

MIRROR 50, MARCH 2024

REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



Message from our Director

Happy to share the news that **this is our 50th Edition of the monthly newsletter.** I take this opportunity to thank Dr Kalpana-CMT, the Board of Trustees, my wonderful colleagues and support teams from HIH, for all the guidance and support in this wonderful growth journey of the Academy. I thank the CMT for her commemorative message on this milestone.

After extensive research and field work, we have submitted the draft DPR and Business Plan to NABARD for the Off Farm Producer Organisation, we have proposed to help the marginal and small silk weavers of Kanchipuram. Post review and field visit by the senior team from NABARD, we will submit the final version.

The classroom sessions of the 25th batch of our flagship course CPMM concluded during the month and the field orientation commenced. Meanwhile the 26th batch has commenced at the Academy and is progressing well.

The training program in partnership with the Kanchipuram Collectorate to impart basic computer skills to adolescent girls in 2 orphanage homes, is progressing well.

Welcome and best wishes to Mr. Aditya Rastogi who has joined the Academy family as RTM-Patna.

The FDP sessions were conducted for the short-listed faculty of Adi Parasakthi Dental College and Hospital, Melmaruvathur in connection with the project for establishing a Centre of Excellence in Entrepreneurship, Innovation and Startup Promotion activities at the college premises.

The Tally Prime batches at satellite centers Indo American College and Vidyasagar Women's College, Chengalpattu, are progressing as per schedule, while the new one for the FPO Accountants started during this month, as a hybrid model.

Like in the previous year, we plan to hold a couple of batches of the Summer Camp for school children and our team is busy canvassing for the same.

It is that time of the year when staff performance appraisals are carried out and this year is no exception.

Stay FIT. Stay HEALTHY. Stay HAPPY.

S. Chandrasekar
Director

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Commemorative message from the Chief Managing Trustee



Dear Colleagues,

It gives me immense joy to note that Hand in Hand Academy is sending out the [50th edition of its newsletter this month](#).

Running a successful publication month on month for over 4 years with high standards is a reflection of the plethora of activities that the Academy runs.

When I visited the campus last month, I had the opportunity to see the Belstar call centre in action. It was gratifying to see young women gracefully talking to clients and being productive in a workplace at the academy with all IT infrastructure provided for. It is also a pleasure to note that the Certificate Programme in Microfinance Management, our flagship course, has crossed 25 batches.

The ripple effect in creating able and hardworking graduates I am sure is felt by the employers. The Academy team has introduced new courses and partners that range from Tally Prime to certification with the Jute Board of India to Solar Panel repair. This shows the Academy team's capability to line up partners but also the demand for a variety of skill development courses in the region.

We hope to have more academic partnerships, social entrepreneurship programmes and synergy with group entities in the coming years. I wish the Academy team led by Mr Chandrasekar and Dr Joe hearty congratulations in crossing this milestone and wish you all the very best in the years to come!

