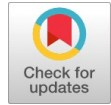


# Examining the Financial Inclusion Index to Determine the Financial Inclusion Status in India

Ramzi Abdullah Ahmed Hassan



**Abstract:** Globally, the issue of financial inclusion is crucial, especially in poorer nations where access to financial services is frequently constrained. To increase financial inclusion in India, the government has implemented various laws and programs, but it is crucial to evaluate their success and identify areas for improvement. This study focuses on the financial inclusion initiatives and policies implemented in India. The research assesses the homogeneity and contrast of government actions, as well as the interaction between the banking sector and society. A descriptive analysis method and secondary data from RBI reports and World Bank FDI indicators were used. The results of this study imply that the government's programme has made some progress towards boosting access to financial services, particularly in rural areas. This study outlines areas for emphasising increased financial inclusion in India. Future actions could include improving access to financial services for underprivileged demographics.

**Keywords:** Financial Inclusion, India, Financial Inclusion Index, Economic Reform, Accessibility, Financial Services JEL Classification G2, G20, F63, G51, O10

## I. INTRODUCTION

Before India's economic reforms, the proportion of rural bank offices to all banks was high, reaching 56.92%. However, this proportion steadily decreased after the economic reforms, reaching less than 50% in 1998. For various reasons, including poor attendance, which was a primary cause of bank transformation and resettlement, more than 10% of rural bank branches were either closed or relocated to more lucrative areas. Therefore, the propensity to leave rural areas had a detrimental effect on the weak sector's ability to acquire financing in the weak areas [1]. Finance access initiatives should, at the very least, give access to a range of financial services, including savings. Long-term and short-term credit, insurance, pensions, mortgages, money transfers, and other services at affordable prices. Of India's 19.9 million households, just 6.82 million have access to financial services. Of India's 13.83 crore rural households, just 4.16 crore have access to basic financial services. Urban families only have access to banking services in 49.52% of cases. Over 41% of adults in India don't have a bank account.

The Committee of Financial Inclusion, led by Dr. C. Rangarajan (2008), noted that financial inclusion must be carried out in a mission mode.

Furthermore, it is suggested that a National Mission for Financial Inclusion (NMFII) be established, comprising representation from all stakeholders. The Committee aims to suggest necessary general policy changes and assist stakeholders, including private and non-profit sectors, in promotional initiatives [1]. Although "financial inclusion" is now a widely used term, it has been employed in India for a considerable time. To entice commercial banks to establish branches in rural regions, the Reserve Bank of India has made an effort. Priority sector financing was established to provide loans to agriculture and small- to medium-sized companies. Additionally, institutions explicitly tailored for rural regions, such as Rural Cooperative institutions, were founded. To finance small and medium-sized enterprises and rural areas, the government established national agencies like NABARD and SIDBI. No-Frill Accounts: In November 2005, the RBI asked banks to offer no-frills savings accounts, enabling previously excluded individuals to open savings accounts. People usually need to maintain a minimum level in their savings accounts, and most banks now provide several services in addition to them. No-frills accounts offer no additional amenities and don't require a minimum balance, thereby lowering bank and customer expenses. No-frills accounts climbed from around 0.4 million to 6 million between March 2006 and March 2007, with public sector banks accounting for most of the growth [2].

The number of no-frills accounts in private sector banks climbed from 0.2 million to 1 million within the same period. Foreign banks did not significantly rise.

The introduction of General Purpose Credit Cards (GCC) with a limit of up to Rs. 25,000 has been requested of banks for their rural and semi-urban branches. GCC is an ongoing credit that enables withdrawals up to the sanctioned limit by the account holder. A review of household financial flows can be used to determine the purpose restriction, and the boundaries are imposed regardless of security or purpose. The facility's interest rate is deregulated. A straightforward system for the one-time settlement of past-due debts up to Rs. 25,000 has been proposed. Banks have been particularly informed that debtors whose debts have been resolved through the one-time settlement plan could re-enter the official financial system and receive new credit. The Indian government established a Committee to Enhance Financial Inclusion in India on June 22<sup>nd</sup>, 2006. The Committee released its findings in January 2008 [3].

