

KASHF -SOCIAL PERFORMANCE DASHBOARD

As of June 2014.

Outreach	KPI 2014	Current	As on Dec 13	Progress
Clients from less developed regions	50%	47%	30%	↑
Clients living below defined poverty line/income Level	100%	100%	NA	↑
Clients with women-businesses	45%	45%	35%	↑
Households below 30 on Poverty score card	40%	36%	34%	↑
Appropriate Products & Services				
Client retention rate	70%	65%	63%	↑
Clients satisfied with the products	100%	98%	NA	↔
Reach an average loan amount of	30,000	27,600	25, 965	↑
Turnaround time	70%	63%	61%	↑
Business trainings (BIL) to clients cumulative	8,347	6,547	3,342	↑
Financial literacy trainings to clients cumulative	904,250	756,912	640,807	↑
Gender Equality				
Gender Balance	50%	49%	52%	↔
Female staff at different management levels	50%	46%	52%	↑
Staff attrition	16.0%	7.6%	13.7%	↔
Female board members	30%	36%	30%	↔
Responsible Finance				
Loans utilized for business purpose	100%	98%	100%	↔
Clients knowledge of KF's policies and procedures	100%	98%	NA	↔
CPC violations	less than 1%	0.02%	0.5%	↔
Impact				
Clients' increase in income from business	20%	64.0%	81%	↔
Clients' increase in savings	40%	79.0%	56%	↑
Decrease in domestic violence in clients' house	50%	67%	NA	↔