight and said, “I would get my Rs.5000 back and Rs.200 more!! Sister, please tell me what else can I save for?”



## STORY

Sukhi laughed and asked, "What are your dreams Dukhi? What kind of future you want?"

Dukhi said, "I want a future where I don't have to take any loan from the moneylender. I want to live in a pukka house and want my Manohar to complete his studies and become an engineer. I want Ramesh to drive an auto and I want a petty shop."

Sukhi smiled, "So many wishes! If you work hard, plan well and save daily, you can achieve all your dreams. You just have to be sincere about your dreams. Even if your husband doesn't cooperate, you should not give up. Can you do that Dukhi?"  
"Yes, sister, I want a better life. I will do my best. Sister, I had heard that it takes at least 10,000 Rs to open a petty shop. How much do I need to save daily to start my business?"

Sukhi said, "Dukhi, right now opening a petty shop may cost you Rs.10,000 but you also have to take care that in 5 years the value of money may have risen. You remember when we were kids we could buy a chocolate for 1 Rupee. Now you need to spend at least Rs.5 to buy the same chocolate (**Give an example that is appropriate for your customers**). In the same way, the cost of starting a petty shop may increase in 5 years. So you need to save more than Rs. 10,000 if you want to start a petty shop with your savings."

"Oh sister, I had not thought about that. Then how much money should I save for my petty shop sister?" asked Dukhi alarmed.

"Don't worry Dukhi. We will assume that you will need 20,000 to open your petty shop. We will calculate how much you need to save daily for your petty shop" Sukhi replied.

"Ok Dukhi to save Rs.20,000 in 5 years you would need to save 4000 Rs yearly. For that, you would need to save around Rs.334/- monthly. That comes to around Rs.11 daily" said Sukhi.

WHAT?	HOW MUCH?	WHEN?	SAVE PER DAY
	<b>Rs. 20000</b>	<b>5 years</b> (60 Months) (1800 Days)	<b>Rs. 20000 ÷ Days (1800)</b> <b>= Rs. 11</b>
	<b>Rs. 10000</b>	<b>1 year</b> (12 Months) (365 Days)	<b>Rs. 10000 ÷ Days (365)</b> <b>= Rs. 27</b>

"So less an amount sister!" exclaimed Dukhi in surprise. "So you are saying that just by saving Rs.11 daily I can start my own petty shop in 5 years. Are you sure sister?"

Sukhi smiled "Yes I am sure. See, the more time you have to save the money for a goal, the lesser amount you have to save. Now if you wanted to start your petty shop 1 year then you would have to save Rs.10000 in one year. That would mean saving Rs.834 monthly and Rs.27 daily for 1 year."

"So sister, won't it be better if I save Rs.834 monthly and start my own petty shop in 2 years?" asked Dukhi.

"Of course it is better. But then you have to first return the loans you have taken from the moneylenders. And you have to save some amount daily for the loans amount. Also, you have to save for sudden unplanned incidents like accident, house repair so that in case something happens you don't have to run to the moneylender for money" said Sukhi.

## ILLUSTRATION





## ILLUSTRATION

WHAT	HOW MUCH?	WHEN?	SAVE PER DAY
	Rs.60,000	30 years	Rs. 6
	Rs.50,000	10 years	Rs.14
	Rs.20,000	10 Years	Rs.6
	Rs.20,000	5 Years	Rs.11
	Rs.5000	1 year	Rs.14
	Rs. 5000 (per year)	1 Year	Rs.14
	Rs. 5000 (per year)	1 Year	Rs.14
<b>TOTAL</b>	<b>Rs. 1,70,000</b>		<b>93/-</b>

## STORY

“Yes. Dukhi I have an idea. Let us make a table of all your future goals and how much money you need to save for your future.” said Sukhi.

“That would help me a lot sister” replied Dukhi.

**(Explain the chart in detail to the customers)**

“So Dukhi as per our calculation you need to save Rs.93 per day. But you remember we had discussed sometime back that the value of money will increase in 10 years or 30 years so you need to save extra now so that you have enough for your future. So you should try to save at least Rs.100 daily” said Sukhi. “Do not miss work and work extra hours each day and add the extra money earned to your savings amount.”

“Sister, should I save the money in the house or the bank?” asked Dukhi.

“No, saving so much money in the house is risky. It may get stolen, as it happened yesterday or you may end up buying a new sari if you see so much money lying in the house. There are various options available to save money,”

“You could open an account in your local bank or at your nearest post office. You don't have to go to the bank daily; instead you can use a small box with a lock where you can keep your daily savings. Once a week, you can go to the bank or the nearby office and deposit the amount. A bank or a post-office is the safest place to deposit your money,” explained Sukhi.

“Sister, can my husband also open an account?” asked Dukhi.

“Yes, your husband can open an account as well. If you want Manohar to learn the value of money, you should buy a safe deposit box for him as well” replied Sukhi. “Even Manohar can save? But he is so young and where will he get the money to save?” asked Dukhi.

“Yes, you can teach him the value of money and give him 10 Rs per week to put in his safe deposit box. When you go to bank, you can deposit the money in your account. Applaud and encourage his efforts to save money and ask him to keep a count of the money he has saved in a month.” smiled Sukhi.

“That would be great sister! I'll teach Manohar how to save”, replied Dukhi.



Explain the Table on Dukhi's long term plans and how much she needs to save per day:

WHAT ?	HOW MUCH?	WHEN?	SAVE PER DAY
	Rs.60,000	30 years	Rs. 6
	Rs.50,000	10 years	Rs.14
	Rs.20,000	10 Years	Rs.6
	Rs.20,000	5 Years	Rs.11
	Rs.5000	1 year	Rs.14
	Rs. 5000 (per year)	1 Year	Rs.14
	Rs. 5000 (per year)	1 Year	Rs.14
<b>TOTAL</b>	<b>Rs. 1,70,000</b>		<b>93/-</b>

## ILLUSTRATION



## STORY

“Sister, one day a lady had come to our house saying she is from a Mahila Sangha and if I wanted to be a member, but I was late for work so I couldn't talk to her. What is a Mahila Sangha? **(Give a name of a popular SHG that is appropriate to the region)**. Should I deposit money with them?” asked Dukhi

“Mahila Sangha is a group of women who deposit a fixed sum of money every month in the Mahila Sangha common fund. If a member needs money for some emergency, they can withdraw from the common fund. They are very similar to the chit funds. I always prefer saving money in a bank or a post office. My money is safe and I even get interest on the money deposited” said Sukhi.



“Also, Dukhi, never give your money to any random person who promises you big gains or promises that he will double your money in a few months or days. Many of my neighbours have been cheated by such men who claim that they are from insurance firms and promise big rewards and gains and once they get the money they run off. You remember Pavitra, the fisherwoman who stayed two houses down from my house? She borrowed money from a moneylender and gave it to a man who promised her double the amount. He ran off with her money and poor Pavitra, she was so scared of the money lenders that she had to hide in her neighbors houses and leave her children with her mother-in-law in their village. So never trust people who offer to double your money or say that they are from a bank. You may never see your money again,” warned Sukhi.

“Tsk! Tsk! Poor Pavitra! She was so hard working. Sister, I'll open an account in a bank or a post office near my place. Today I'll go back home and save some money and will put it in a box. I will search for a post office or bank near my place,” said Dukhi.

“Yes, go to work and look for a bank. Even I am running late,” replied Sukhi.

Dukhi got up to go and was at the door when Sukhi called out to her, “Dukhi, do come next week. I'll tell you about Saraswati. Her husband met with an accident and died and she was left behind with two little kids and 1 lakh in debt. Within 3 years she had paid off the debt and started a small petty shop. I'll tell you how she did that when you come next week.”

“Oh! I'll surely come next week, sister. I want to have a petty shop too!” smiled Dukhi and left.