The study provides an in-depth analysis of financial inclusion, which supports the following statistics: 51.4 per cent of agricultural

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\* Correspondence Author (s)

Mr. Ramzi Abdullah Ahmed Hassan\*, Ph.D. Research Student, Department of Economics, Swami Ramanand Teerth Marathwada University, Nanded City (Maharashtra), India. Email: [captinrmzy@gmail.com](mailto:captinrmzy@gmail.com), ORCID ID: [0000-0003-1660-731X](https://orcid.org/0000-0003-1660-731X)

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households lack access to both official and informal financial resources.

Farmer families have access to only 27% of official credit, and a third of this group borrows from non-formal sources. Overall, 73% of agricultural households lack formal financial access [1]. However, adequate measures must be developed by the government, financial regulators, and policymakers to realise the aim of financial inclusion. Financial inclusion will increase the nation's GDP once the objective is achieved, as shown by more robust national income growth, credit with diversified risk, cheaper exchange costs, and wage spillovers. 27% of the population lives in poverty in a country like India, where there are 1.25 billion people, 23 different languages are spoken, and 71% of people live in rural regions. This is undoubtedly a challenging task that calls for more consistent, committed efforts [4].

In 90% of economies, the primary financial regulator is responsible for at least some components of the financial inclusion agenda, according to Financial Access (2010) by CGAP. It was shown, however, that encouraging access to credit and deposit services is more likely to focus on financial regulators in low- and middle-income nations [5]. Despite the nation's recent successful economic growth rates, which have exceeded those of most affluent countries, many people remain unbanked. Financial Inclusion in India aims to change the dynamics by making financial services accessible to the poor at a fair cost; yet, as it is a relatively new socio-economic concept, people with low incomes may not be aware of it and may be unable to afford it. Global trends support the expansion of financial services to all societal sectors as essential to inclusive development and progress. All parties involved—banks and intermediaries, NBFCs, and the excluded urban population—can benefit from financial inclusion. Intermediaries known as Business Correspondents (BCs) will represent these banking and financial institutions in their dealings with end-users as their executors and faces. At the same time, Banks will manage their basic infrastructure and services. Portable terminals such as Tablets (GSM-enabled), a portable biometric scanner, smart card swipe devices, and thermal Bluetooth printers would be available to conduct online banking operations while out in the field. Once an institution has been approved as a UIDAI user, the USDA will provide certification and a customer intelligence report via NPCI or NSDL. It is crucial to support breadwinners in managing their finances and streamlining incoming and outgoing payments as income increases and, consequently, savings improve in rural areas. An inclusive approach to financial and banking will only be reinforced in rural areas if people can open simple, no-frills current and savings accounts, easing KYC norms and directly crediting social benefits to account holders [4]. Today's growing economy requires financial inclusion, which involves providing unbanked individuals with access to banking services. Financial inclusion has advanced and increased due to the numerous actions these economies are taking to ensure their citizens have access to banking services. Based on statistics from 2011, 2014, and 2018, there has been a global increase in the number of financial institution accounts, leading to increased financial inclusion among nations. Financial inclusion is more advantageous for Lower Middle-Income Countries, especially India, than for other Lower

Middle-Income Countries. This indicates that India does far better than Pakistan, Bangladesh, and Brazil [5]. The formal financial system must address two key demands: the need for increased financial literacy and awareness of financial inclusion, as well as the concerns of financial counsellors among farmers. Indian banks and financial market participants should seriously consider supporting such programmes as part of their corporate social responsibility. Banks should offer a full-day seminar for small borrowers, particularly those in their client base, including farmers. To be allocated to this region, much work and engagement are required [6].

**Case description:** India's government and banking regulators recently prioritised financial inclusion. To increase financial inclusion, the government established a committee in 2006, which published a report in 2008 outlining the stark discrepancies in access to financial services across the nation, particularly in rural regions and among households with farmers. The government and financial regulators have implemented several policies and initiatives to address these issues, including the introduction of specific products such as RuPay and the Financial Access Survey, as well as the relaxation of Know Your Customer (KYC) regulations. These initiatives aimed to enhance access to financial services for underserved communities and boost the nation's GDP through increased national income growth, diversified risk credit, lower exchange costs, and wage spillovers. The effectiveness of these therapies has not yet been thoroughly assessed. This study utilises secondary data from RBI reports and FDI indicators from the World Bank website to evaluate the homogeneity and contrast of governmental actions, as well as the interaction of the banking system with society. It also applies ANOVA and T-test to assess the impact of these policies and initiatives on financial inclusion in India. If available, the cost information related to these treatments will also be examined to determine their viability and efficacy [7].

