

GUIDELINES FOR CASELOAD LIMITS

Too-high case load targets will degrade service quality and may cause other problems such as staff attrition. The productivity levels below are suggested as a general guideline. Set benchmarks that are specific to your context and test them with staff.

Individual lending (loans per Loan Officer)

- Green Zone (low risk to clients): below 200
- Yellow Zone (moderate risk to clients): 200-300
- Red Zone (high risk to clients): > 300

Solidarity group lending

- Green Zone: below 350
- Yellow Zone: 350-500
- Red Zone: > 500