Dr. Kalpana Sankar

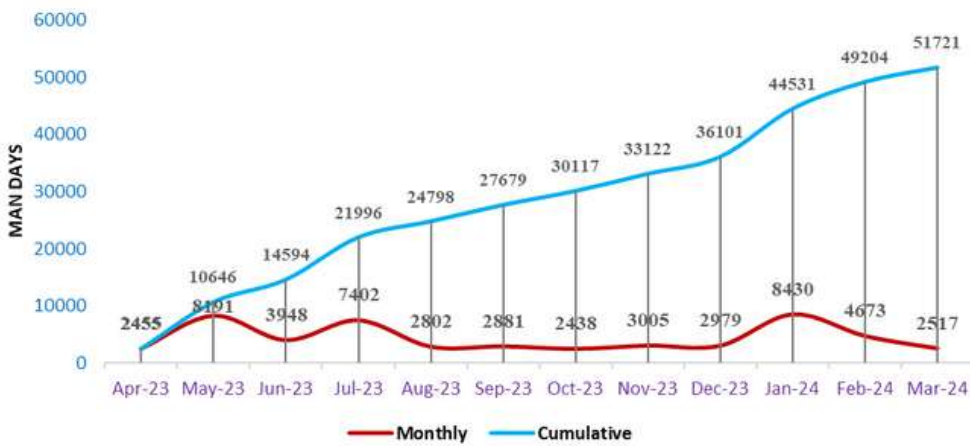


Training outreach

The induction training programs for Belstar staff have been ongoing, focusing on equipping the new hires with the necessary skills and knowledge to perform in their roles. During March, Belstar Management emphasized the need for field teams to focus on business operations. Therefore, the Academy team limited the classroom training sessions and provided support at the field level.

The RTMs made branch visits and offered handhold support to the field teams. Further, they also accompanied the teams to the field. They provided live demo sessions on how to communicate with the clients and how to handle difficult default clients towards the recovery of loans. The RTMs made a total of 256 field visits and conducted 224 training sessions during the month. A total of 2024 participants attended, and 2517 man-days were covered.

Training progress 2023-24



Belstar staff training – Topic wise progress: 2023-24

Sl.No.	Topic	No. of sessions	No. of participants	Man-days
1	Common Induction training	618	6531	13062
2	Role based Induction training	693	6051	6051
3	Branch Refresher Training	1038	8269	8269
4	Belstar Culture & Values Training	246	6383	6383
5	Code of Conduct Refresher Training	156	7235	7235
6	Leadership Program (Promoted staff)	56	353	353
7	Refresher training	15	399	399
8	Focused Training MSME	12	157	314
9	Workline HRMS Application Training	28	388	388
10	Quick Loan & Death Claim Training	121	7279	7279
11	Observation & Demonstration Training (ODT)	1988	1988	1988
		4971	45033	51721

Welcome



Mr. Aditya Rastogi

Mr. Aditya Rastogi has joined as Regional Training Manager based out of Patna, Bihar. He will be handling the training requirements for Bihar.

Prior to joining here, he has worked with Bata, NIIT, Flipkart, Uber. He has 6+ years' experience in training and development.

He has completed BCA from Sikkim Manipal University



CPMM



Batch 25 of the Certificate Program in Microfinance Management (CPMM) in Omalur, Salem, concluded its one-month classroom course on March 16, 2024, post which the program's 15-day field training program commenced. The first week of April 2024 is when the final assessment and the Belstar HR onboarding interview are scheduled to take place. It is anticipated that the trainees would join Belstar by the latter part of April 2024.

The 26th batch of the Certificate Program in Microfinance Management (CPMM) started at the Academy on 20th March 2024. The program as usual, has a combination of theory with practical exposure, which includes classroom sessions, branch visits, field internships and assignments.

Skill Development Program



In collaboration with the Kanchipuram Collectorate and with funding from the Government of India's "**Beti Bachao Beti Padhao**" program, Hand in Hand Academy has been offering a 10-week skill development program for adolescent girls at two orphanage homes in Kaliyampoondi and Kanchipuram respectively.



The Tally Prime courses, aimed at enhancing accounting skills and proficiency in Tally Prime software, are currently progressing with three batches simultaneously. These batches cater to students from Indo American College, Vidhya Sagar College, and Accountants from Farmer Producer Organizations (FPOs).

The classes for Tally Prime follow a structured training approach combining classroom sessions, practical exercises, and hands-on training in Tally Prime software. Participants across all three batches have shown significant progress in their understanding of accounting principles and proficiency in Tally Prime Software.

Students from the college batches have demonstrated improved confidence in applying accounting concepts in their college curriculum. FPO accountants have gained valuable insights into using Tally Prime to streamline accounting processes and effectively manage financial data within FPO.

Final assessments by TEPL (Tally Education Pvt. Ltd.) and completion for the college batches are scheduled on 30th April 2024.