## II. OBJECTIVE:

- 1) Gaining an understanding of the reality of financial inclusion indicators
- 2) Determine the various types of financial inclusion indicators, both globally and locally.
- 3) To assess the performance of Indian banking policies and their impact on the financial inclusion index.
- 4) Make recommendations to improve financial inclusion by noting the periods and reforms associated with that period.

## III. HYPOTHESIS

**Hypothesis 1:** The values of access, usage, quality, and F-Index have dramatically grown over time, showing a positive trend in the effectiveness and impact of the research.

**Hypothesis 2:** There are substantial variances in the quality, usage, and F-Index values throughout the years, indicating changes in the usability, accessibility, and effect of research over time.

**Hypothesis 3:** Improvements in research availability and utilisation, which positively influence the impact and quality of the research, are



principally responsible for the observed increase in the F-Index values.

#### IV. RESEARCH METHODOLOGY

A descriptive analysis approach was employed in this study. It is based on secondary information from the World Bank and Reserve Bank of India websites, including FDI indicators and RBI releases. To illustrate the contrast and homogeneity of governmental actions, as well as the interaction of the financial system with society, the ANOVA and T-test will be used.

##### A. Development of Financial Inclusion in India

The volume and complexity of the Indian banking sector have increased considerably during the last several decades. There are concerns that banks have been unable to include a sizable portion of the population, especially the disadvantaged, in the benefits of basic banking services, despite significant gains in all areas of financial sustainability, profitability, and competitiveness. The Indian government investigated the reasons for financial exclusion and developed plans to ensure that the poor and vulnerable were included in the economic system. According to data from the Reserve Bank of India, as many as 139 districts in India have severe financial exclusion, with adult populations per branch reaching 20,000 and barely 3% acquiring bank loans [8]. Based on the premise that each adult has just one bank account, which is not the case, real coverage is likely to be lower. However, 59 per cent of the adult population in India overall has bank accounts. As a result, 41% of the populace lacks access to banking services [9].

39% of rural regions have financial inclusion coverage, compared to 60% of metropolitan areas. Poorer parts of the nation have greater rates of the unbanked population, with the most significant concentrations in the North-Eastern and Eastern regions. Financial inclusion may improve the economic condition and living standards of the poor and disadvantaged, but the causes may vary from country to country, as does the method. Following the Rangarajan Committee's recommendations in 2008, the term "financial inclusion" was first introduced as a project for policymaking in the banking industry. When banks saw how important it was to reach out to more people to expand their operations, stakeholders' interest started to develop [10]. When financial services were first introduced, disadvantaged groups, including socially excluded individuals and low-income households, received basic savings accounts and affordable access to quality credit. However, in the past, financial services were mostly restricted to metropolitan centres and large cities. It has been an essential part of banks' operations since the RBI notified all public and private banks that they must provide a board-approved three-year Financial Inclusion strategy starting in April 2010, illustrating the coverage of unbanked communities with more than 2000 residents and those with fewer than 2000. Certain goods, including credit allowance, were introduced to serve the economically excluded sectors. In March 2012, NPCI instructed Kisan Credit Cards (KCC), General Credit Cards (GCC), and other key industries to include Financial Inclusion strategies and Benchmarks in their business strategies. Launching the native Indian debit card RuPay was

one of the linked events. Establishing better digital transformation and enabling quicker adoption of debit card culture has been a game changer [11].

To ensure financial inclusion for the underprivileged and vulnerable, the Indian government examined the reasons for financial exclusion and developed effective methods. Data from the Reserve Bank of India indicate that up to 139 districts in India experience severe financial exclusion, with more than 20,000 adults residing in each district and only 3% of them acquiring bank loans. Assuming each adult has only one bank account (which does not hold in practice; thus, the actual coverage is likely lower), 59% of adults in India have a bank account. As a result, 41% of the populace lacks access to banking services. 39% of rural regions have financial inclusion coverage, compared to 60% of metropolitan areas. As a result, 41% of the populace lacks access to banking services—Financial participation. Rural areas only cover 39% of financial inclusion, compared to 60% in metropolitan areas. As a result, 41% of the populace lacks access to banking services. 39% of rural regions have financial inclusion coverage, compared to 60% of metropolitan areas. Poorer parts of the nation have greater rates of the unbanked population, with the most significant concentrations in the North-Eastern and Eastern regions. All attempts are being made because financial inclusion may improve the financial status and living level of the poor and disadvantaged, even though the motivations and techniques may vary from nation to nation [12].

