

MIRROR 47, DECEMBER 2023

REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



Message from our Director

Another proud moment for the Hand in Hand Group entities is the 'Lifetime Contribution to the Sector by an Individual' Award recently conferred on our CMT Dr Kalpana Sankar, at The Inclusive Finance India Award 2023, instituted by ACCESS & HSBC India along with the Ministry of Financial Services, Government of India. On behalf of HIH Academy, I wish to place on record our appreciation and good wishes on this honour.

A significant milestone for the Academy is the MOU signed with the prestigious Adi Parasakthi Dental College and Hospital, Melmaruvathur for establishing a Centre of Excellence in Entrepreneurship, Innovation and Startup Promotion activities at their premises, over a period of 30 months. I am confident that this will be a success and pave the way for similar projects from other educational institutions.

Following our recent MOU, the Tally Prime batch at satellite centre Vidyasagar Women's College, Chengalpattu, was launched this month. I wish to place on record our appreciation to the college management and faculty for their support.

As a Mobilisation cum Placement Partner of TN Skill Development Corporation, we attended a flagship event where a few of our candidates placed in Belstar Microfinance received offer letters from Mr Udayanidhi Stalin, State Minister.

In collaboration with the Atal Incubation Centre, Jyothy Institute of Technology Foundation (AIC-JITF), the Technology Entrepreneurship Development Program in Food Processing started in December where our faculty is handling part of the sessions.

The Jute Fair organized by the National Jute Board was held in Chennai in Dec'23 and the Academy trained SHG women showcased their creations. While it generated some revenue, it was a wonderful opportunity to assess where they stand vis-à-vis other producers and also obtain direct customer feedback.

The marketing team along with the support of the Credit Plus team is busy with promotion and mobilization for various courses/programs with a special focus on placements for a few NBFCs with whom we have signed up MOUs for a Hire-Train-Deploy initiative.

Our connect with the colleges continued through conducting workshops, career counselling sessions and discussions on setting up Entrepreneurship and Start-up cell.

Mr Jeevanraj-RTM Tamilnadu (Madurai) and Ms Manjari-RTM Maharashtra (Pune) have joined the Academy family recently. I welcome and wish them a long and successful career with HIH Academy.

Stay FIT. Stay HEALTHY. Stay HAPPY.

S. Chandrasekar
Director

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Lifetime contribution to the sector Award

Dr. **Kalpana Sankar**, our Chief Managing Trustee, was honoured with the ‘**Lifetime Contribution to the Sector by an Individual**’ Award 2023, instituted by ACCESS & HSBC India along with the Ministry of Financial Services, Government of India.



This award was conferred on her in recognition of her outstanding contribution to the advancement of financial inclusion in India. The award committee acknowledged that Dr. Kalpana’s influence reaches far beyond the borders of India. Her guidance has been instrumental in establishing financial inclusion initiatives in South Africa, Afghanistan, and Brazil, showcasing the global impact of her work.



Speaking on the achievement, Dr. Kalpana Sankar said, “I am very grateful and honoured to receive the ‘Lifetime Contribution Award to the Sector by an Individual’ by ACCESS Development Services and HSBC India. The award is a testament to the collective dedication and passion of my team at Belstar Microfinance and Hand in Hand India, who have helped to reshape finance paradigms. This recognition fuels our passion to continue crafting a brighter financial inclusion landscape, empowering women and future generations. Together, let’s empower communities and pave the way for equal opportunities.”

An inspirational leader with passion, empathy, and integrity, Dr. Sankar has been a recipient of several awards, including the Nari Shakti Puraskar-2016, bestowed by the Government of India for her contribution to the empowerment of vulnerable and marginalized women.

Training outreach

The Academy has continued to provide structured training for new joiners of Belstar Microfinance Limited consisting of a 2-day common induction and one-day role-based induction program. These training programs ensure that new employees are equipped with the necessary knowledge and understanding of the organization.

In addition, during December 2023 the training team conducted the "Low FTR (First Time Right Sourcing) branch COC (Centralized Operation Centre) interaction session" for low FTR branches across Zones to enhance the Sales Officer's performance on client sourcing and avoid process lapses. The FTR training is pivotal to minimizing file rejections and ensuring the field staff comprehensively understands documentation requirements, eligibility criteria and the importance of accuracy.

