

**Standard Core and Supplemental Indicators for Access-to-Finance Projects**  
June 2008

Access to Finance (A2F) Standard Indicators		Products														Definitions / Clarifications / Examples	
		SME Banking	Microfinance	Housing Finance	Leasing & NBRIs	Credit Bureaus	Sustainable Finance	Energy Efficiency Finance	Collateral Registries / Secured Transactions	Trade Finance	Insurance	Securities Markets	Payment Systems & Remittances	GEM / A2F			
Indicators	Products																
		<b>OUTPUTS</b>															
	Number of entities receiving advisory services	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of unique entities IFC is providing broad advisory services (AS) in general: counts banks, non-bank finance institutions, NGOs, and government entities, in which follow-on, in-depth assistance may result. For example: regional PEP/facility model for a bank advisory or leasing development program in which IFC provides broad, comprehensive advice to multiple public and private institutions, from which IFC may then provide in-depth assistance to a few private banks or leasing companies.
	Number of entities receiving in-depth advisory services	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of unique entities IFC is providing tailored, in-depth AS --such as institution building/capacity building AS components: counts banks, non-bank finance institutions, NGOs, and government entities which received in-depth AS. For example: IFC may subsequently provide in-depth assistance to a few private banks or leasing companies, as a result of a broad, comprehensive regional PEP/facility bank advisory or leasing development program for multiple public and private institutions.
	Number of new laws / regulations / amendments drafted or contributed to drafting		C	C	C	C				C			C	C	C	C	Measures the number of unique legal/regulatory recommendations provided by IFC or third party consultants. A judgement call will have to be made as to what is counted as a unique recommendation provided.
	Number of procedures / policies / practices recommended for improvement or elimination	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of unique institution-specific recommendations provided by IFC or third party consultants. These outputs are typical for institution / capacity building AS in which operations manuals or procedures are developed to help improve an institutions' ALM, credit/risk assessment, etc., and hence overall operational efficiency.
	Number of workshops, training events, seminars, conferences, etc.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of workshops, training events, seminars conferences provided by IFC, including public awareness events. For example, in trade finance, training is provided to a broad number of banks, from which a subset of banks may further become IFC clients in the Global Trade Finance Program, or issuing banks that issue trade finance instruments and guarantee risk.
	Number of participants in consultative workshops, training events, seminars, conferences	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of people trained per unique training AS: counts formal training sessions, seminars, workshops, other organized events, also training of trainers; includes public awareness events.
	Number of women participants in consultative workshops, training events, seminars, conferences	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of female trainees per unique training AS: counts number of female participants in formal training sessions, seminars, workshops, other organized events, also training of trainers; includes public awareness events.
	Number of participants providing feedback on satisfaction	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the effectiveness of training provided. Requires that a standard evaluation form be used for each training AS. This value is the denominator used in calculating the percent (%) of training "participants rating IFC a 4 or 5 (satisfied/very satisfied) out of the "total number of training participants providing feedback on satisfaction" with IFC's training AS.
	Number of participants reporting satisfied or very satisfied with workshops, training, seminars, conferences, etc.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Number of participants reporting being satisfied or very satisfied with workshops, training, seminars, conferences, etc. on a scale of 1 to 5 where 1 is Very Dissatisfied, 2 is Dissatisfied, 3 is Neither Satisfied no Dissatisfied, 4 is Satisfied, and 5 is Very Satisfied. This data must be collected using standard evaluation forms at the end of every event.
	Number of reports (assessments, surveys, manuals) completed	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of reports completed by IFC or third party consultants: counts feasibility studies, sector or market studies, diagnostic assessments, business plan/strategy and implementation plans, operations manuals; includes knowledge management publications.
<b>OUTCOMES</b>																	
	Number of recommended laws / regulations / amendments / codes enacted		C	C	C	C				C			C	C	C	C	Measures the number of new / amended laws / regulations / codes enacted by the entity(ies) which received broad and/or in-depth AS.
	Number of entities that implemented recommended changes	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	Measures the number of entities that were established and/or implemented recommendations as a result of IFC's AS project: for MSME banking, MFIs, housing, leasing, counts number of departments, branch operations created, improved and/or expanded. For example, for energy efficiency and sustainable finance, counts the number of firms adopting energy efficiency or sustainable practices based on IFC AS.
	Number of new entities created	C	C							C							Core indicator which counts the number of new entities created as a result of IFC's AS. Relevant for new/greenfield microfinance institutions created, credit bureaus, collateral registries / secured transactions projects. For SME banking, counts new branch entities created.  *Note: This indicator should be manually added by transaction leaders as appropriate to their project, until iDesk automatically provides this indicator as an option (at Dec 2008 Supervision Cycle).
	Number of all outstanding loans	C	C	C	C					C						C	Measures supply of credit at end of period: number and value of outstanding loans represent a stock figure at a given point in time (data for the last 6-months ended at Jun/Dec).
	Value of all outstanding loans (US\$)	C	C	C	C					C						C	Measures supply of credit at end of period: number and value of outstanding loans represent a stock figure at a given point in time (data for the last 6-months ended at Jun/Dec).
	Number of all loans disbursed	C	C	C	C					C						C	Measures supply of credit during a given period: number and value of loans represent a flow figure during the last period (data for the last 6-months ended at Jun/Dec).