Training in "Basics of Computers Operations" is being provided to 60 beneficiaries in total. Based on focus group discussions (FGDs) with the beneficiaries and their caregivers at the orphanage homes, the theme of the skill training was chosen so that the girls would graduate from high school prepared with the fundamental computer skills that are required to carry out their everyday tasks.

The training sessions which started on 17th Feb 2024 are progressing well at the orphanage homes.

DIAGNOSTIC STUDY

Market Demand Analysis and DPR preparation for a NABARD funded OFPO for Silk handloom weavers



The project to conduct a diagnostic study and create a detailed project report and business development plan for the establishment of an off-farm producer organization (OFPO) for the small and marginal silk handloom weavers in the Kanchipuram area has been approved for Hand in Hand Academy by NABARD.

In this regard, intensive studies have been conducted with handloom weavers to collect primary information and value chain analysis with regard to farm to fibre to end product related to handloom-based silk sarees and fabric ecosystem.

Based on the studies, a DPR with Business Development Plan has been prepared and submitted to NABARD for a value of INR 1.08 Crore.

Hand in Hand Switzerland Delegation visit

Hand in Hand Swiss team visited the Academy on 28th March 2024. **Ms. Mihoko Kobayashi**, Director of MC-AMIEO Chairperson's Office (Africa, Middle East, India, Europe and Oceania) at Nissan Motor Corporation // & Member - General Assembly - Hand in Hand Switzerland, **Mr. Arndt Soret**, Sr. Legal Counsel Data Protection at Lonza; German qualified lawyer; Avocat au Barreau de Lausanne // Co-founder & Director - Humanium // Member - General Assembly - & CEO Hand in Hand Switzerland, **Mr. André Mueller**, Tax Practitioner for Hand in Hand Switzerland were present in the team.



Faculty Development Program



A dhi Parasakthi Dental College (APDCH) has signed an MoU with Hand in Hand Academy for Social Entrepreneurship to establish a sustainable Startup promotion ecosystem at their campus. This is a 30 Month assignment comprising of range of activities including Faculty Development Program, Ideation Programs, Business Plan program, Makeathon Programs, Pre-Incubation programs and engagement with external Startups to enable Technology Consultancy projects for the Faculty members and students of APDCH.

The implementation of initial phase of the agreed upon assignment was started with the 5 day Faculty Development Program (FDP) for the faculty members of APDCH from 19th March 2024 to 23rd March 2024.

Internship Program

The team regularly coordinates with colleges and students who approach the Academy for Internship opportunities. The internship program at Hand in Hand India provides a structured platform

for students to gain practical experience, develop skills and make meaningful contributions to the organization. Both students and Hand in Hand India benefit from the exchange of knowledge, experience and contributions fostering mutual growth and development.

In March 2024, Ms. Keerthana, pursuing MBA at the University of Madras, completed a three-month internship with the HR department at Hand in Hand India, during which she conducted a study on the "Factors influencing employee exit intention."

The Hand in Hand Academy training team initiated a few innovative measures to improve Belstar branch visibility and, ensure the welfare of field employees and clients.

Mr. Buddhadev Sahoo, Hand in Hand Academy Regional Training Manager - Odisha, initiated new initiatives such as the installation of comprehensive first aid kits in all branches and the distribution of water bottles to the field staff who are frequently on the move.

The first aid kits come with all the necessary medical supplies to help patients in an emergency. Glucose packets are also included in the first aid kits to help in circumstances where immediate energy boosts are needed.



The program includes the distribution of water bottles since it understood how important it is to stay hydrated, particularly for field employees who are constantly on

the go.

These initiatives contribute to creating a safer and more visible environment within branches, fostering a positive image among clients and stakeholders.

The provision of essential supplies like first aid kits,

glucose packs and water bottles demonstrate the company's commitment to employee welfare, leading to increased job satisfaction and productivity.