A total of 549 training sessions were conducted during the month, which covered 2378 participants and 2979 man-days.

Training progress Apr-Dec 2023



S.No.	Topic	No. of sessions	No. of participants	Man-days
1	Common Induction training	430	4827	9654
2	Role based Induction training	471	4438	4438
3	Branch Refresher Training	760	6176	6176
4	Belstar_Culture & Values Training	246	6383	6383
5	Code of Conduct Refresher Training	156	7235	7235
6	Leadership Program (Promoted staff)	52	345	345
7	Refresher training	13	286	286
8	Focused Training MSME	10	131	262
9	Observation & Demonstration Training (ODT)	1322	1322	1322
		3460	31143	36101



Welcome



Mr. M. Jeevanraj has joined as Regional Training Manager based out of Madurai, Tamilnadu. He will be handling the training requirements for Madurai and Tirunelveli zones.

He has 8+ years of experience in training and sales. Before Joining here, he worked with OPPO India Pvt Ltd. In his earlier profile, he has also worked with Zea Gourmet.

He holds a BE in Automobile Engineering. Wishing him a bright and successful career with HIH Academy.



Ms. Manjiri Vitthal Chaudhari has joined as Regional Training Manager based out of Pune, Maharashtra. She will be handling the training requirements for Pune, Maval, Shirur and Solapur regions.

She has completed B.Sc (Agriculture) from College of Agriculture, Phaltan. She is also pursuing her MBA – ABM.

Wishing her a bright and successful career with HIH Academy.

Launch of Tally Prime course Satellite Centre

HiH Academy launched its second satellite centre offering the Tally Prime course at Vidya Sagar Women’s College of Arts and Science, Chegalpattu on 18th December 2023. This strategic initiative aims to provide quality education and skill development opportunities to aspiring students in the field of finance and accounting.

The launch program was held at Bhagwan Aadhinath Auditorium, Vidhya Sagar Women’s College with the college Principal, Placement officer and students enrolled for the Tally prime course in the presence of dignitaries from Tally Education Pvt. Ltd. (TEPL) and Hand in Hand Academy.

The dignitaries shared insights into the growing importance of digital accounting tools and the role Tally Prime plays in enhancing efficiency and accuracy. The Faculty of the course presented a detailed overview of the Course, outlining the curriculum, modules, and the skills participants would acquire upon completion.



Chennai Jute fair 2023



As part of promotional programmes for Indian Jute, the National Jute Board organized a JUTE FAIR in Chennai from 13th to 19th December 2023 where stalls were set up for display cum sale of Eco-friendly, Lifestyle Jute Products.

Academy-trained Jute product trainees attended and showcased their creations.

MoU with Adhi Parasakthi Dental College and Hospital



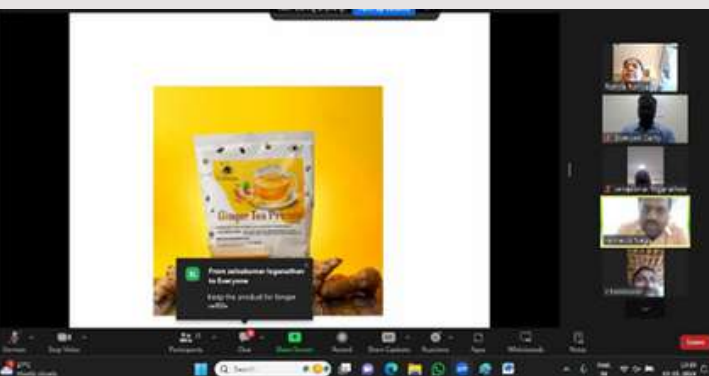
Hand in Hand Academy has been awarded a Consultancy Assignment by Adhi Parasakthi Dental College and Hospital (APDCH) to establish a Centre of Excellence in Entrepreneurship, Innovation and Startup Promotion activities at their premises, over a period of 30 months. By the end of the project, it is planned to promote a vibrant startup and innovative ecosystem at APDCH with 10 external startups and 10 student startups. Hand in Hand Academy has collaborated with Angel Investment Companies to ensure Seed Funding /Angel Funding to the startups during the project in addition to the engagement of the Angel Investment Companies in the project activities to promote entrepreneurship culture in the APDCH campus.

