

*Dedicated to*

*my loving grandparents – Late Malina Rani Das,*

*Late Bakul Chandra Das, Late Indu Nag and Late Ashu Lal Nag*

## DECLARATION

I, Miss. Ankita Das, Research Scholar in the Department of Business Administration, School of Management Sciences of Tezpur University, Assam, hereby declare that this research work titled “**FinTech in Sustainable Financial Inclusion: Issues and Challenges in India with Special Reference to Assam**” is a bonafide work carried out by me under the supervision of Prof. Debabrata Das.

This work has not been submitted elsewhere for award of any other degree.

Place: Tezpur

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***Certificate of the Supervisor***

This is to certify that the thesis entitled **FinTech in Sustainable Financial Inclusion: Issues and Challenges in India with Special Reference to Assam** submitted to the School of Management Sciences, Tezpur University in part fulfilment for the award of the degree of Doctor of Philosophy in Management is a record of research work carried out by **Miss. Ankita Das** under my supervision and guidance.

All help received by her from various sources have been duly acknowledged.

No part of this thesis has been submitted elsewhere for award of any other degree.

Date: 07-05-2023 (Revised on 30-07-2024)

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## LIST OF TABLES

<b>Table No.</b>	<b>Table Name</b>	<b>Page No.</b>
1.1	FinTech definition	4
2.1	Data collection method	37
2.2	CRISIL Inclusix score, literacy rate and multi-dimensional poverty index for different districts of Assam	38-39
2.3	Ward and community development block sampling: For rural areas	40
2.4	Ward and community development block sampling: For urban areas	40
2.5	Village and household sampling: For rural areas	41
2.6	Village and household sampling: For urban areas	41
2.7	The results of the reliability test for the 5-point scale of agreement used in the interview schedule	43
3.1	Percentage increase in the number of SHGs in different regions of the country from 2017-2018 to 2019-2020	52
4.1	Socio-demographic characteristics of the respondents	71
4.2	Number of bank accounts owned by the respondents	74
4.3	Period for which the respondents have been a bank customer	74
4.4	Number of major and minor family members of the respondents having a bank account	75
4.5	Assistance taken by the respondents in opening bank account	76
4.6	Relation between fixed deposit account owned and area of residence	79
4.7	Whether the respondents transfer and receive money to and from someone staying away from the family	80
4.8	The method used to transfer and receive money to and from a member staying away from the family	80
4.9	Relation between mode of money transfer, receipt and area of residence	82
4.10	Relation between distance of bank branches and area of residence	83
4.11	Relation between MFI membership and gender	84
4.12	Respondent's ownership of insurance policy	88
4.13	Relation between insurance policy owned and occupation	88

4.14	Members of the respondents' family owing life and health insurance policies	89
4.15	Reasons of the respondents for being uninsured	92
4.16	Motives of the respondents in opening bank accounts	92
4.17	Constraints faced by the respondents in maintaining account in formal financial institution	93
4.18	Sustainability in the use of bank accounts by the respondents	94
4.19	Chi-Square test between gender and sustainable use of bank accounts	95
4.20	Chi-square test between occupation and sustainable use of bank account	96
4.21	Chi-square test between educational qualification and sustainable use of bank account	96
4.22	Chi-square between age and sustainable use of bank account	97
4.23	Chi-square between area of residence and sustainable use of bank accounts	98
4.24	One-Way ANOVA for motives in opening bank account and sustainable use of bank account	99-100
4.25	One-Way ANOVA for constraints faced and sustainable use of bank account	101
4.26	The most convenient mode of savings according to the respondents	102
4.27	Whether the respondents would continue using the bank account	102
4.28	Whether the respondents have borrowed or taken a loan	103
4.29	Reasons for obtaining loans from informal sources	104
4.30	Reasons for obtaining loans from banks including small finance banks	105
4.31	Relation between borrowing from bank/small finance bank and area of residence	106
4.32	Group Statistics	106
4.33	Independent samples t-test	107
5.1	Respondents using FinTech services	113
5.2	Frequency of respondents using FinTech services before and during the pandemic	114

5.3	Improvement in FinTech usage during the pandemic	115
5.4	Frequency of usage of FinTech services	115
5.5	Chi-square between gender and usage of FinTech services	116
5.6	Chi-square between age and usage of FinTech services	116
5.7	Chi-square between occupation and usage of FinTech services	117
5.8	Chi-square between annual income and usage of FinTech services	117
5.9	Chi-square between educational qualification and usage of FinTech services	118
5.10	Chi-square between area of residence and usage of FinTech services	119
5.11	Chi-square between religion and usage of FinTech services	119
5.12	Chi-square between social group and usage of FinTech services	120
5.13	Purposes of usage of FinTech services by the respondents	121
5.14	Reasons for shift towards digital modes of payment	122
5.15	KMO and Bartlett's Test	123
5.16	Communalities score for each item	124
5.17	Total Variance Explained	125
5.18	Rotated Component Matrix	125
5.19	Factor Loadings from CFA	132
5.20	The values obtained from the CFA model fit indices	134
5.21	Reliability and validity measures	135
5.22	The value of AVE, correlation and squared inter-construct correlations	135
5.23	Model summary for H <sub>1</sub> , H <sub>2</sub> , H <sub>4</sub> , H <sub>6</sub> , H <sub>8</sub> , H <sub>11</sub> , H <sub>13</sub>	138
5.23a	Regression Coefficients for H <sub>1</sub> ,H <sub>2</sub> ,H <sub>4</sub> ,H <sub>6</sub> ,H <sub>8</sub> ,H <sub>11</sub> ,H <sub>13</sub>	138
5.24	Model Summary for H <sub>3</sub>	139
5.24a	Regression Coefficients for H <sub>3</sub>	139
5.25	Model Summary for H <sub>5</sub> , H <sub>7</sub> , H <sub>9</sub> ,H <sub>10</sub>	140
5.25a	Regression Coefficients for H <sub>5</sub> ,H <sub>7</sub> ,H <sub>9</sub> ,H <sub>10</sub>	140
5.26	Model Summary for H <sub>12</sub>	141
5.26a	Regression Coefficient for H <sub>12</sub>	142
5.27	Model Summary for H <sub>14</sub> , H <sub>15</sub> , H <sub>16</sub> , H <sub>17</sub> , H <sub>18</sub>	142
5.27a	Regression Coefficients for H <sub>14</sub> ,H <sub>15</sub> ,H <sub>16</sub> ,H <sub>17</sub> ,H <sub>18</sub>	142