The Pradhan Mantri Jan Dhan Yojana (PMJDY), a National Mission on Financial Inclusion encompassing an integrated strategy to achieve full financial inclusion for all families in the country, was launched nationwide in August 2014. Every family was required to have access to at least one basic banking account under the scheme, along with facilities for credit, insurance, and pensions [13].

##### B. Financial Inclusion Indicators

- The typical financial inclusion indicators include the number of bank accounts per adult, geographic and demographic branch penetration, geographic and demographic ATM penetration, demographic deposit penetration, demographic credit penetration, deposit income ratio, credit income ratio, and cash deposit ratio [8].
- The International Monetary Fund, or "IMF" Policymakers, can utilise the Financial Access Survey, a supply-side dataset on access to financial services introduced in 2009, to help them gauge, monitor, and compare progress against peers. The FAS is developed using administrative data from central banks and other financial authorities. The collection spans over 15 years and comprises 121 time series on financial access and use from 189 countries, facilitating international comparisons. The FAS releases 70 indicators adjusted for GDP, land area, and adult population size [14]. (GDP) The information is classified according to the financial service provider (commercial banks, credit unions, and microfinance institutions) and the type of financial service. In 2014, the FAS began collecting mobile





money data; in 2017, it began collecting gender-disaggregated data. The IMF's data are currently being used to help the FAS for Decisions (D40) Fund, established in June 2018 [15].

- AFI with the overarching goal of enhancing financial inclusion at the local, national, and international levels. Governed and owned by its member central banks and financial regulatory bodies, the Association for Financial Inclusion (AFI) is a policy leadership group. Through its cooperative methodology, which blends peer learning, information exchange, and peer transformation, AFI works with regulators, international organisations, and business sector leaders to develop feasible solutions and support the implementation of key policy reforms. The idea behind AFI was that expanding and improving financial inclusion programmes required an international network for knowledge exchange [16].
- The AFI network has invested heavily in this platform over the years, with the help of donors and partners, and it is producing tangible results [16]. Participating nations are expected to pledge to track and share their indicators, allowing them to be compared with those of other economies. The AFI Core Set of Financial Inclusion Indicators was developed to provide policymakers and regulators throughout the AFI network with a common starting point for gathering information on the critical aspects of financial inclusion and creating national regulations. This policy model aims to persuade organisations that are just starting to collect data on financial inclusion to utilise the AFI Core Set and the extensive array of information products and resources offered by AFI to gauge and monitor the financial inclusion policies they have implemented.
- Findex Core Indicators globally: Financial inclusion is necessary for development. The Global Findex Database has been disseminating data on the accessibility of financial services globally since 2011. The 2021 version includes changes to the indicators for official and informal financial services, electronic payments, and economic resilience practices. Based on surveys of 125,000 adults conducted during the COVID-19 pandemic in 123 economies, discrepancies in access to and use of financial services by women and low-income individuals are revealed. The database, released every three years, includes 300+ variables related to ownership, payments, savings, credit, and resilience. Data, including gender, income, labour force participation, age, and rural vs urban domicile, are given by nation, region, and income level. There are indicators for 2021, 2017, 2014, and 2011 [17].
- Global Partnership for Financial Inclusion (GPFI): The GPFI is a platform for G20 countries, non-G20 countries, and stakeholders to enhance financial inclusion initiatives. It implements the Seoul-adopted G20 Financial Inclusion Action Plan. The GPFI, which was introduced on December 10 in Seoul, promotes peer learning, information sharing, lobbying for policy changes, and cooperation between G20 and non-G20 countries. Enhancing coordination and collaboration among various stakeholders at the national, regional, and global levels is the goal of Action Item 6 of the G20 Financial Inclusion Action Plan [18].