Mega event by TNSDC, Govt of Tamil Nadu



Hand in Hand Academy was invited by Tamil Nadu Skill Development Corporation (TNSDC), Govt of Tamil Nadu to attend the Mega event 'Naan Mudhalvan Ilayathalam – AI Assisted Chatbot and Call Centre for Skills and Jobs', MoU Exchange with Industry Partners and Placement offer Letter distribution Ceremony on 1st Dec 2023. The event was presided over by Mr. Udayanidhi Stalin, Minister for Sports and Youth Affairs, Govt of Tamil Nadu. 21 rural youth who had been mobilized and placed by Hand in Hand Academy at Belstar Microfinance Ltd were present on the occasion and 4 of them received the offer letter from the Minister at the event.

Technology Entrepreneurship Development Program



In continuation with the successful collaboration of HiH Academy with Atal Incubation Centre, Jyothy Institute of Technology Foundation (AIC-JITF), the Technology Entrepreneurship Development Program in Food Processing commenced on 27th Dec 2023 through online mode. Our faculty will handle part of the sessions, which will go on till early Feb'24. This is the third successive program in continuation with the two online-based Faculty Development Programs in Entrepreneurship conducted by HiH Academy in September - October and November 2023. 22 beneficiaries attended the program.



Promotional Activities

The Academy has implemented a comprehensive promotional strategy to enhance the visibility and enrollment of its existing and new courses. The approach includes a mix of online and offline activities to reach a diverse audience with a focus on direct field visits, job melas and career guidance for college students. The marketing team conducted direct field visits to educational institutions and interactive sessions were organized to provide insights into the benefits and unique features of the new courses.

Forthcoming courses

- CPMM batch 25 & 26, Krishnagiri and Chengalpattu satellite centres.
- CPHF batch 4
- Tally Prime 3.0 course for more colleges
- Marketing officer training program in association with Sakthi Finance
- Cloud Career Guarantee Program (C2GP) in association with CloudThat.
- Relationship officer training program in association with Muthoot Fincorp.

Hosting events



"Training of Trainers"
 SHG Enterprises team conducted a comprehensive five-day **"Training of Trainers"** program, which encompassed a total of 12 insightful sessions under the **World Bank project.**

Training for farmers
 a 5- day training program conducted for Dairy Farmers by NRM team under **IGPRW III hyundai project**



Training on Solar Installation and Servicing
 Two batches of a 6-day training program conducted by SHG Enterprise & Skill Training Team in partnership with **Redington** during December 2023



Thoughts & Wisdom

"If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude."



To enhance ambience and client experience, Madhya Pradesh Belstar offices are decorated with informative data incorporating visually appealing infographics, charts, and posters that highlight key financial information, the Company's core values, vision, mission, and goal etc. Prepared colourful posters and placed them in common areas where clients and staff could easily engage with the information. This could create an educational and inspiring environment for both employees and customers. Mr. Ritesh Solanki, Regional Training Manager, Madhya Pradesh took up the initiative with support from Branch Accountants and Branch Managers.



Motivational buddies



URGENTLY NEEDED...

Not BLOOD

But,

An **ELECTRICIAN**,

to restore the joyful current

between people,

who do not speak

to each other anymore...

An **OPTICIAN**,

to change the

outlook of people...

An **ARTIST**,

to draw a smile

on everyone's face...

A **CONSTRUCTION WORKER**,

to build a bridge

between neighbours...

A **GARDENER**,
to cultivate good thoughts...

A **PLUMBER**,
to clear the
choked and blocked mindsets...

A **SCIENTIST**
to rediscover compassion...

A **LANGUAGE TEACHER**
for better communication
with each other...

And Last but not least,
A **MATHS TEACHER**,
for all of us to relearn how to count
on each other.

*Spread lots of love,
positivity and
smiles today....*

Tomorrow might be too late

— “ —

The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice.

— ” —



“Rather fail with honor than succeed by fraud.”