Hosting events

Sl.No.	Event	Date
1	International Women's day Celebration – organized by SHG Enterprises & Skill training team	8 th March 2024
2	Solar Installation training 8 th Batch - organized by SHG Enterprises & Skill training team	4 th -10 th March 2024

International Women's Day Celebration



SHG-Enterprises & Skill training team celebrated the International Women's Day at HIH Academy, Kaliyanur, Kanchipuram focusing on the theme, "Invest in Women: Accelerate Progress".

200 Lakshatipathi entrepreneurs covering 8 districts across Tamil Nadu attended the programme.

The event was graced by the esteemed presence of Chief Guests,

Dr. Kalpana Sankar, Chairperson of Hand in Hand India & Managing Director of Belstar Microfinance, and **Mrs. Poornima Bhagyaraj**, Actress. Both dignitaries delivered a 'Power-packed Speech' that filled the entrepreneurs with confidence and motivation. The entrepreneurs then shared their experiences.

Senior officials from Hand in Hand India and Belstar Microfinance Limited attended the programme.



Thoughts & Wisdom





NBFCs' Q4 profit may surge 15% on strong loan growth, asset quality

Strong disbursements and robust asset quality are likely to help non-banking finance companies (NBFCs) post a 15-17% increase in net profit in the fourth quarter ended March 2024. Higher cost of funds will, however, continue to pressure margins, analysts said.

The full impact of the Reserve Bank of India's (RBI) increase in risk weights on consumer credit for banks and NBFCs, which was announced in November last year, is also likely to be felt this quarter impacting profitability and growth for small-ticket loans for personal consumption.



RBI tightens consumer lending norms

The Reserve Bank of India (RBI) has tightened rules for consumer lending, asking banks and non-banking financial companies (NBFCs) to set aside higher buffers and put in place board-approved policies to monitor exposure limits to this segment.

The development comes after the RBI governor flagged concerns about the high rate of growth of consumer loans on multiple occasions, asking lenders to remain cautious.

Risk weights for bank credit to NBFCs have been raised by 25 percentage points in cases where the current risk weight as per the external rating of NBFCs is below 100%. Loans to housing finance companies and loans to NBFCs that are eligible for classification as priority sectors are excluded.

Reserve Bank of India (RBI) issued a directive that prohibits banks and other regulated entities (REs) from levying additional fees on loans that are not previously disclosed in the Key Fact Statement (KFS). The notification stipulates strict adherence to these guidelines for all new retail and MSME term loans sanctioned from October 1 onwards, including loans issued to existing customers.

“Any fees, charges, etc., which are not mentioned in the KFS, cannot be charged by the REs to the borrower at any stage during the term of the loan, without explicit consent of the borrower,” the regulator said.

“REs shall put in place the necessary systems and processes to implement the above guidelines at the earliest. In any case, all new retail and MSME term loans sanctioned on or after October 1, 2024, including fresh loans to existing customers, shall comply with the above guidelines in letter and spirit without any exception,” the notification further said.



NBFC-MFI Highlights

- As on 31 December 2023, 4.1 Cr clients have loan outstanding from NBFC-MFIs, which is 21.7% higher than clients as on 31 December 2022.
- On a YoY basis AUM has increased by 36.0% as compared to 31 December 2022 and by 6.1% in comparison to 30 September 2023.
- Average loan amount disbursed per account during Q3 FY 23-24 was Rs 45,705 which has increased by around 8.2% in comparison to same quarter of last financial year.
- As on 31 December 2023, the borrowings O/s were Rs 1,04,696 Cr. Banks contributed 57.7% of borrowings O/s followed by 19.5% from Non-Bank entity, 10.5% from AIFs, 6.4% from External Commercial Borrowings (ECB) and 6.0% from other sources.
- Portfolio at Risk (PAR)>30 days as on 31 December 2023 has improved to 3.3%** as compared to 5.9%** as on 31 December 2022.

Suggestions? Feedback?
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