# The Order of Flip Charts: Module 3



1



2



3



4



5



6



7



8



9

<p>SAVINGS PLAN</p> <p>Rs. 20,000 - 10 years (10000)</p> <p><b>= Rs. 11</b></p>	<p>SAVINGS PLAN</p> <p>Rs. 10,000 - 5 years (2000)</p> <p><b>= Rs. 27</b></p>
<p>SAVINGS PLAN</p> <p>Rs. 50,000</p> <p><b>= Rs. 10,000</b></p>	<p>SAVINGS PLAN</p> <p>Rs. 10,000</p> <p><b>= Rs. 10,000</b></p>

10

Item	Value	Period	Rate
House	Rs. 10,000	20 years	Rs. 8
House	Rs. 10,000	10 years	Rs. 14
House	Rs. 20,000	10 years	Rs. 9
House	Rs. 20,000	5 years	Rs. 21
Bicycle	Rs. 5000	1 year	Rs. 14
House	Rs. 1000	1 year	Rs. 14
House	Rs. 1000	1 year	Rs. 14
<b>TOTAL</b>	<b>Rs. 1,70,000</b>		<b>Rs. 21</b>

11



12



13



14



15

<p>SAVINGS PLAN</p> <p>Rs. 10,000 - 10 years (1000)</p> <p><b>= Rs. 21</b></p>	<p>SAVINGS PLAN</p> <p>Rs. 5,000 - 5 years (1000)</p> <p><b>= Rs. 11</b></p>
<p>SAVINGS PLAN</p> <p>Rs. 10,000</p> <p><b>= Rs. 10,000</b></p>	<p>SAVINGS PLAN</p> <p>Rs. 5,000</p> <p><b>= Rs. 5,000</b></p>

Aspiration

Loan Amount

16

# 4

## Module

# Borrowing

### Goals & Key Messages

By the end of the session the participants should be able to understand the following:

1. Do I need to borrow and if I do, what are the different options available for me to borrow?
2. How much can I borrow and how do I understand my loans, EMIs and different interest rates?

	Module 4 - Borrowings	Timing in Minutes
	Trainer & CRS plan together for the module and keep all the materials required before the training	30 Minutes
Session 1	Pledge	3 Minutes
	Previous Modules Recap & Module 4 Introduction	7 Minutes
Session 2	Sukhi Dukhi story & Discussion	30 Minutes
Session 3	Explaining Borrowings Choices	20 Minutes
	Game on borrowing (leading to 7 Questions customer needs to ask before borrowing)	20 Minutes
Session 4	Dairy checking & filling, Explanation of Loan Card	25 Minutes
Session 5	Summarizing & Concluding (Taking Customers to Bank to open Savings Account) and Attendance	10 Minutes
	Total Hours	2 hrs









### Required Aid from Ujjivan Officer:

1. Taking attendance of all the participants in a register book. Enquiring with the group leaders if anyone is missing and the reason. Calling that person and trying to encourage her to come for the session.
2. Help the customers fill out the loan part of their diary with the help of their loan cards.
3. Give Bank applications to customers and ask them to fill it out and bring it back for the next session. Note down who has taken the forms to fill so you can follow up on the same during the next session.
4. Check each customer's diary from his/her group.
5. Serve tea to the participants during the break.

**DURATION:** 75 Minutes

**No. of Women:** 25-30 women

### Materials

-  Flip Charts - Sukhi & Dukhi
-  Financial Diary
-  Calculator
-  Borrowing Choices Diagram - Flip Chart
-  30 Pencils for the customers - 1 eraser per group
-  2 marker pens
-  Attendance Register
-  White Board

### BANK ACCOUNT:

1. Fill out applications to start the savings accounts.
2. Ensure all documents/photographs have been collected to start the bank account.
3. Finalise list of customers & bank

**Maintain Tracker for same**

### Trainer's NOTES:

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TIME/ MATERIAL	SESSION - 1: Introduction	METHODOLOGY/ NOTES
15 minutes  NO MATERIAL REQUIRED	<p><b>Introduction</b></p> <p>Make sure the women are sitting in their groups. If someone is missing enquire where they are and why they have not come for the session.</p> <ol style="list-style-type: none"> <li>1. Call one customer and ask her to explain her weekly expenses for the last week.</li> <li>2. Call another customer and ask her to explain one of the samples from the savings assignment and how much she needs to save per day to buy it. Tell her to explain how she calculated and ensure it is correct.</li> </ol> <p><b>Total Cost ÷ Number of days = Amount to save per day.</b></p> <p>If any of the participants were unable to fill their diary ask them to stay back and you will help them after the session.</p> <p>WHILE YOU ARE ASKING THEM THE QUESTIONS THE UJJIVAN LOAN OFFICER SHOULD CHECK IF THEY HAVE FILLED OUT THE DIARIES. IF ANY OF THEM HAVE NOT THEN YOU WILL NEED TO ASK THEM TO STAY BACK.</p>	<p><b>Group Discussion</b></p> <p>NOTES:</p>

TIME/ MATERIAL	SESSION - 2: SUKHI & DUKHI PART 3	METHODOLOGY/ NOTES
30 minutes  MATERIAL: 1. Flip Chart 2. Dupatta 3. White Board	<p><b>Sukhi &amp; Dukhi - Part 3 - Borrowing (page 52 - 56)</b></p> <ol style="list-style-type: none"> <li>1. Ask the women to recap last week's story.</li> <li>2. Ask the women if they remember how the story ended last week? They should ask you to tell them about Saraswati and ask you how she managed to pay back the huge loans she had.</li> </ol> <p>Put on the sari and introduce yourself as Sukhi and start narrating the story.</p> <p><b>The story focuses on:</b></p> <ul style="list-style-type: none"> <li>- Difference between good borrowing and bad borrowing.</li> <li>- Choices of where they can borrow.</li> <li>- Difference between different loans they can take.</li> </ul> <p><b>Questions &amp; Discussion Points you should have after the Sukhi &amp; Dukhi Story:</b></p> <ol style="list-style-type: none"> <li>1. What did Sukhi tell Dukhi to do before she begins to save for her petty shop? <b>Answer: Pay off all her outstanding loans.</b></li> <li>2. What are the different places Dukhi can get money from? <b>Pawn Broker, MFI, Money Lender, Chit Funds, Employer, Friends and Family.</b></li> <li>3. What do they need to know before they take a loan? <b>Interest rate, What they are paying monthly (Interest + Principal), How long is the loan payment for? (Refer to Digram you have drawn on board)</b></li> <li>4. What is the most important thing they should consider when taking a loan? <b>They should have enough money to be able to pay back the total loan amount/interest for the whole tenure.</b></li> <li>5. If they are in a bad situation and cannot pay back the MFI - What is the solution? <b>They should talk to their group members and loan officer and tell them the truth to see if any help can be given.</b></li> </ol>	<p><b>Story Discussions Illustrations</b></p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>* Finish the story and then discuss with customers.</li> <li>* Draw diagram on white board before session (please find on next page)</li> </ul>

TEA - Ujjivan Officer & Branch Staff serve tea to the customers while you discuss the story.

Draw the diagram on the board:

Given By ನೀಡಿದವರು	Interest ಬಡ್ಡಿ	Tenure ಅವಧಿ	Amount ಮೊತ್ತ	Installment ಕಂತು	
Ujjivan	1.22 %	12 months	Rs. 10,000/-	Rs. 960/-	Interest + Principal
Money Lender	10 %	—	Rs. 10,000/-	Rs. 1,000/-	Interest

TIME/ MATERIAL	SESSION 3 - Borrowing Choices	METHODOLOGY/ NOTES
TOTAL DURATION: 20 minutes	<p>Go through the diagram below in detail.</p> <p>After you have explained the Diagram you can ask the following questions:</p> <ol style="list-style-type: none"> <li>1. What is the difference between Money Lenders, MFIs and Chit Funds?</li> <li>2. Where else can you borrow from and what do you feel is most convenient for you?</li> <li>3. What is the interest rate Money Lenders, Micro Finance Institutions, and Chit Funds charge?</li> <li>4. What are the advantages of going to a Microfinance company opposed to a Money Lender?</li> <li>5. How can chit funds be unsafe and how do you ensure that you choose the right group?</li> </ol> <p>Ensure they know all the answers and you have discussed the chart completely.</p>	<p><b>Group Exercise</b></p> <p>MATERIAL:</p> <p>1. Flip Chart - Borrowing Choices Diagram</p> <p>NOTES:</p>
TOTAL DURATION: 10 minutes	<p>Tell the customers that they have a right to understand their loan and it is the only way they will be able to ensure they borrow within their capacity to pay back.</p> <p>Tell them you are going to give them 5 questions they have to ask a loan officer or person they borrow from. Write the questions on the board and tell them to write them in the "Notes" section of their diary. If some women cannot write, ask the loan officer to help or a literate friend sitting next to them to write it for them.</p> <ol style="list-style-type: none"> <li>1. What is the interest rate?</li> <li>2. What is the amount of each payment? Does it include the principal and interest?</li> <li>3. How often must the loan principal and interest be paid? How many payments will I have to make?</li> <li>4. Is there a savings requirement for this loan? What is the amount of savings required and how often must deposits be made?</li> <li>5. Does the loan require insurance? How much is the insurance payment and how often must it be made?</li> </ol> <p><b>Tell the customer that they need to check if the insurance is life insurance and what will their family gain from it - Some organizations only give insurance to cover the outstanding loan amount. With Ujjivan their families will get a flat Rs.30000 minus their outstanding loan amount.</b></p> <ol style="list-style-type: none"> <li>6. What fees does the institution charge the borrower to obtain a loan?</li> <li>7. Is the loan provider regulated by RBI?</li> </ol> <p>Make sure the women understand exactly what these questions mean and what could be the answer. Use an Ujjivan loan card to test one woman once the exercise is done.</p>	<p><b>Group Discussion</b></p> <p>MATERIAL:</p> <p>1. Loan Card 2. White board 3. Markers</p> <p>NOTES:</p>