- The implementation was driven by the Alliance for Financial Inclusion (AFI), the Consultative Group to Assist the Poor (CGAP), and the International Finance Corporation (IFC). In 2012, the World Bank Group and the SME Finance Forum were added as Implementing Partners. In 2013, the OECD (Organisation for Economic Co-operation and Development) joined as an Implementing Partner. In 2014, the International Fund for Agricultural Development (IFAD) and the Better Than Cash Alliance joined as Implementing Partners. The GPFI assists nations in implementing the G20 Principles for Innovative Financial Inclusion, including enhancing statistics for measuring financial inclusion and developing methods for setting goals. Her Majesty Queen Maxima of the Netherlands, an honorary patron, promotes financial inclusion internationally by emphasising the harmony of policy measures and involving pertinent parties. Queen Máxima previously chaired the G20 SME Finance Data Working Group before the GPFI's launch at the G20 Summit in Seoul. (UNSGSA) [19].
- Sarma (2008) created a financial inclusion index for 54 nations as part of his research. The index (IFI) measures a nation's financial sector's inclusivity, considering factors including banking penetration, service accessibility, and system utilisation. IFI combines these dimensions into a scale from 0 to 1, where 0 denotes total exclusion and 1 denotes total inclusion. India had a pitiful IFI of 0.170, ranking it 50th. It scored (D2, AVAIL 0.080; D3, USAGE 0.271) in terms of penetration, availability, and usage, respectively. The availability score for India was inferior. This study aims to calculate the financial inclusion index for various states, taking into account all relevant aspects. Ratings for penetration, accessibility, and usage were (D2, AVAIL 0.080; D3, USAGE 0.271). India scored poorly in terms of availability compared to other factors..

In October 2017, India's Government formed a Task Force (TF) to propose dimensions for the Financial Inclusion Index. The TF's report was due in August 2020, retaining the methodology but adding indicators. The "quality" dimension was included, defining weighting distribution and target values [20].

The Reserve Bank's FI index is weighted at 35%, 45%, and 20% for "access," "use", and "quality" dimensions, respectively, emphasising the in-depth aspects.

- The 'Access' sub-indicator has four dimensions: 'Banking,' 'Digital,' 'Pension,' and 'Insurance.' It reflects supply-side efforts, including infrastructure availability and access to excluded sectors. Twenty-six indicators encompass banking outlets, banks, non-banking financial companies (NBFCs), post offices, savings accounts, and other relevant entities. To assess banking outlets, savings accounts, micro-savings, cards, e-payment infrastructure, JAM ecosystem, pension plans, and offices, 26 indicators were chosen across four dimensions. Services like pensions, life insurance, and non-life insurance are included.
- The "Usage" sub-indicator comprises five dimensions: credit, digital, insurance, savings and investments, and retirement. It includes



52 metrics that reflect the active usage of financial infrastructure for remittances, investments, and insurance.

- The "quality" sub-index has three dimensions: "financial literacy," "consumer protection," and "inequality." It contains 19 metrics representing initiatives for public awareness, responsible financial services use, consumer rights protection, complaint handling, and measuring inequality using the Gini coefficient.

## V. DATA ANALYSIS

**Table 1: Comparing Financial Inclusion Tools (Resource RBI Report)**

Years	Access	Usage	Quality	F-Index
Mar-17	61.7	30.8	48.5	43.4
Mar-18	63.9	33.7	51.4	46
Mar-19	67.5	38.7	52.6	49.9
Mar-21	73.3	43	50.7	53.9

With some quality variations, the data over time reveals a favourable trend in access, consumption, and research effect (F-Index). The access figures show the proportion of access

to research material, which steadily climbed from 61.7% in March 2017 to 73.3% in March 2021. This indicates that access to research materials has improved over time. With some quality variations, the data reveals a favourable trend in access, consumption, and research effect (F-Index).

The usage figures show the proportion of utilisation or consumption of the research material. They grew steadily from 30.8% in March 2017 to 43% in March 2021. This suggests that the research materials have been utilised more frequently over time.