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Indicators																	
		Value of all loans disbursed (US\$)	C	C	C	C	C	C									
Value of loans > 90 days overdue (US \$)	C	C	C	C	C	C										C	Measures quality of portfolio for the last 6 months ended at Jun/Dec. For SMEs, 90 days overdue is applied; exception is for microfinance institutions, in which typically "more than 30 days overdue" should be applied instead of "more than 90 days overdue" (given higher turnover of microloans as compared to SME banking).
Number of deposit accounts opened	C	C														C	Core indicator for banking and microfinance projects. Measures savings mobilization (number of accounts), to be collected for deposit taking financial institutions for the last 6 months ended at June/Dec.
Value of deposit accounts opened (US\$)	C	C														C	Core indicator for banking and microfinance projects. Measures savings mobilization (US\$ volume of accounts), to be collected for deposit taking financial institutions for the last 6 months ended at Jun/Dec.
Value (US\$) of mortgage-backed securitizations issued			C														Core indicator for secondary market projects in housing finance. This value is the numerator used to calculate: mobilization rate (%) = "value (US\$) of mortgage-backed securitizations (MBS) issued as a result of AS" / "value (US\$) of IFC's secondary market transactions as a result of AS".
Value of IFC secondary mortgage market transactions completed (US \$)			C														Core indicator for secondary market projects in housing finance. This value is the denominator used to calculate: mobilization rate (%) = "value (US\$) of mortgage-backed securitizations (MBS) issued as a result of AS" / "value (US\$) of IFC's secondary market transactions as a result of AS".
Number of inquiries received by credit bureau					C												Core indicator for credit bureau projects.
Number of financial institutions/lenders participating in bureau					C												Core indicator for credit bureau projects.
Number of credit reports sold by credit bureau					C												Core indicator for credit bureau projects.
Score on Credit Information Index					C												Core indicator for credit bureau projects.
Score on Private Credit Bureau Coverage					C												Core indicator for credit bureau projects.
Number of new registrations								C									Core indicator for collateral registries projects - counted under "number of clients of the financial institution that received AS"
Number of searches made								C									Core indicator for collateral registries projects.
Value (US\$) of trade finance guarantee transactions									C								Core indicator for trade finance projects.
Number of trade finance guarantee transactions									C								Core indicator for trade finance projects. This value is also the same indicator as "number of clients of the financial institution that received AS".
Number of trade finance transactions that are SME transactions									C								Core indicator for trade finance projects. A subset of "number of trade finance guarantee transactions".
Value of insurance contracts issued (US\$)										C							Core indicator for insurance projects.
Value of securities transactions (US\$)											C						Core indicator for securities markets projects: measures the volume of transactions enabled by IFC through the securities firm(s) in which IFC provided securities markets advice. Such transactions may or may not involve and IFC investment and or may involve only stand-alone AS.
Total trading value (US\$)											C						Core indicator for securities markets projects: measures liquidity.
Number of securities market participants											C						Core indicator for securities markets projects: measures the number of new issuers, securities markets professionals, investment banks and other securities firms that entered the market as a result of AS.
Number of non-cash retail transactions												C					Core indicator for payment systems and remittances projects. Measures the number of domestic non-cash/electronic transactions via direct credit, pre-paid cards, credit cards, m-banking, direct debit transactions within a given country and/or firm (as representative average).
Value (US\$) of non-cash retail payments												C					Core indicator for payment systems and remittances projects. Measures non-retail transactions typically made through large firms, i.e. Fed wire transactions.
Cost of sending remittances (%)													C				Core indicator for payment systems and remittances projects: remittance transactions are typically at a cost, charged at a small % of the total remittance payment in that country and in the respective currency denomination (this data is currently to be collected for about 200 corridors as part of the Remittance Price Database project). Since iDesk documents (AS-supervision) is limited to aggregating or calculating only the sum (by product, region, BL, etc.), this entry will be mainly for collecting the raw data (in % terms), and manual averages of the percentages will be calculated by the BL for a more meaningful analysis of the data.

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OUTCOMES (continued)	Indicators																	
		Number of recommended procedures/policies/practices that were improved/eliminated	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
	Number of clients of the financial institution that received AS	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	Measures the number of new clients of the specific financial institution that received IFC's AS; data available for the following: for MFI projects, counts number of borrowers and depositors of the MFI receiving AS; for insurance, counts number of insurance contracts; for collateral registries, counts number of new registrations as per data collected from the registry; for trade finance, counts the number of trade finance guarantees made by issuing banks participating in the Global Trade Finance Program (GTFP)
	Number of active women borrowers	S	S	S	S												S	Measures supply of credit for female borrowers, for projects where GEM/gender component is involved in SME banking/FI projects. For MFI projects, this indicator is most commonly reported and for which data is typically available.
	Number of active women depositors	S	S														S	Measures supply of savings for female depositors in SME banking/FI projects where GEM/gender component is involved. For MFI projects, this indicator is most commonly reported and for which data is typically available.
IMPACTS	Value of investment/financing facilitated by advisory services (US\$)	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	The A2F business line has identified "value of investment/financing facilitated by advisory services (US\$)" as a minimum impact indicator. Additional impact indicators may be tracked and monitored at the discretion of the transaction leader. Impact results for financial institutions and financial infrastructure AS projects/programs are calculated as accordingly, see A2F M&E Guidelines, Section V. Calculating Impact.
	CO2 emissions reduced (tons/year)						C	C										Core indicator for energy efficiency and sustainable finance projects. Measures greenhouse gas emissions (GHG) in tons of CO2 equivalent per year, as calculated by the Environmental Specialist. This indicator applicable for energy efficiency and cleaner production, recycling and renewables technologies.