**Money Lenders**

Offers small personal loans at higher rates of interest than other financial assistance available at the market.

Minimum/maximum amount for loan: **Anything the customer needs**

Safety **Not Assured**

Ease of withdrawal **Not available**

Interest on Savings **No Saving Option**

Interest on Loans **3%-10% per month (36%-100% PA)**

Accessibility **Easy**

Documentation **House papers/any identification**

**Advantages**  
- Easily available in locality

**Disadvantages**  
- Heavy interest rates  
- Not reliable source  
- No documentation to prove transactions  
- Can lead to great amount of debt  
- Inappropriate collection practices  
- Savings option not available  
- If you can not pay - you might have a safety issue.



**Micro finance**

A company that gives poor households a good access to high quality financial services, including credit, savings & insurance

Minimum/maximum amount for loan: **Rs.6000-50000**

Safety **100%**

Ease of withdrawal **Through loans**

Interest on Savings **Not available**

Interest on Loans **20%-25% per annum**

Accessibility **All Cities, villages & towns**

Documentation **Photo ID, Address Proof & Group guarantee**

**Advantages**  
- Abide by RBI guidelines  
- Attractive products available  
- Very low interest rates  
- Social help available - health, education, jobs  
- Personal touch to take care of all your needs.  
- Understands the problems you have.  
- Low service charge  
- Guaranteed life insurance  
- Great customer service  
- Can share difficult times with the group  
- Less paper work

**Disadvantages**  
- Responsible for defect group members  
- Loan amount depends on your loyalty and loan cycle.  
- Can not take multi-loans at one time  
- Have to meet at least twice a month



**Community Borrowings**

Organized & unorganized set up that gives easy access of financial credit through different schemes. Examples: SHG, Co-operative groups, Chit funds

Minimum/maximum amount for loan: **Depends on available schemes**

Safety **Not assured**

Ease of withdrawal **Only monthly draws**

Interest on Savings **Depends on dividend**

Interest on Loans **Percentage left (Auction)**

Accessibility **Cities & Towns**

Documentation **Photo ID, Address Proof**

**Advantages**  
- Good chit funds can be with an establish private limited companies.  
- Only save in a recognized chit fund company that abides by chit fund act rules  
- Resulted dividend through auctioning yields better interest gain.  
- Long term savings

**Disadvantages**  
- Have to be careful on which chit fund you are taking part in.  
- Have to remain part of the scheme till the end.  
- Auctioning might result in heavy interest lost  
- Safety depends on who is running the chit fund.  
- Auction happens only once a month & will take place with or without presence of all members.  
- No other services & products available.  
- No customer service  
- Person handling the money can run away anytime.

### Credit Options Game:

**Instructions:** Explain that the women are choosing between three loan options to finance 10000 rupees that they would like to use to invest in a sewing machine for a small business. Each option has a hidden feature though, and they need to use the questions to identify those features. The trainer can record the information on the board.

	Loan 1	Loan 2	Loan 3
Interest Rate (on monthly basis))	No set rate: The amount received depends on when loan is withdrawn from a communal fund	1.22%	4.5%
Payment details	500 rupees per month	960, principle and interest	450, interest only
Installment details	Monthly for 2 years	Monthly for 12 months.	Monthly until principle can be repaid
Savings requirement?	Yes, payments are made to a communal fund	no	no
Insurance?	No	Yes, 100 rupees once for 30000 of life insurance for spouse and customer	No
Fees?	No	1.5% fee for processing loan amount equals 150 rupees	10% Processing fee equals 1000 rupees
Regulated?	No	Yes, by the RBI	No

As the women ask questions about each loan option, record your answers on the whiteboard. If a group does not ask a question about their loan option, ask leading questions to guide them. Once all the information is filled in, lead a brief discussion:

Discussion Questions:

- What are some advantages to each loan option? The disadvantages?
- Do any of these options look like moneylenders? Like chit funds?
- Which loan would you choose and why?

The Trainers will finally explain that many different MFIs and lending options will have different types of loans they offer. The most important thing to know is how much money they will be required to pay back, and for how long.

The Trainers will then explain the Loan Card, Diary Filling and Conclude the session.

# Loan Card

**Ujivan Financial Services Pvt Ltd**  
INVOICE-CUM-RECEIPT

Regd. Office #93, Jakkasandra Extension, Sasipur Main Road,  
1st Block, Kivamangala, Bangalore 560034.  
Tel:+91(08)40712121 Fax:+91(80)41466700

Service Tax Regn. No. AAACU7330CST001  
PAN: AAACU7330C

1617000225 16.07.2011	Amount (Rs.)
Processing Fee	27.20
Service Tax @ 10%	2.72
Secondary Cess @	0.05
Education Cess @ 0.10	0.03
	30.00

Date: 16Jul2011

Customer Sign: \_\_\_\_\_  
CRM/Cashier: \_\_\_\_\_

**Schedule A**

Branch Office: KINATHAKADAVU

Customer Name: J LATHARANI LATHA JAYAKUMAR

Customer ID: 1617000225

Father/Hus Name: JAYAKUMAR

Center / Group No.: 0015 - 01

Center Meeting Day: Wednesday

Loan Type: Education Loans Monthly

Purpose: School fees

SD A/C No.: 1617224000000026

Loan A/C No.: 1617224000000026

Security Deposit: 0

Loan Amount: 3,000

Disbursement Date: 16Jul2011

Processing Fee: 30.00

Annualized Int. Rate: 23.00

Flat Int. Rate Monthly: 1.50

Rebate: \_\_\_\_\_

Inst. No.	Repayment Date	Inst. Amount	Principal	Interest	O/S Principal	Amount Collected	CRS Signature
1	10/Aug/2011	282.00	224.50	57.50	2,775.50		
2	14/Sep/2011	282.00	229.80	52.20	2,546.70		
3	12/Oct/2011	282.00	233.19	48.81	2,313.51		
4	16/Nov/2011	282.00	237.60	44.40	2,075.91		
5	14/Dec/2011	282.00	242.21	39.79	1,833.64		
6	11/Jan/2012	282.00	246.96	35.04	1,586.74		
7	15/Feb/2012	282.00	251.59	30.41	1,335.19		
8	14/Mar/2012	282.00	256.41	25.59	1,078.78		
9	11/Apr/2012	282.00	261.32	20.68	817.46		
10	10/May/2012	282.00	266.33	15.67	551.13		
11	13/June/2012	282.00	271.44	10.56	279.69		
12	11/Jul/2012	285.00	276.69	5.31	0.00		

IN WITNESS WHEREOF the parties hereto have signed this Agreement in acceptance of all terms and conditions on this Saturday of 16/07/2011 at KINATHAKADAVU

<p><b>For Ujivan Financial Services</b></p> <p>Name: _____</p> <p>Signature: _____</p> <p><b>Witness 1</b></p> <p>Name: manj</p> <p>Signature: _____</p>	<p><b>For Borrower</b></p> <p>Name: Latha Rani</p> <p>Signature: _____</p> <p><b>Witness 2</b></p> <p>Name: _____</p> <p>Signature: _____</p>
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**UJIVAN FINANCIAL SERVICES (P) LTD.**  
 101, 12B, 1st Floor, Railway Station Road,  
 Kinathukadavu-642 109, Palakkad Thaluk,  
 Coimbatore District, Tamil Nadu  
 Phone: 04259-241314