The quality values changed throughout time, indicating changes in the study material's overall quality rating. The highest quality value was recorded in March 2019 at 52.6%; however, in March 2021, it declined somewhat to 50.7%. The F-Index combines access, utilisation, and quality values to evaluate the research effect. The F-Index values increased from 43.4% in March 2017 to 53.9% in March 2021, demonstrating a favourable trend. This suggests that the influence of research has increased over time.

**Table 1: Anova: Single Factor. Source (Primary Data)**

Anova: Single Factor

### SUMMARY

Variance	Average	Sum	Count	Groups
25.66667	66.6	266.4	4	Column 1
29.13667	36.55	146.2	4	Column 2
2.966667	50.8	203.2	4	Column 3
21.07333	48.3	193.2	4	Column 4

### ANOVA

F crit	P-value	F	MS	df	SS	Source of Variation
3.490295	6.17E-06	31.03044	611.6358	3	1834.908	Between Groups
			19.71083	12	236.53	Within Groups
				15	2071.438	Total

**Table 2: t-Test: Paired Two Sample for Means. Source (Primary data)**

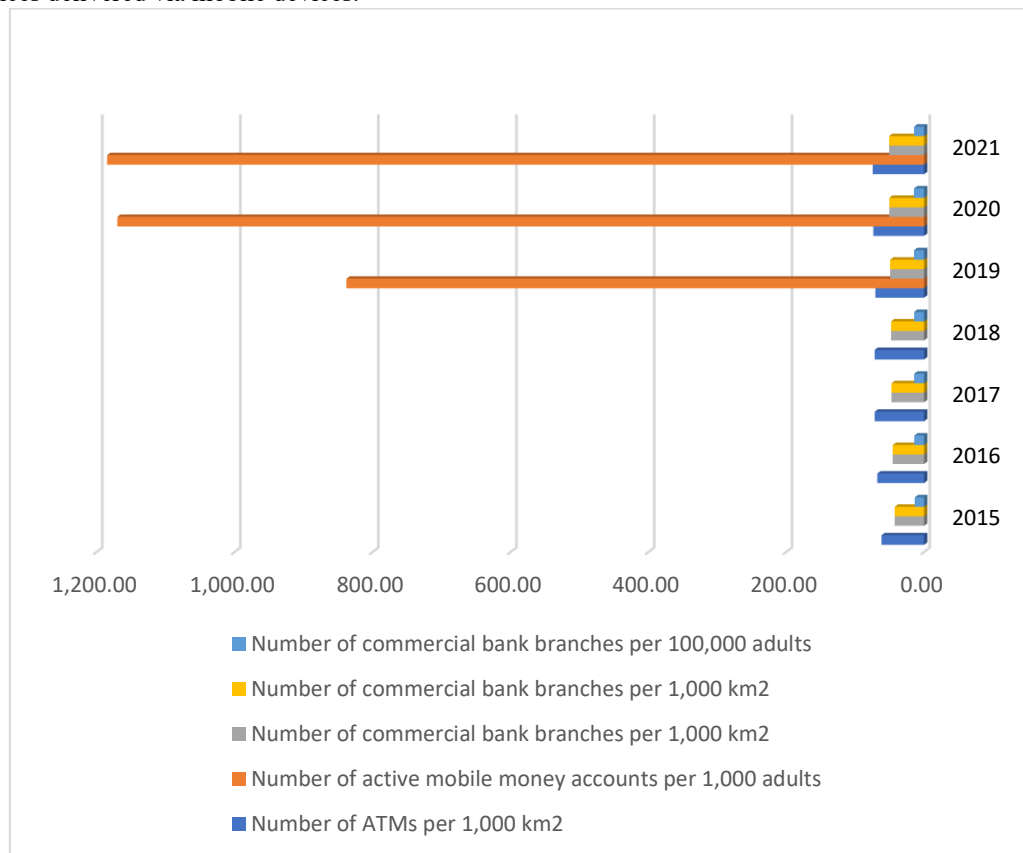
t-Test: Paired Two-Sample for Means		
Variable 2	Variable 1	
55.225	46.1	Mean
166.1292	163.5	Variance
4	4	Observations
	0.933867	Pearson Correlation
	0	Hypothesised Mean Difference
	3	df
	-3.9079	t Stat
	0.014882	P(T<=t) one-tail
	2.353363	t Critical one-tail
	0.029764	P(T<=t) two-tail
	3.182446	t Critical two-tail