SOPROCELES



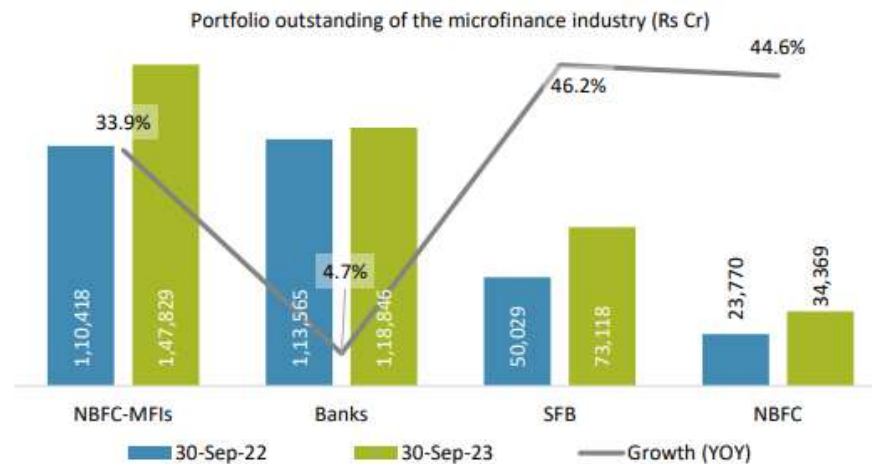
MFIs seek funding support

In the run-up to the vote-on-account in February, the microfinance industry is urging the government to facilitate funding to small and medium-sized lenders. Easier access to funds will help these entities expand their reach and cater to the under-banked customer segment, say experts.

“Government may consider creating a special fund similar to India Micro Finance Equity Fund (IMEF) within Nabard for extending equity support to small and upcoming MFIs. An amount of Rs 250 crore may be provided,” said Jiji Mammen, ED and chief executive officer, Sa-Dhan.

Mammen has also urged the government to create a guarantee fund for the smaller microfinance institutions with National Bank for Agriculture and Rural Development (NABARD) subsidiary Nabsanrakshan. Through the subsidiary, Nabard can extend a guarantee cover for the borrowing of lenders from banks and financial institutions.

The gross loan portfolio of microfinance institutions rose to Rs 3.8 trillion as on September 30, 2023 from Rs 3 trillion a year ago, latest data from the microfinance industry network (MFIN) showed. Microfinance-focused non-banking financial companies (NBFCs) held a 40% market share in the segment, followed by banks at 32%, and small finance banks at 19%. Diversified NBFCs held a 9% market share in the segment.



Some highlights of this quarter/ financial year are as under: As on 30 September 2023

- 4.0 Cr clients have loan outstanding from NBFC-MFIs, which is 23.0% higher than clients as on 30 September 2022.
- The Asset Under Management (AUM) of MFIs is Rs 1,33,963 Cr as on 30 September 2023, including owned portfolio Rs 1,09,462 Cr and managed portfolio (off BS) of Rs 24,501 Cr. The owned portfolio of MFIN members is 74.0% of the NBFC-MFI universe portfolio of Rs 1,47,829 Cr.
- On a YoY basis AUM has increased by 39.2% as compared to 30 September 2022 and by 6.3% in comparison to 30 June 2023.
- Loan amount of Rs 32,732 Cr was disbursed in Q2 FY 23-24 through 79.1 Lakhs accounts, including disbursement of Owned as well as Managed portfolio. This is 16.8% higher than the amount disbursed in Q2 FY 22-23.
- Average loan amount disbursed per account during Q2 FY 23-24 was Rs 41,373 which has reduced by around 0.4% in comparison to same quarter of last financial year.
- As on 30 September 2023, the borrowings O/s were Rs 1,00,438 Cr. Banks contributed 58.8% of borrowings O/s followed by 19.8% from Non-Bank entity, 10.5% from AIFIs, 5.8% from External Commercial Borrowings (ECB) and 5.1% from other sources.
- During Q2 FY 23-24, NBFC-MFIs received a total of Rs 26,503 Cr in debt funding, which is 64.2% higher than Q2 FY 22-23. Banks contributed 66.2% of the total Borrowing received followed by Non-Bank entities 18.9%, AIFIs 9.0%, Others 4.3% and ECB 1.7%.
- Total equity increased by 33.1% as compared to end of Q2 FY 22-23 and is at Rs 28,138 Cr as on 30 September 2023.
- Portfolio at Risk (PAR)>30 days as on 30 September 2023 has improved to 3.1%** as compared to 7.5% as on 30 September 2022.

Suggestions? Feedback?
Do write to us at
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