TIME/ MATERIAL	SESSION 4 - Financial Diary - Loan Exercise	METHODOLOGY/ NOTES
<p>TOTAL DURATION: 25 minutes</p>	<p>Tell the women to open their diary to the Loan Page and take out their Ujjivan Loan Card.</p> <p>Tell them you are going to show them how to keep accounts of their loan payments with an example of an Ujjivan loan card.</p> <p><b>Steps for Loan Taken:</b></p> <ol style="list-style-type: none"> <li>1. Tell them to put the month on the top right corner of their diary.</li> <li>2. <b>Taken By:</b> They should enter their name-whoever has taken the loan.</li> <li>3. <b>Date</b> the loan was taken: On the top right corner of the Ujjivan Loan Card.</li> <li>4. <b>Purpose:</b> Tell them to write down why they have taken the loan. It will be in English on the loan card.</li> <li>5. <b>Given by:</b> Tell them to put Ujjivan in that column.</li> <li>6. <b>Interest Rate:</b> Show them where it is written on the loan card and ask them to fill it in the column.</li> <li>7. <b>Tenure:</b> Show them the list and tell them to write the last number. If it is "12" that means the time given to pay off the loan is 12 months.</li> <li>8. <b>Amount:</b> Show them where it is written on the loan card and ask them to put the amount into their diary.</li> <li>9. <b>Installment:</b> Show them where that is written on the loan card and ask them to fill it in.</li> </ol> <p>Ask them to fill in the next column with some other loans that they have taken. Help the ones that need help.</p> <p>Tell them to then add the total amount they need to repay on their calculators.</p>	<p><b>Group Discussion</b></p> <p>MATERIAL:</p> <ol style="list-style-type: none"> <li>1. Flip Chart - Loan Exercise Diary</li> <li>2. Financial Diary</li> <li>3. Ujjivan Loan Card</li> <li>4. Calculators</li> <li>5. Pencils</li> <li>6. Eraser</li> <li>7. White Board &amp; Marker</li> </ol> <p>NOTES:</p>

TIME/ MATERIAL	SESSION - 5: Financial Diary - Loan Exercise Continued	METHODOLOGY/ NOTES
	<p>Tell the women after they are done they need to fill in the next table which is for <b>Loans Repaid</b>.</p> <p>Steps for <b>Loan Repaid</b>:</p> <ol style="list-style-type: none"> <li>1. Tell them to put the name of the company/person they have taken the loan from.</li> <li>2. Next ask them to fill in the amounts they have repaid over the last three weeks since the beginning of the sessions.</li> <li>3. Ask them to add the total amount of loans they have paid back.</li> </ol> <p>At the end of the exercise ask one woman to come up and explain what she has filled out.</p> <p>Tell the women if they did not understand you will sit with anyone who wants extra help at the end of the session.</p>	<p><b>Exercise MATERIAL:</b></p> <ol style="list-style-type: none"> <li>1. Flip Chart - Loan Exercise Diary</li> <li>2. Financial Diary</li> <li>3. Ujjivan Loan Card</li> <li>4. Calculators</li> <li>5. Pencils</li> <li>6. Eraser</li> <li>7. White Board &amp; Marker</li> </ol> <p><b>NOTES:</b></p>

#### Loans Taken (MFI Loans/Pawn Brokers/Other Loans)

ಸಾಲ ಪಡೆದದ್ದು (ಕಿರು ಸಾಲ ಸಂಸ್ಥೆಗಳ ಸಾಲ/ಲೇವಾದೇವಿಗಾರರು/ಇತರೆ ಸಾಲಗಳು)

Month ತಿಂಗಳು

June 2011

Sl No ಕ್ರ. ಸಂ	Taken By ಪಡೆದವರ ಹೆಸರು	Date ದಿನಾಂಕ	Purpose ಉದ್ದೇಶ	Given By ನೀಡಿದವರು	Interest ಬಡ್ಡಿ	Tenure ಅವಧಿ	Amount ಮೊತ್ತ	Installment ಕಂತು
	Sukhi	01.06.11	Business	Ujjivan	12%	12 months	Rs. 10000/-	Rs. 960/-
	Sandeep	15.06.11	House Repairing	Money Lender	10%	—	Rs. 10000/-	Rs. 1000/-
Total Loans Taken ಒಟ್ಟು ಸಾಲ ಪಡೆದದ್ದು (+)								

Loans Repaid ಸಾಲ ಮರುಪಾವತಿಸಿದದ್ದು			Week 1 ವಾರ 1	Week 2 ವಾರ 2	Week 3 ವಾರ 3	Week 4 ವಾರ 4	Week 5 ವಾರ 5	Total ಒಟ್ಟು
Total Loans Repayments ಒಟ್ಟು ಸಾಲ ಮರುಪಾವತಿಸಿದದ್ದು (+)								

TIME/ MATERIAL	SESSION 6 - Conclusion	METHODOLOGY/ NOTES
TOTAL DURATION: 5 minutes	<p><b>Summary of Core Learnings:</b></p> <p>Tell the women that they are almost done with being financially literate. Congratulate them on what they have accomplished. Tell them to repeat the following things they have learnt. Ask them to write it down in their diaries as you will be asking them to repeat it the next session</p> <ol style="list-style-type: none"> <li>1. <b>BUDGETING:</b> USE MY MONEY WISELY</li> <li>2. <b>SAVINGS:</b> I CAN DO IT!</li> <li>3. <b>SAVINGS &amp; BORROWING SERVICES:</b> KNOW MY OPTIONS</li> <li>4. <b>DEBT MANAGEMENT:</b> HANDLE WITH CARE!</li> <li>5. <b>FINANCIAL NEGOTIATIONS:</b> COMMUNICATE WITH CONFIDENCE!</li> </ol> <p>Ask the women the following questions about the module:</p> <p><i>What was your favourite part?</i> <i>Did you learn something useful?</i></p> <p>Tell the women that they will be reviewing what they learnt in the previous weeks. They will also spend some time and learn how to complete their diary and how that knowledge will help them save and borrow properly.</p> <p>Remind them that they will get their certificate in the next session.</p> <p><b>Closing Advice:</b></p> <ol style="list-style-type: none"> <li>1. <i>Tell the women not to forget to bring the bank/post office applications for the next session.</i></li> <li>2. <i>Tell them that they will need to fill in the diary through the week and bring it to the last session.</i></li> <li>3. <b>Remind them they have to get both Calculator and Diary for the next session as well.</b></li> <li>4. <i>Tell the women to go through their diary with the CRS and ensure they have filled it out for the last week. Ask them if anyone needs help or was unsure how to fill the diary give them some extra help.</i></li> <li>5. <i>Help the customers that want accounts to fill up the bank forms that have been researched and locked on.</i></li> </ol> <p>You will close the session and share the details about the next session (time &amp; venue)</p>	<p>NOTES:</p> <p>*Should note down the people that he observes are not really interested and immediately tell his supervisor so that a follow up can be done to ensure they attend the next session.</p>

## Borrowing

### ILLUSTRATION



### STORY

“Sister! Sister! Where are you? I have some excellent news to tell you!” Dukhi called out excitedly as she entered Sukhi's house.

“Dukhi! It's you! You look so happy! Sit down! Sit Down! I'll get you some tea and then you tell me the good news!” laughed Sukhi.

“Sister, last time I was so distressed because of the money issue, that I forgot to tell you. I discussed your suggestions with my husband on cutting down the expenses for Rukmini's marriage. He agreed that renting a hall would be too expensive. So we have decided to do it outdoors within the community! Also, we decided on 5 dishes for the menu and now we can get Rukmini married off, comfortably in 45,000 Rs. And I went with Manohar and opened an account in the nearby bank. I am just coming from the bank after depositing 1400 Rs that I saved in the last seven days. I am so excited,” laughed Dukhi.

“This is great news Dukhi! If you continue to save like this, in a few years you wouldn't need to run to the moneylender in case of emergencies. But remember to pay off the money lender first, before saving for any future goals.