5.28	The Hosmer and Lemeshow Test result	143
5.29	Model Summary	143
5.30	Regression result $H_{19}$	143
5.31	Problems faced by the respondents while using FinTech services	144
5.32	Independent sample t test for problems faced in using FinTech services and area of residence	145
5.33	Independent samples t-test for problems faced in using FinTech services and gender	146
5.34	One-Way ANOVA for problems faced in using FinTech services and age	146-147
5.35	One-Way ANOVA for problems faced in using FinTech services and occupation	148-149
6.1	Comparison chart among the FinTech service providers	181-186

## LIST OF FIGURES

Figure No.	Figure Name	Page No.
1.1	PAFI house based on seven guiding principles	11
3.1	Year-wise inoperative PMJDY accounts	50
3.2	Region-wise insurance penetration in India compared with the all-India average insurance penetration score	53
3.3	Year-wise progress in Aadhaar issuance	60
3.4	Year-wise landmark on FinTech for financial inclusion	61
3.5	FinTech start-ups in India by segment as of 2020	63
3.6	Insurtech equity funding in India	65
4.1	Types of account opened in a formal financial institution	73
4.2	Whether the respondents receive Direct Benefit Transfer	77
4.3	Purposes for which Direct Benefit Transfer is being received by respondents	77
4.4	Whether the respondents have fixed deposit account	78
4.5	Number of years passed after the respondents opened their fixed deposit account	79
4.6	Amount kept in the fixed deposit account	79
4.7	Distance of bank branches from respondents' residence	83
4.8	Distance of post office from respondents' residence	83
4.9	Membership of respondents with MFI	84
4.10	Surplus kept by the respondents in formal and informal sources	84
4.11	Reasons for keeping surplus in banks/post offices	85
4.12	Reasons for keeping money in informal sources such as ROSCA/friends and relatives	86
4.13	Finance received by respondents during an emergency	87
4.14	Finance received by respondents during plan requirement	87
4.15	Type of insurance policy owned by the respondents	89
4.16	Respondents' insurance policies covered under Government-sponsored scheme	90
4.17	Government schemes under which the respondents' policies are covered	90

4.18	Source of loan taken by the respondents	103
5.1	Awareness on payments (digital wallets)	111
5.2	Awareness on lending-based apps	111
5.3	Awareness on insurtech-based apps	111
5.4	Awareness on mobile banking, internet banking and debit/ATM cards	111
5.5	Usage of payments (digital wallets)	113
5.6	Usage of lendingtech and insurtech-based apps	113
5.7	Usage of mobile, internet banking and debit/ATM cards	113
5.8	Items loaded on both the factors	126
5.9	CFA measurement model	131
6.1	Structure of case studies	151
7.1	Technology-based Suggestive Framework for Sustainable Financial Inclusion	201

## **List of Abbreviations**

AEPS	Aadhaar Enabled Payment System
API	Application Programming Interface
ATM	Automated Teller Machine
CBO	Community-based Organisation
CGAP	Community Group to Assist the Poor
CIC	Community Information Centre
CICO	Cash-in-Cash-out
CIIE	Centre for Innovation Incubation & Entrepreneurship
CPC	Central Processing Centre
CPMI	Committee on Payments and Market Infrastructures
EFA	Exploratory Factor Analysis
G20	Group of Twenty
GDP	Gross Domestic Product
GPII	Global Partnership for Financial Inclusion
GSTN	Goods and Services Tax Network
IPPB	India Post Payment Bank
IRDAI	Insurance Regulatory and Development Authority of India
IVR	Interactive Voice Response
ioS	iPhone Operating System
JAM	Jan dhan-Aadhaar-Mobile
KCC	Kisan Credit Card
KYC	Know Your Customer
MeitY	Ministry of Electronics and Information Technology
MFI	Microfinance Institutions
MSMEs	Micro, Small and Medium Enterprises

SDG	Sustainable Development Goals
NABARD	National Bank for Agriculture and Rural Development
NBFCs	Non-Banking Financial Companies
NGO	Non-Governmental Organisation
NHS	National Health Stack
NITI	National Institution for Transforming India
NPCI	National Payments Corporation of India
NUE	New Umbrella Entities
ODR	Online Dispute Resolution
OECD	Organisation for Economic Cooperation and Development
PAFI	Payment Aspects for Financial Inclusion
PMJDY	Pradhan Mantri Jan Dhan Yojana
PM SVANidhi	Prime Minister Street Vendor's AtmaNirbhar Nidhi
PoS	Point of Sale
P2P	Peer-to-Peer
QR	Quick Response
RBI	Reserve Bank of India
ROSCA	Rotating Saving Credit Association
SHG	Self Help Group
SURU	Semi Urban and Rural
TAM	Technology Acceptance Model
TReDS	Trade Receivable Discounting System
UIDAI	Unique Identification Authority of India
UPI	Unified Payment Interface
USSD	Unstructured Supplementary Service Data
UTAUT	Unified Theory of Acceptance and Use of Technology
VPA	Virtual Payment Address