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Responsible Finance India Report 2015: Client First: Tracking Social Performance Practices

By Alok Misra

Sage Publications India Pvt Ltd, India, 2016. Paperback. Book Condition: New. 280 x 216 mm. Language: English . Brand New Book. Responsible Finance India Report is the fifth annual report (earlier titled Microfinance India: The Social Performance Report) that captures the policy, strategy and practice elements of social performance of the sector catering to the financial services needs of the poor and the excluded. The report analyses the current state of practice of different channels on the globally accepted standards of responsible finance and social performance management. It assesses the existing practices and products and also documents the new initiatives to present a holistic analysis of the current state of the sector. It also highlights the role of policy in shaping the agenda of responsible inclusive finance and the need for the proactive role in institutionalising responsible finance practices. Going beyond the assessment of current performance of policy and practice, the report identifies emerging risks to client centricity and customer protection and suggests action for policy as well as institutions to strengthen the state of responsible finance.



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