Also, first week of the savings is always easy and most of the people are able to save as they had planned. But once you realise that you have some money in the bank, you may be tempted to withdraw your savings when you see your friend buy a nice set of bangles or for some celebrations. So, you would need to be strict with yourself, think about your petty shop and promise yourself that you wouldn't touch the deposited money unless there is an absolute emergency. The best place to put your savings that you don't want to touch is a fixed deposit. You also make more interest if you put your money in that account but you should not take the money out. Don't give up too soon on the savings plan and continue to save bit by bit until it becomes a habit for you,” advised Sukhi.

## ILLUSTRATION



Sukhi's Monthly Income Statement		Sukhi's Monthly Expenses Statement	
Particulars	Amount	Particulars	Amount
Salary	10000	Food	2000
Interest	1000	Transport	500
Loan	10000	Utilities	1000
...	...	...	...

## STORY

“You are right sister! I want my son to get a college degree and now Ramesh wants to invest in an Auto, so I will not use the saved money and would manage in the remaining income amount. Sister, now tell me about Saraswati. All week, I could only think about her!” said Dukhi.

“Well, as I told you, Saraswati's husband had a fatal accident and died leaving Saraswati in huge debt with the money lender. Saraswati started working as a house maid. She was honest and worked hard. A lady at whose house Saraswati worked came to know of Saraswati's problems. She told Saraswati about Micro Finance Organisation (MFI), she worked at. She told Saraswati that MFI's worked to give loans and help women like her, but to get the loan Saraswati had to form a group of women who were facing similar problems and who knew and trusted each other. Saraswati and 4 of her friends joined an MFI and with their help all the five women have paid off their debts and are now living respectably.” Sukhi concluded.

Dukhi asked, “Sister, have you also taken loans from a MFI?”

Sukhi smiled, “Yes, even I am part of an MFI called Ujjivan. Tell me Dukhi how much interest does the moneylender charge you?”

“He charges us 10% per month Sister”, said Dukhi.

“The MFI's usually charge around 1.5% interest per month on any loans I borrow from them. So, if I take a loan of Rs.10,000 from Ujjivan I only have to pay 1.5% interest every month. I have a set loan tenure of 12 months and I pay back Rs.955 every month which includes the interest.

But money lenders will charge you a 10% interest on the Rs.10,000 you have borrowed till you pay him the whole amount. So you will be paying Rs.1000 every month but you will only be paying the interest till you can pay off the Rs.10000. While in the MFI you are paying off the interest as well as the amount you have borrowed.

“Oh! That means I could be just paying the money lender for a long time if I cannot pay him the Rs.10000! And that means I could be paying more than a 100% interest!?”

“Yes Dukhi, it is very important that when you borrow you understand the terms carefully.” Sukhi told her sister.

Dukhi asked, “Sister, are there any other options from where I can get a loan?”



## STORY

“Yes Dukhi! You could take a loan from the moneylender or MFI, or become a member of the Self Help Groups (SHG) which comprises of around 10-20 women. If you have relatives and family members who can lend you some money, you can borrow from them.

Another option to borrow money is from a registered Chit fund group to which you can become a member. If your employer can lend out some money to you, then you can request them for some loan. If you have some jewelry, property, or some other asset that you can put on mortgage then you can pawn them to borrow some money in return,” explained Sukhi.

“Sister, I never knew there were so many options available to borrow money from!” said Dukhi excitedly.

“Yes, you do have options, but you should only take a loan from reliable sources. Also, the interest charged to you should not be so huge that you end up paying almost double of what you originally borrowed. In group options such as SHG's and Chit Funds, many times the leader or a member of the group has run off with the money of the entire group. There have been instances where borrowers have been subjected to physical abuse on non-payment of money. Absence of proper documentation has also resulted in over payment in some cases and loss of property or asset in others. So, you need to be very careful while deciding on the loan options,” Sukhi said.

## ILLUSTRATION



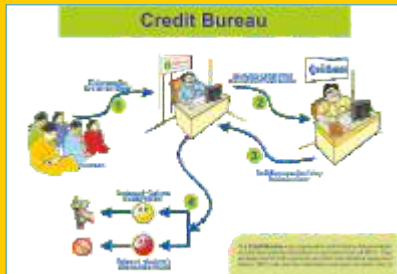
“Yes sister, I have seen such an incident once. Gayathri my neighbour had borrowed some money from a moneylender for buying some Jewelry and celebrate Diwali in a grand way. But then she was unable to return the money to the moneylender and one day two goons came to their house, beat up her husband and took her jewelry. They let him go only after Gayathri begged them and promised them that she would get the money and would pay the moneylender the next day.

Gayathri then borrowed money from another money lender and paid off the first one. Now she is struggling to pay off the second moneylender and has taken another loan to pay for his husband's medical bills. She is always afraid that moneylenders' men will come and beat them if they do not pay quickly.”

“See, this is an example of bad borrowing. One should not borrow money to buy household items or for celebrating birthdays or festivals.



## ILLUSTRATION



## STORY

If one wants to buy new furniture or celebrate a wedding, one should work extra hours, save as I taught you last week, pay off pending loans and then use the money for any unproductive purposes.

Gayathri borrowed money for jewelry, which was her first mistake. She should have worked hard to pay off her debt but she couldn't because she had borrowed more money than she could earn and pay back. On top of that, she borrowed from another money lender to pay off the first one and took another loan."

Sukhi sighed and continued, "One should borrow money only for emergencies and should not take another loan before the first one has been paid off. I made that same mistake but after my labour work during the day I would do some tailoring in the night and only borrowed for a cycle that would help me and my husband get to work so we didn't have to pay for transport.

Dukhi, I hope you have realised the disadvantages of bad borrowing and bad debt."

"I have understood sister! Sister, I was thinking if I can borrow money from an MFI and then pay off the money lender. Can I do that?" asked Dukhi.

"Dukhi, MFI's do not give individual loans to newly joined customers. They only give loans to a group of women who know and trust each other so you need to find a group. Also, if loan that you have taken from the moneylender is too huge an MFI's cannot give that much an amount as a loan.

All MFIs also contribute loan history information on all their customers to a government licensed body called Credit Bureau. The bureau collects this information from all banks, MFIs and other loan providers. Before lending, MFIs check the customer's loan history with the bureau and will not give loans to people who have too much debt or have not repaid their old loans. Borrowing from a source that charges less interest and using that money to pay the money lender who is charging you such a high interest is a good idea but you must ensure you use that money for that purpose. Please also remember you should not miss your loan repayments to the MFI. You should save, work extra hours, make extra money and should pay off the loan" explained Sukhi.

"Sister, what happens if you are unable to pay back MFI's loan?" asked Dukhi.

## STORY

“Do you know Dukhi, it happened to me once! I had just joined an MFI with a group of women and I had taken some Rs.10000 from the MFI for repairing the roof that had fallen down because of excessive rain. Then Rupesh, my son insisted for a birthday party and we couldn't say no to him. So we threw a huge birthday party and invited all his friends and all family members. We spent around Rs.5000 on his birthday and bought a Rs.3000 cycle and used the remaining for roof repair. But, then the contractor used bad material and the roof caved in again in the next rain.

I took another loan of Rs.6000 from another MFI and as my bad luck would have it, I fell ill shortly, so couldn't go to work. I was unable to earn and pay back the loan amount and I started missing my payments to the MFI. I became so depressed that I lost interest in my life. My group sisters helped me pay two pending installments and then together we went to the MFI and told them my problem. They extended my loan tenure and asked me to pay lesser installments. Had I gone to the MFI and group members earlier, I would have received counseling and wouldn't have wasted so much time worrying. I am very grateful to my group members for helping and supporting me as well as Ujjivan's branch staff for understanding my situation.” said Sukhi.

“Oh! Sister, I never knew you went through so much trouble!” smiled Dukhi. “I didn't want to worry so I didn't tell you but we all go through problems like this and we should help each other out” replied Sukhi.

“Ok sister, I will go now. Have too much work to do and have to do Rukmini's marriage shopping. I will send you an invitation. It is simple but I think you will like it. You have to come to the wedding and all the functions” said Dukhi.

“Oh! I will definitely come for the ceremonies Dukhi” laughed Sukhi.

Dukhi left and in two months celebrated a simple and nice wedding for Rukmini in around Rs.40,000. She also joined Ujjivan and paid off the moneylenders. She refuses to borrow from any unknown source and only borrows for things that will make her money or her son's education. She keeps her accounts in her diary and does not spend on items she does not require immediately. She is saving for her petty shop and hopes to start it within the year.

