### LIST OF CHARTS

<table>
<thead>
<tr>
<th>Chart</th>
<th>Particulars</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Model of ICICI Bank</td>
<td>55</td>
</tr>
<tr>
<td>6.2</td>
<td>Three C to scaling microfinance and the SKS solution</td>
<td>176</td>
</tr>
<tr>
<td>7.1</td>
<td>Microfinance Institution</td>
<td>220</td>
</tr>
<tr>
<td>7.2</td>
<td>Gender</td>
<td>221</td>
</tr>
<tr>
<td>7.3</td>
<td>Age</td>
<td>222</td>
</tr>
<tr>
<td>7.4</td>
<td>Earning Per Month</td>
<td>223</td>
</tr>
<tr>
<td>7.5</td>
<td>Training</td>
<td>224</td>
</tr>
<tr>
<td>7.6</td>
<td>Training by MFI</td>
<td>225</td>
</tr>
<tr>
<td>7.7</td>
<td>Working Environment</td>
<td>226</td>
</tr>
<tr>
<td>7.8</td>
<td>Development of Staff</td>
<td>227</td>
</tr>
<tr>
<td>7.9</td>
<td>Acceptance of Suggestions</td>
<td>228</td>
</tr>
<tr>
<td>7.10</td>
<td>Team Work</td>
<td>229</td>
</tr>
<tr>
<td>7.11</td>
<td>Overall Management</td>
<td>230</td>
</tr>
<tr>
<td>7.12</td>
<td>Work Culture</td>
<td>231</td>
</tr>
<tr>
<td>7.13</td>
<td>Expected Growth</td>
<td>232</td>
</tr>
<tr>
<td>7.14</td>
<td>Communication by HR Department</td>
<td>233</td>
</tr>
<tr>
<td>7.15</td>
<td>Leaving MFI</td>
<td>234</td>
</tr>
<tr>
<td>7.16</td>
<td>Reason for leaving job</td>
<td>235</td>
</tr>
<tr>
<td>7.17</td>
<td>Impact on MFI</td>
<td>236</td>
</tr>
<tr>
<td>7.18</td>
<td>Work other than Microfinance</td>
<td>237</td>
</tr>
<tr>
<td>7.19</td>
<td>Customer Awareness about Schemes</td>
<td>238</td>
</tr>
<tr>
<td>7.20</td>
<td>Information about Schemes</td>
<td>239</td>
</tr>
<tr>
<td>7.21</td>
<td>Handling Customer Query</td>
<td>240</td>
</tr>
<tr>
<td>7.22</td>
<td>Microfinance for Sustainable Development</td>
<td>241</td>
</tr>
<tr>
<td>7.23</td>
<td>Benefit of Microfinance</td>
<td>242</td>
</tr>
<tr>
<td>Section</td>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>7.24</td>
<td>Financial needs of Clients</td>
<td>243</td>
</tr>
<tr>
<td>7.25</td>
<td>Living Standards</td>
<td>244</td>
</tr>
<tr>
<td>7.26</td>
<td>Growth of Microfinance Industry</td>
<td>245</td>
</tr>
<tr>
<td>7.27</td>
<td>Government Intervention</td>
<td>246</td>
</tr>
<tr>
<td>7.28</td>
<td>Attention for Growth</td>
<td>247</td>
</tr>
<tr>
<td>7.29</td>
<td>Sector for Attention</td>
<td>248</td>
</tr>
</tbody>
</table>