# Examining the Financial Inclusion Index to Determine the Financial Inclusion Status in India

**Table 3: Financial Inclusion in India Indicators– IMF Data-. (Source: RBI)**

---	2015	2016	2017	2018	2019	2020	2021
Number of ATMs per 1,000 km <sup>2</sup>	61.93	67.96	71.83	71.86	70.66	73.67	74.58
Number of active mobile money accounts per 1,000 adults.	-	-	-	-	838.03	1,170.05	1,184.86
Number of commercial bank branches per 1,000 km <sup>2</sup>	42.64	45.62	47.31	48.00	49.25	50.54	50.72
Number of commercial bank branches per 100,000 adults	13.52	14.21	14.49	14.46	14.60	14.75	14.58

According to Table 2, the number of ATMs per 1,000 km<sup>2</sup> progressively grew from 2015 to 2021, reaching 74.58 in that year. Additionally, there were 1,184.86 active mobile money accounts per 1,000 individuals in 2021, a considerable increase from 2019. Parallel to this, there was a progressive rise in the number of commercial bank branches per 1,000 km<sup>2</sup>, reaching 50.72 in 2021. However, throughout the same period, the ratio of commercial bank branches per 100,000 individuals mainly remained steady, reaching 14.58 in 2021. Collectively, these developments indicate an increase in accessibility and a rise in the use of financial services delivered via mobile devices.



**Figure 1: Comparing FI Tools. Source: RBI**

## VI. RESULTS AND DISCUSSION

Based on the provided data, the result of testing hypotheses is:

**Hypothesis 1:** The access, usage, quality, and F-Index values have significantly increased over the years, indicating a positive trend in the research performance and impact.

The data support this hypothesis. The access values increased from 61.7% in March 2017 to 73.3% in March 2021, indicating improved accessibility to research materials. The usage values also increased from 30.8% to 43% over the same period, indicating a higher consumption or utilisation of research material. Additionally, the F-Index values increased from 43.4% to 53.9%, demonstrating an overall improvement in research impact. Thus, the data suggest a positive trend in research performance and impact.

**Hypothesis 2:** There are significant differences in the access, usage, quality, and F-Index values among the different years, suggesting variations in research accessibility, utilisation, and impact over time.

The ANOVA results support this hypothesis. The between-groups analysis yields a significant F-value (31.03044) with a p-value of 6.17E-06, indicating substantial differences among the years in terms of access, usage, quality, and F-Index values.

Therefore, the data suggest variations in research accessibility, utilisation, and impact over time.



**Hypothesis 3:** The observed increase in the F-Index values is primarily driven by improvements in research access and usage, contributing to enhanced research impact and quality. The data partially support this hypothesis. While there is evidence of improvements in research access and usage over time, the quality values show some variations. The quality rating slightly declined from 52.6% in March 2019 to 50.7% in March 2021. However, the overall increasing trend in the F-Index values suggests that improvements in access and usage have contributed to enhanced research impact. Further analysis is required to understand the specific factors that influence quality ratings.

## VII. CONCLUSION

In conclusion, due to government initiatives and technological improvements, India has made significant progress towards financial inclusion. Millions of formerly unbanked individuals, particularly in rural areas, now have access to financial services due to the expansion of banking infrastructure, electronic payment methods, and innovative financial products. However, it is imperative to solve the remaining issues, including resolving the gender gap, enhancing financial literacy, and meeting the needs of marginalised populations, to achieve real and equitable financial inclusion. By prioritising these initiatives, India can open the door for a more inclusive and prosperous future for all its residents.

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Authors Contributions	I am the sole author of the article.

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## AUTHOR PROFILE



**Ramzi Abdullah Ahmed Hassan**, born on July 14, 1990, is a scholar and lecturer with a diverse academic background. Ph.D. Research scholar in Economics from Swami University, India. He holds a Master's in Islamic Economics from the Islamic University of Madinah. Ramzi has presented research papers at international conferences (India, Canada, Yemen, and Gojira), focusing on technology, financial inclusion, and Islamic banking's role in post-disaster reconstruction. Additionally, he has contributed to reputable journals with publications on Bitcoin, prize provisions, digital payments in Yemen and India, and the sale of maintenance guarantees in Islamic economics.

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