## ILLUSTRATION



# The Order of Flip Charts: Module 4



1



2



3



4



5



6



7



8



9



10



11



12



13



14



# 5

## Module

# I am now a Rupee Rani!

## Goals & Key Messages

By the end of the session the participants should be able to understand the following:

1. **BUDGETING:** USE MY MONEY WISELY
2. **SAVINGS:** I CAN DO IT!
3. **SAVINGS & BORROWING SERVICES:** KNOW MY OPTIONS
4. **DEBT MANAGEMENT:** HANDLE WITH CARE!
5. **FINANCIAL NEGOTIATIONS:** COMMUNICATE WITH CONFIDENCE!

Module 5 - I am now a Rupee Rani		Timing in Minutes
	Trainer & CRS plan together for the module and keep all the materials required before the training	30 Minutes
Session 1	Pledge	5 Minutes
	Previous Modules Recap & Module 5 Introduction	15 Minutes
Session 2	Dairy Totaling and Summarization	35 Minutes
Session 3	Animation Video & discussion on ATM, SMS alert & Ujjivan's multiple products (Asking Question about Savings , Borrowings & Diary Assignment)	40 Minutes
	Attendance	5 Minutes
Session 4	Dairy checking & filling, Explanation of Loan Card	15 Minutes
Session 5	Feedback Session & Conclusion; Inform Customers absent about special session and Savings Account Follow-up	5 Minutes
	Total Hours	2 hrs

## Required Aid from Ujjivan Officer:

1. Taking attendance of all the participants in a register book. Highlighting the participants that have come for all 5 sessions and filling in their Rupee Rani Certificates for all of them. Maintain tracker for all the participants that received the certificate.
2. Help the customers fill out their diaries.
3. Planning out when the customers should come so they can take them to the bank/postoffice to start their accounts (only the ones that require and want an account).
4. Refund Rs. 50/- deposit and use tracker to confirm payment. Only if customer has attended all 5 sessions.
5. Constantly following up with the customer over the next months and ensuring they are maintaining their diaries. If another diary is required at the end of six months, they need to inform HO/RO.

**DURATION:** 120 Minutes

**No. of Women:** 25-30 women

### Materials

- ✍ Flip Charts - Credit Bureau  
Financial Diary pages
- ✍ Diksha Diary
- ✍ Calculator
- ✍ 30 Pencils for the customers-1 eraser per group
- ✍ White Board & 2 marker pens
- ✍ Attendance Register
- ✍ Certificates
- ✍ Sukhi Dukhi Aniamtion DVD & DVD Player

### SAVINGS ACCOUNT:

1. Make a list of women as per when you will take them to the bank/postoffice for the following week and inform them on the timings.
2. If there are any further documents required tell the women they need to give it to the CRS before they go to the bank/postoffice to open the accounts.

**(Tracker should be maintained for the same)**

### Trainer's NOTES:

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TIME/ MATERIAL	SESSION - 1: OATH & RECAP	METHODOLOGY/ NOTES
10 minutes  NO MATERIAL REQUIRED	<p><b>Introduction</b>            Make sure the women are sitting in their groups. If someone is missing enquire where they are and why they have not come for the session.</p> <ol style="list-style-type: none"> <li>1. Ask the women if they filled out their loan information and completed that part of the diary.</li> <li>2. Ask one customer to come up and explain what she had filled in.</li> <li>3. Ask them all to repeat the Oath they learnt the previous week. Say your part and then let the customer repeat her part after you.</li> </ol> <p>Trainer: <b>BUDGETING</b>            Customer: USE MY MONEY WISELY</p> <p>Trainer: <b>SAVINGS</b>            Customer: I CAN DO IT!</p> <p>Trainer: <b>SAVING &amp; BORROWING SERVICES</b>            Customer: KNOW MY OPTIONS</p> <p>Trainer: <b>DEBT MANAGEMENT</b>            Customer: HANDLE WITH CARE!</p> <p>Trainer: <b>FINANCIAL NEGOTIATIONS</b>            Customer: COMMUNICATE WITH CONFIDENCE!</p>	<p><b>Group Discussion</b></p> <p>NOTES:</p>

TIME/ MATERIAL	SESSION - 2: FINANCIAL DIARY	METHODOLOGY/ NOTES
35 minutes  MATERIAL: 1. Flip Charts 2. Diary 3. Pencils 4. Eraser 5. Calculator 6. White Board & Marker	<p><b>Financial Diary</b>            TELL THEM THAT THE DIARY WILL HELP THEM MANAGE THEIR MONEY FOR A BETTER FUTURE BUT THEY HAVE TO KEEP MAINTAINING IT -</p> <p>Follow the steps below on how to teach them to complete the diary with the use of the flip charts of the diary.</p> <p><b>THEY CAN ASK FOR ANOTHER DIARY FROM THEIR CRS AFTER SIX MONTHS. IT WILL BE GIVEN TO THEM AT MINIMUM COST (APPROX Rs.35)</b></p>	<p><b>Diary Exercise</b></p> <p>NOTES:</p>

TEA - Ujjivan Officer & Branch Staff serve tea to the customers after they have completed this session.

## FINANCIAL DIARY STEPS

1. Tell them they need to add (+) all the expenses, income, loan information and fill in the color boxes for each section.

2. Spend time with each woman and ensure that she has filled out all the weeks properly and is doing the math correctly. Use the help of the loan officer to cover all women. Give them 25-30 minutes for this session

(It is very important they learn how to do this and find it easy so they continue to maintain their diary in the future-your success as a trainer will be determined based on if they ask for another diary at the end of 6 months)

## FLIP CHART

Loans Taken (MT Loans/Pawn Brokers/Other Loans)  
 ಸಣ್ಣ ಸಾಲಗಳು, (MT) ಸಣ್ಣ ಸಾಲದಾತರ ಸೇವೆ/ಇತರ ಸಾಲಗಳು

Month: \_\_\_\_\_

No.	Source	Date	Purpose	Given By	Interest	Tax	Amount	Installment
1								
2								
3								
4								
5								
Total Loans Taken ಒಟ್ಟು ಸಾಲ ಪಡೆದ ಮೊತ್ತ (+)								

Given By	Week 1	Week 2	Week 3	Week 4	Week 5	Total
1						
2						
3						
4						
Total Loans Repayment ಒಟ್ಟು ಸಾಲ ಮರುಪಾವತಿ (+)						

Household Expenses  
 ಸರ್ಕಾರಿ ವೆಚ್ಚಗಳು

Month: \_\_\_\_\_

No.	Weekly Expenses	Week 1	Week 2	Week 3	Week 4	Week 5	Total
1	Transport						
2	Food						
3	Clothing						
4	Medical						
5	Mobile						
6	Wedding/Family						
7	Entertainment						
8	Jewelry						
9	Child Fund						
10							
11							
12							
Total Weekly Household Expenses ಒಟ್ಟು ವಾರಾಂತ್ಯ ಸರ್ಕಾರಿ ವೆಚ್ಚಗಳು (+)							
Cash in Hand							
Weekly Savings							

Business Income/ Expenses  
 ವ್ಯಾಪಾರ ಆದಾಯ/ ವೆಚ್ಚಗಳು

Month: \_\_\_\_\_

No.	Source	Week 1	Week 2	Week 3	Week 4	Week 5	Total
1	Self						
2							
Total Business Income ಒಟ್ಟು ವ್ಯಾಪಾರ ಆದಾಯ (+)							
No.	Towards	Week 1	Week 2	Week 3	Week 4	Week 5	Total
1	Rent						
2	Electricity						
3	Employee/Labour						
4	Capital Equipment						
5	Livestock purchase						
6	Raw Material						
7	Transport						
8	Maintenance/Repair						
9							
10							
11							
Total Business Expenses ಒಟ್ಟು ವ್ಯಾಪಾರ ವೆಚ್ಚಗಳು (+)							
Profit/Loss							

Household Income  
 ಸರ್ಕಾರಿ ಆದಾಯ

Month: \_\_\_\_\_

No.	Source/Member	Week 1	Week 2	Week 3	Week 4	Week 5	Total
1	Surplus						
2	Self						
3	Spouse						
4							
5							
6	Child Fund						
Total Household Income ಒಟ್ಟು ಸರ್ಕಾರಿ ಆದಾಯ (+)							

Loans taken for the current month

No.	Monthly Expenses	Date	Amount	Details
1	Rent			
2	Education Fees			
3	Electricity			
4	Water			
5	Cable TV			
6	Gas Cylinder			
7	Telephone			
8	Rations			
9	Assistance to family members			
Total Monthly Household Expenses ಒಟ್ಟು ವಾರಾಂತ್ಯ ಸರ್ಕಾರಿ ವೆಚ್ಚಗಳು (+)				

## FINANCIAL DIARY STEPS

3. Go through the monthly summary sheet with them with the help of the flip chart and ask them to fill in the numbers according to the colors as you go through it.

**Teach them the equation:**

**Total Income (-) Total Outflow (=) Surplus (Money left over).**

- Do an example on the white board using a customer who has filled out her diary as an example
- Ask the woman for each number from the different sections in her diary and then fill in the boxes according to color.
- Show the women that they can use the colors of the boxes for reference.

(If the women have not filled out the business section of the diary ask them to leave that out. If they have filled it properly tell them to include their profit and expenses number into the calculation)

## FLIP CHART

### Monthly Summary Sheet ತಿಂಗಳ ಸಂಕ್ಷಿಪ್ತ ಹಾಳೆ

No. ಸಂಖ್ಯೆ	INFLOW ಒಳಹರಿವು	Total ಒಟ್ಟು
1	Family Income received ಕುಟುಂಬ ಆದಾಯ ಸ್ವೀಕರಿಸಿದ್ದು	
2	Business Income ವ್ಯಾಪಾರ ಆದಾಯ	
3	Loans Taken (monthly) ಸಾಲ ಪಡೆದದ್ದು (ತಿಂಗಳಿಗೆ)	
Total ಒಟ್ಟು (+)		
<b>OUTFLOW</b> ಹೊರಹರಿವು		
1	Household Expenses (monthly) ಮನೆಮಂದಿಯ ವೆಚ್ಚಗಳು (ತಿಂಗಳಿಗೆ)	
2	Household Expenses (weekly) ಮನೆಮಂದಿಯ ವೆಚ್ಚಗಳು (ವಾರಕ್ಕೆ)	
3	Business Expenses ವ್ಯಾಪಾರ ವೆಚ್ಚಗಳು	
4	Loans Repayments (weekly) ಸಾಲ ಮರುಪಾವತಿ (ವಾರಕ್ಕೆ)	
Total ಒಟ್ಟು (+)		
NET BALANCE ಬಾಕಿ ಉಳಿದದ್ದು		
Inflow (-) Outflow = SURPLUS ಒಳಹರಿವು (-) ಹೊರಹರಿವು		
Weekly Savings ವಾರದ ಉಳಿತಾಯ		

4. Tell them they should put some of that money into their savings account, some of it should be used to carry over for their expenses in the next month.

**It can be put into the next month's "Household income" part.**

### Household Income ಮನೆಮಂದಿಯ ಆದಾಯ

Month \_\_\_\_\_

No. ಸಂಖ್ಯೆ	Source/ Member ಮೂಲ/ ಸದಸ್ಯ	Week 1 ವಾರ 1	Week 2 ವಾರ 2	Week 3 ವಾರ 3	Week 4 ವಾರ 4	Week 5 ವಾರ 5	Total ಒಟ್ಟು
1	Surplus						
2	Self						
3	Spouse						
4							
5							
6	Chit Fund						
Total Household Income ಒಟ್ಟು ಮನೆಮಂದಿಯ ಆದಾಯ (+)							

Inflow (-) Outflow = SURPLUS ಒಳಹರಿವು (-) ಹೊರಹರಿವು	
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5. Teach them that when they borrow they should only borrow 50% of their money left over. The rest should be kept aside for their future dreams in a safe place and can also be used for their following month's expenses.

Weekly Savings ವಾರದ ಉಳಿತಾಯ									
-------------------------------	--	--	--	--	--	--	--	--	--

Weekly Savings ವಾರದ ಉಳಿತಾಯ	
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6. Tell them to also put in their total savings amount in the "Weekly Savings" space. This will give them an idea on how much they have saved in their bank account /postoffice/ safe place.

TIME/ MATERIAL	SESSION - 3 Modern Banking Animation and Verbal Test	METHODOLOGY/ NOTES
TOTAL DURATION: 40 minutes	<p>In this session the trainer will show the participants Sukhi Dukhi animation on modern banking and financial products. The trainer will then discuss on Advantages of Bank Accounts, Micro Pension, Money Transfer, Bank Receipts, Filling of Bank Challan.</p> <p>In this session you will also state situations and the customers should answer what they would do in the situation based on their learnings over the last five weeks (*remember that it is always the customers choice and you can only give her options and let her know which one would be best).</p> <p><b><u>DIRECTIONS:</u></b></p> <p>Ask the women to sit quietly. You are going to see how they will deal with situations now that they know about Financial Planning. Tell them that you will ask each one a question. The others should not answer unless you ask them.</p> <p>Ask one woman to stand up and ask her a question. If she does not know the answer ask her to sit down and call on another woman to answer. If she answers correctly than tell her she did well and ask her to sit down.</p>	<p><b>Group Test</b></p> <p>Materials: Flip chart - Credit Bureau</p>

- Trainer:** What will you do differently next time you ask for a loan? What are the six questions you should ask before taking a loan?

**Customer:** I will ask them how much the interest rate is, if there is a specific tenure, does my installment payment include principal and interest?  
(remind the customer that she has a right to make her own decisions but she should know all the informations before she makes a decision).

**Ans:** What is the interest rate? How many installments I need to pay and what is the frequency of repayment? What is the amount of each installment? Whether it includes both principle & interest? Do I need to make savings to get a loan? How much and at what frequency? Do I need to have insurance for this loan? What is the premium and at what frequency? What are the other fees and charges?
- How do you know how much to borrow? What percentage of your household budget can you make available to borrow?

**Ans:** Its depends on household income & and monthly installment should not be more than 50% of the surplus of each month.
- Excessive borrowing** – Your own sister who stays in another city has come to visit you, in the conversation you get to know, she has been borrowing from 3 different MFI's at the same time and now she plans to borrow from a 4th MFI, what will you advice her?

**Ans:** Consider your repaying capacity before you take a loan. You will become defaulter. Then your name will be blacklisted in credit bureau. You will not get any loans in future. It would be very hard to recover.
- Ghost Lending** – Your neighbor is in need of some money and she has taken a loan on behalf of her uncle and her uncle is paying her Rs. 2000 as commission. What advice do you have for her?

**Ans:** You will have to pay back if your uncle runs away. You will become defaulter and then your name will be blacklisted in credit bureau! Then you will not get a loan when you are in need. Take loans for specific purposes or if you are in need. You will be responsible for the loan that you have taken.
- Savings** – Your son is in standard 7 and he wants to be a doctor. What will you do from now to ensure you are able to pay for his education?

**Ans:** Depending on the amount required in future, I will calculate how much I need to save per day and I will start saving from right now.
- Credit Bureau** – You are currently a customer and have taken loans from 3 MFIs. You have just now heard about how the credit bureau is going to be implemented, what will you be doing to ensure you stay on the good customer list?

**Ans:** I will repay all my installments properly. I will drop out from at least 1 MFI. I will stay back with only 1 or 2 good MFIs. I will have proper documents.

7. You need to borrow a loan from 1 MFI for your daughters education, what do you need to do and what kind of documents do you need to have to ensure you have a good chance to get loans?  
**Ans:** Proper documents should be there. I must have repaid the first loan properly. Maintain a good track record with credit bureau.
8. She has taken a loan from an MFI and is unable to repay. What are her options and what will she do?  
**Ans:** Should ask her group members so that they would help her by paying her dues. If the problem is persistent then customer and group member has to approach the branch staff for a solution.
9. Write on the whiteboard the following things this customer has spent for the month: Rs.2000 on rent, Rs.1500 for ration, Rs.200 for electricity, Rs.150 for her mobile phone, Rs.300 for her child's education, Rs.1000 for her loan payment. Ask the customer to tell you the total amount of money spent during the month with the help of her calculator. Tell her that the monthly income for her household is 8000. Ask her to calculate how much money she has left and what she is going to do with it?  
**Ans:** Total the expenditure & subtract it from the income. **8,000 (-) 5,150 (=) 2850**  
 I will save this surplus for future needs and unforeseen events (here customer can tell us about her own plans like "I will save it for my daughter's education)
10. The customer would like to buy a fridge for her petty shop. She is looking at getting it a year from now. She has been told that she can purchase a second hand fridge for Rs.6000. She does not want to borrow to get it but would ideally like to save per day and buy the fridge. Ask her to calculate how much she needs to save per day to buy the fridge with the help of her calculator?  
**Ans:**  $6,000 \div 365 (=) 16.43$  (Rs.17) Per day savings
11. Tell the customer that she is unable to open a bank account because she doesn't have the proper documents. Ask the customer what her other choices are and what documents does she require and how can she get them?  
**Ans:** Post office, Chit Fund – regulated chit funds only, Savings community – if the members and leaders are good then only, Pigmy Etc. Documents required are Address Proof, Photograph, ID Proof as per institution protocols.
12. Ask one customer to explain the whole process of the credit bureau? Show her the flip chart so it will help her explain.  
**Ans:** Customer will submit loan application to MFI  
 MFI will send customer details to Credit Bureau  
 Credit Bureau will check the customer's credit history and give the information to MFI  
 If customer record is good then customer will get loan, otherwise not
13. Pick one customer and tell her that her daughter is going to be married in a year. Tell her that her budget is Rs.40,000. Ask her how she is going to cut down her expenses to ensure she stays within budget?  
**Ans:** I will not hire a hall for this, I will do this in an open area at my locality or at Temples, Churches etc.  
 Printing of simple wedding cards. Reduce number of varieties of food. Reduce expenses on clothes. Reduce expenses on jewelry etc
14. Ask one customer to list out 5 needs and 5 wants. Write them on the board. If you feel like she has listed a want for a need then ask her what is more important - her example or education for her children?  
**Ans: Needs:** Ration, Water, Rent, Electricity bill, Medical expenses  
**Want:** Purchase of costly clothes, Festivals, DVD & TV, Parties, Trips, Birthdays
15. Ask a customer to tell you 3 benefits of maintaining a financial diary?  
**Ans:** (1) I can figure out my exact household income (2) I can see where I am spending money unnecessarily and where I can cut down (3) I can estimate how much I can save (4) I can avoid borrowing excessively beyond my capacity
16. Ask a customer what she should be careful of before she saves with a community savings group?  
**Ans:** (1) Credibility of leader/agent and group members (2) Safety of my savings (3) They should know the benefits (interest) savings.
17. Ask a customer what the moral of the Chintu/Hara story was? Ask her if there is anything in her life she thinks she needs to save for?  
**Ans:** Should save daily for future needs and unforeseen events  
 Should work hard when I am fit and younger and save for my future needs and emergencies.
18. Tell her that her children have been non stop asking her to get them a color TV so they can watch cricket. Ask her if she is planning on getting a TV - how will she go about doing so?  
**Ans:** I won't borrow money to buy TV. I will find out the cost of TV & fix target to save on daily basis so that I will be able to get it after 6 months.





TIME/ MATERIAL	SESSION - 4 GRADUATION and Certificate Distribution	METHODOLOGY/ NOTES
<p>TOTAL DURATION: 10 minutes</p>	<p>Tell the customers to stand up and say the pledge!</p> <p>Trainer: <b>BUDGETING</b> Customer: <b>USE MY MONEY WISELY</b></p> <p>Trainer: <b>SAVINGS</b> Customer: <b>I CAN DO IT!</b></p> <p>Trainer: <b>SAVING &amp; BORROWING SERVICES</b> Customer: <b>KNOW MY OPTIONS</b></p> <p>Trainer: <b>DEBT MANAGEMENT</b> Customer: <b>HANDLE WITH CARE!</b></p> <p>Trainer: <b>FINANCIAL NEGOTIATIONS</b> Customer: <b>COMMUNICATE WITH CONFIDENCE!</b></p> <p><b>I AM NOW A RUPEE RANI!</b></p> <p>Tell the customers that only the ones that went through all 5 modules will get the certificates. The certificates will help them in some way with future loans from Ujjivan but their diary will also be checked so to maintain them properly and honestly. The ones that missed sessions will need to sign up for a special session on a later date and complete the Program before they can get a certificate. Tell them to sign up with you at the end of the session. Start distributing the certificates.</p> <p>Once you are done CONGRATULATE and tell them that they have now completed the Diksha Program successfully and are Ujjivan's Rupee Rani's. Tell them that they now need to continue maintaining their diary and should ask for another one once the six month are done. Tell them that their CRSs will help them maintain the diary if they have trouble remembering what to do.</p> <p>Tell them that like Dukhi, you hope they make the right choices and now have the knowledge to do so. Tell them you hope all their dreams come true and you hope Parinaam &amp; Ujjivan can help them attain the same. Ask the women who have signed up for saving accounts to stay behind so you can plan out what the next steps are for them and</p> <p>END THE SESSION &amp; THE PROGRAM!</p>	<p><b>Graduation Ceremony</b></p> <p>MATERIAL: 1. Certificates</p> <p>NOTES:</p>

TIME/ MATERIAL	SESSION 5 - Feedback and Conclusion	METHODOLOGY/ NOTES
TOTAL DURATION: 15 minutes	<p><b>SAVINGS ACCOUNTS:</b></p> <ul style="list-style-type: none"> <li>-Make sure all documents are ready. Figure out a convenient time for the customers and the CRSs to go open accounts at the Bank/Postoffice they have chosen.</li> <li>-Inform the CRSs on the same and ensure that it happens for all the customers through follow up with AMs and PMs.</li> <li>-Make a final list of all customers that want to start an account and the documents available with them.</li> </ul> <p><b>SPECIAL SESSION:</b></p> <ul style="list-style-type: none"> <li>-List down the women that need to have an extra session and note down which module they have missed.</li> <li>-Tell them you will inform their CRS on when the special session will be conducted once you plan it out.</li> <li>-Only if they miss one session can they attend "Session 6" and catch up. NOT more than one session.</li> </ul> <p><b>Tell them that you will only be able to certify them if they are maintaining their diaries properly. They can buy a second diary from the branch at a minimum cost.</b></p>	NOTES:

### Rupee Rani Advising Activity:

Request a volunteer from each group. Have the volunteers stand to one side. Assign each group of women one of the five tools. The insurance group is also responsible for pensions. Explain that as Rupee Rani, they are able to advise people on how this tool can help them. Make sure that each group is comfortable with how their financial tool works and when it can be used. Branch staff should circulate to make sure that each group understands their tool. While branch staff is circulating, talk to each volunteer and tell them that they will be presenting a story about a fictional problem in their life to see which group can propose a financial tool as a solution. They can make up details for their story, but the trainer provides the basic plot

Volunteer 1 is an Ujjivan customer who is very worried about her family's future. She is worried about what would happen to them if she wasn't around to work, and it also worried about what will happen to her when she is no longer able to work in her old age.

Volunteer 2 has a petty shop, but she has noticed that there is a space for rent across the street that would give her room to sell a much better variety of goods with higher prices. She dreams of growing her shop into a small store, which she is confident, will be profitable, but she needs a large investment to rent the new space and buy more products

Volunteer 3 just got a job in a national restaurant chain that deposits her pay directly into her bank account. She is glad that she doesn't have to worry about carrying around cash, or cashing her pay check, but she needs to know when the payments are deposited to make sure that she can withdraw money for her groceries.

Volunteer 4 has decided to take out an individual loan. She is nervous about walking home with Rs. 10,000s.

Volunteer 5 has noticed that several of her neighbors have been robbed recently. She does not want to keep money in the house, so she opens a bank account. Since she keeps all of the money in her account, she needs an easy way to get it out when she goes shopping.



After each volunteer has presented her story, ask for groups to suggest a tool that might help this woman. The group that is responsible for a specific tool needn't be the group to suggest it, but the group that is responsible for the tool should be able to explain how it can help the volunteer.

### The Order of Flip Charts: Module 5



1



2



3



4



5



6

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Development/Concept:

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Design:

**Ganesh Das**

Illustrations:

**Auto Edit Production**

Sukhi & Dukhi Story:

**Anubha Agarwal**



**unituslabs**

Grape Garden

No.27, 3rd 'A' Cross, 18th Main, 6th Block, Koramangala

Bengaluru - 560 095, India

Telephone: +91 (80) 4071 2121